

Our reference: **ACTHDFOI23-24.29**



### **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 **Wednesday 3 January 2024**.

This application requested access to:

*'Under the FOI Act I would like to be provided with the results of the September 2023 Pulse Survey of the ACT Health Directorate, as well as the results for individual divisions within the directorate, aside from the Digital Solutions Division.'*

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 **Thursday 15 February 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;
- 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 Your personal contact details will not be published.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](mailto:ACTFOI@ombudsman.gov.au)  
Website: [ombudsman.act.gov.au](http://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](mailto:HealthFOI@act.gov.au).

Yours sincerely



Jodie Junk-Gibson  
**Executive Branch Manager**  
People Strategy and Culture

29 January 2024

# Workplace Factors and Survey Summary

## Key Outcomes

**65%**

Commitment and Loyalty

-3%

Mar 23

**68%**

Engagement

-3%

Mar 23

**70%**

Satisfaction

-7%

Mar 23

## Key Drivers

**74%**

Inclusivity

+2%

Mar 23

**59%**

Innovation

-1%

Mar 23

**69%**

Intrinsic Rewards

-2%

Mar 23

**80%**

Job-Skills Match

-2%

Mar 23

## Other Workplace Factors

**74%**

Autonomy

-4%

Mar 23

**53%**

Work Impact on Wellbeing

-1%

Mar 23

**51%**

Workload Management

+1%

Mar 23

A total of 621 staff from ACT Health participated in the September 2023 Pulse Survey. If all participants answered a question, 1% of the question response will represent approximately 6 participants.

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 ACT Health's results from the 2023 ACTPS Employee Survey (held in March).

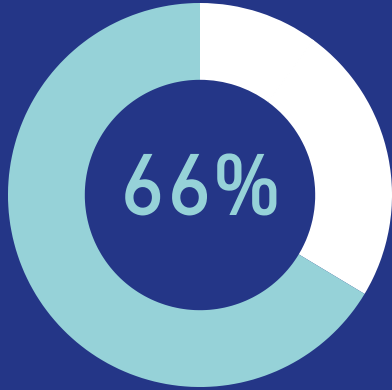


Indicates this Factor is five percentage points or more **above** the benchmark.

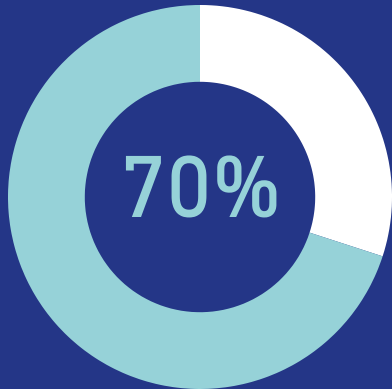


Indicates this Factor is five percentage points or more **below** the benchmark.

### Key Outcome Measures Score



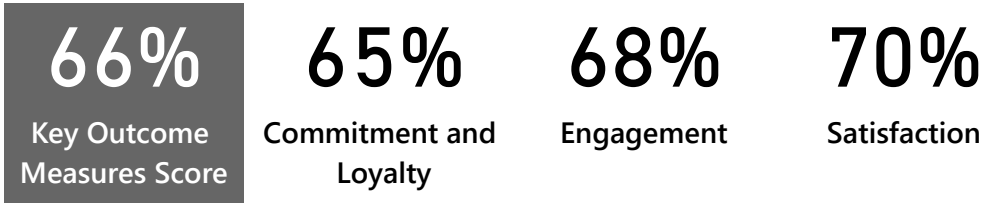
### Participation



# Key Outcomes

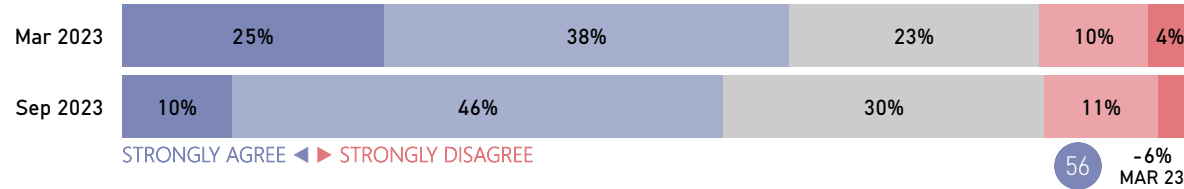
## ACT Health

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.

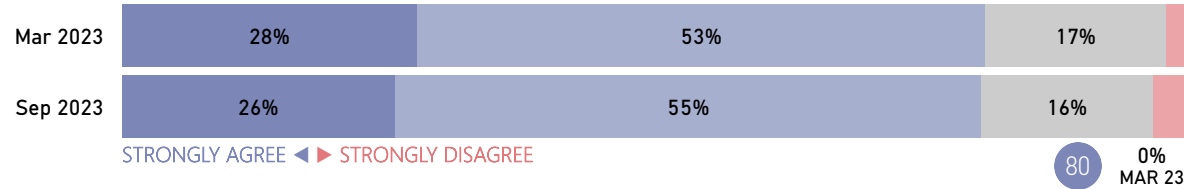


### ENGAGEMENT

#### My job inspires me

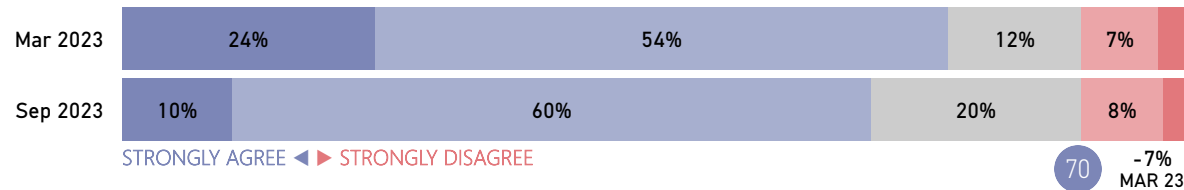


#### I work beyond what is required in my job to help my organisation achieve its objectives



### SATISFACTION

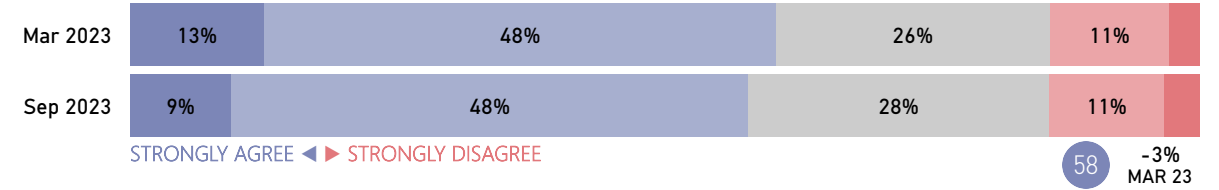
#### Overall, I am satisfied with my job



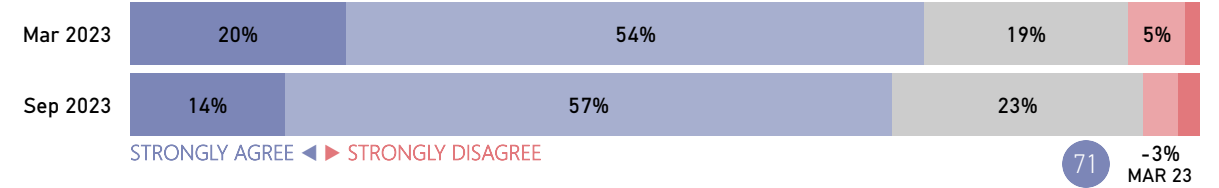
### COMMITMENT AND LOYALTY

2

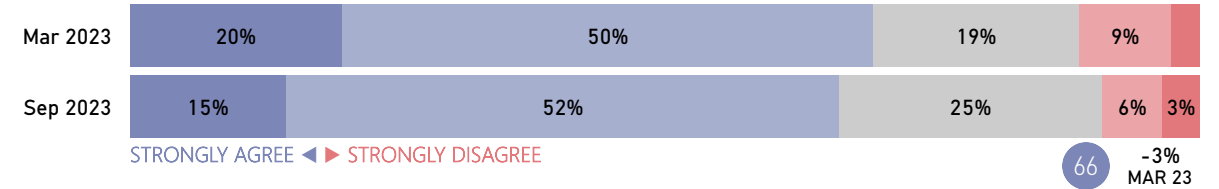
#### I feel a strong personal attachment to my organisation



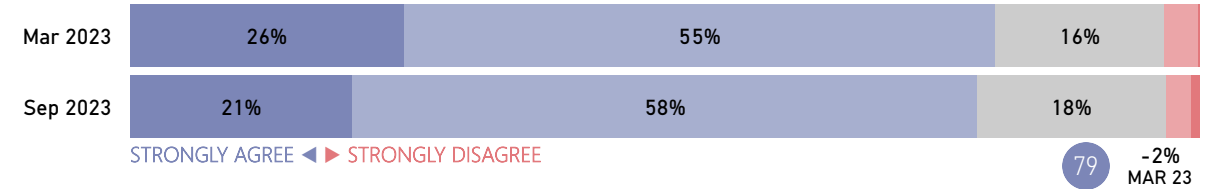
#### I am proud to work in my organisation



#### I would recommend my organisation as a good place to work



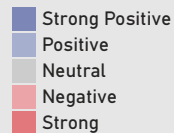
#### I believe strongly in the purpose and objectives of my organisation



#### 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, but may be responses that disagree with a negative 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**.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The **MAR 23** benchmark is a comparison to ACT Health's results from the 2023 ACTPS Employee Survey (held in March).

# Key Drivers

## ACT Health

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.

74%

Inclusivity

59%

Innovation

69%

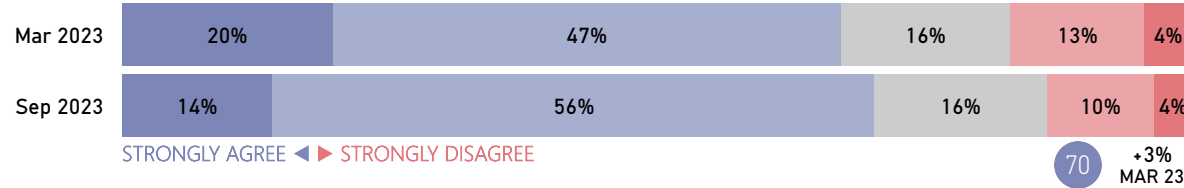
Intrinsic Rewards

80%

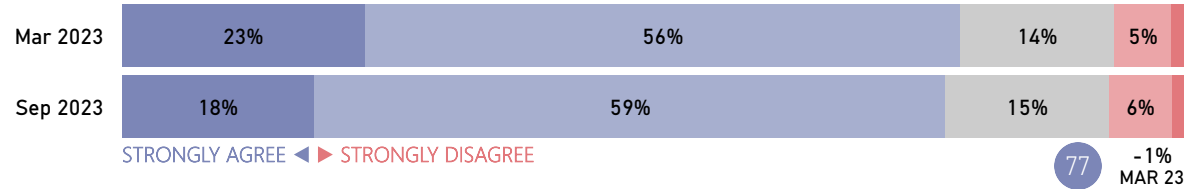
Job-Skills Match

### INCLUSIVITY

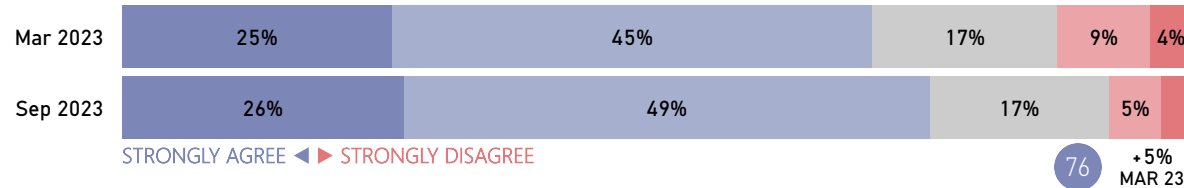
ACT Health fosters an environment where staff are treated fairly and with respect



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



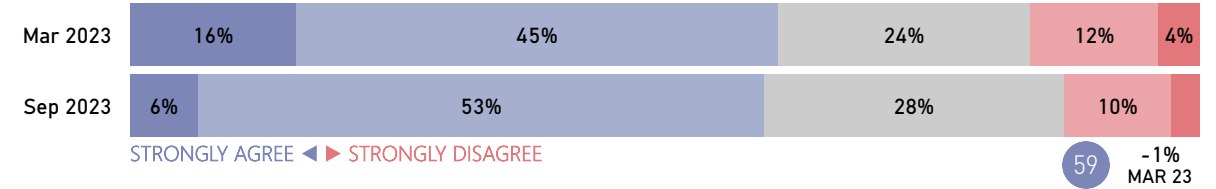
I do not face unfair barriers in accessing opportunities



### INNOVATION

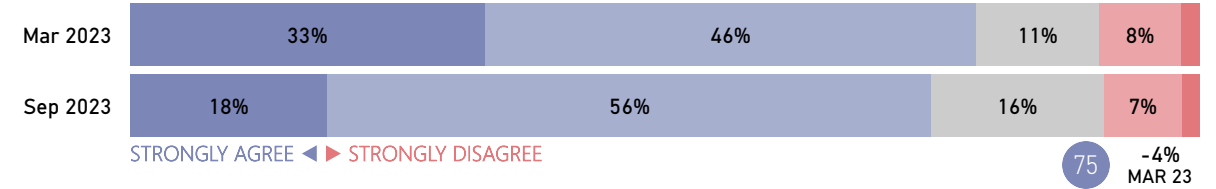
3

My organisation promotes innovation and creativity



### INTRINSIC REWARDS

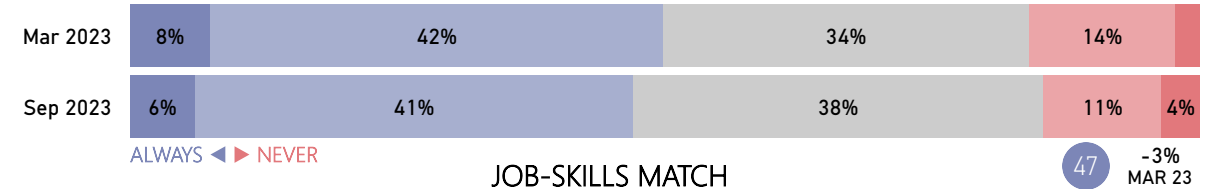
The work I do gives me a sense of accomplishment



I feel that I can make a worthwhile contribution at work

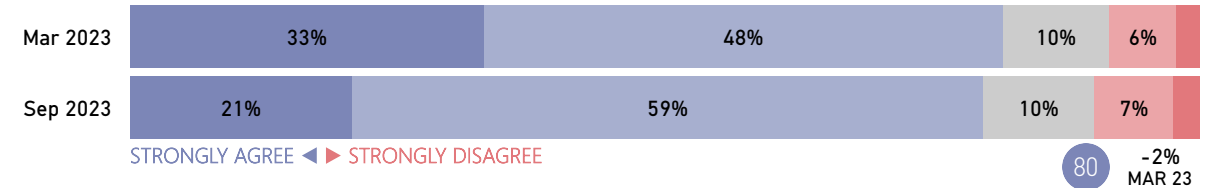


In the last three months, how often has your work made you feel enthusiastic?



### JOB-SKILLS MATCH

My job gives me opportunities to utilise my skills



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.

Strong Positive  
Positive  
Neutral  
Negative  
Strong

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, but may be responses that disagree with a negative statement. To provide context, the strong positive and strong negative responses for each question are shown next to the <img alt="arrow icon" data-bbox="215 945 225 955"/> <img alt="arrow icon" data-bbox="225 945 235 955"/> 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.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The MAR 23 benchmark is a comparison to ACT Health's results from the 2023 ACTPS Employee Survey (held in March).

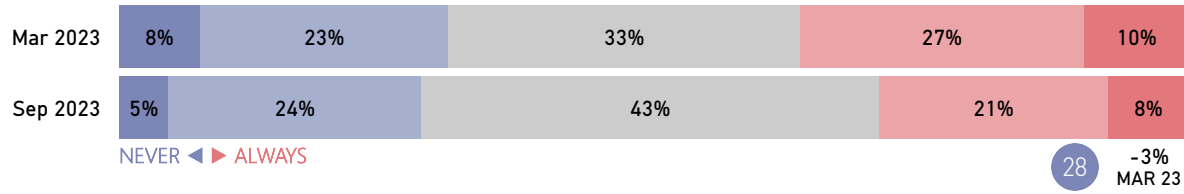
# Workload Management

## ACT Health

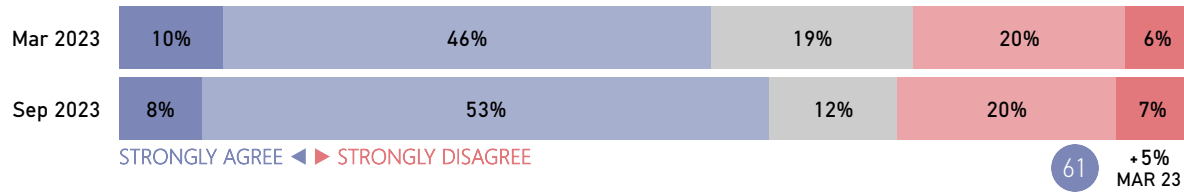
The 2023 ACTPS Employee Survey identified **Workload Management** as a key area of focus for the Directorate. To support business areas in monitoring trends, the four survey questions used to measure this Factor were included in the September 2023 Pulse Survey, as well as additional questions asking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

**51%**  
Workload Management

### I have unrealistic time pressures



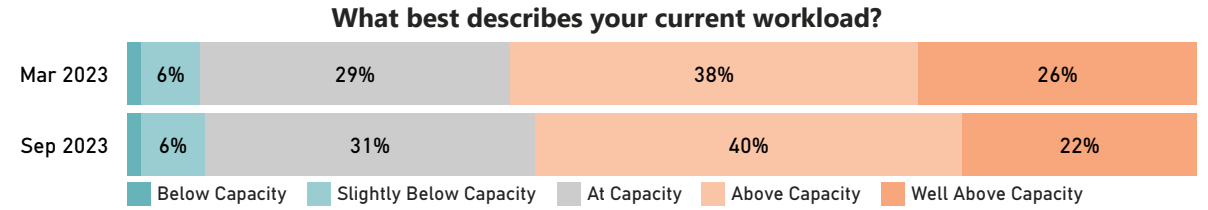
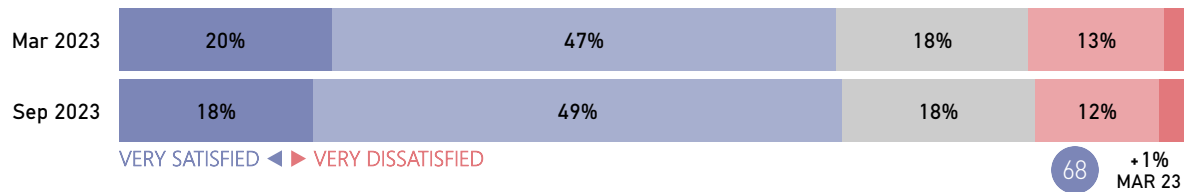
### The workload I have is appropriate for my role



### 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?



### 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.



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.

- Strong Positive
- Positive
- Neutral
- Negative
- Strong

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, but may be responses that disagree with a negative 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**.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The **MAR 23** benchmark is a comparison to ACT Health's results from the 2023 ACTPS Employee Survey (held in March).

# Work Impact on Wellbeing

## ACT Health

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.

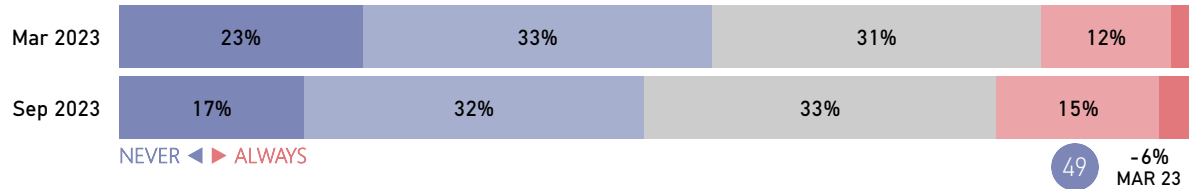
**53%**  
Work Impact on Wellbeing

### In the last three months, how often has your work made you feel...

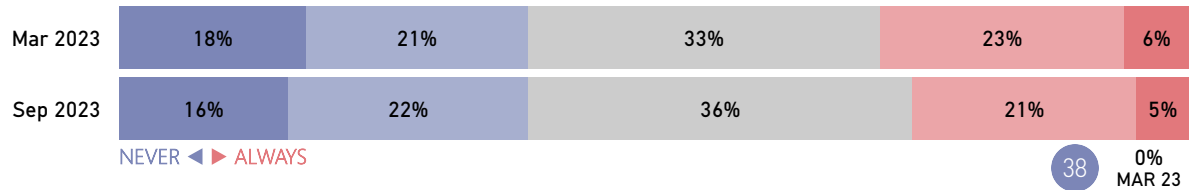
#### Happy?



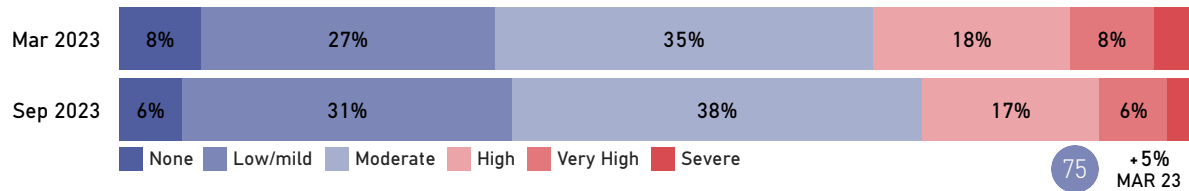
#### Miserable?



#### Burned out?



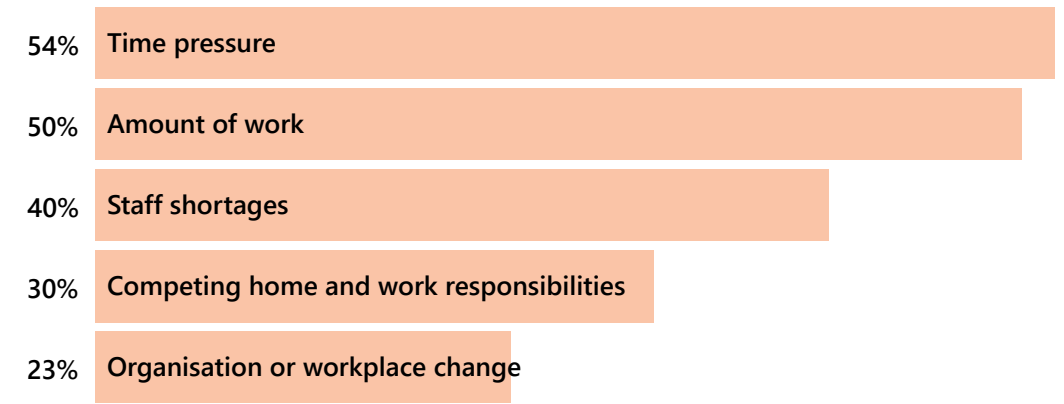
### How would you rate your current level of work-related stress?



### Participants experiencing at least some level of work-related stress (n = 573) 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.

#### March 2023



#### September 2023



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.

Strong Positive  
Positive  
Neutral  
Negative  
Strong

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, but may be responses that disagree with a negative statement. To provide context, the strong positive and strong negative responses for each question are shown next to the <img alt="arrow icons" data-bbox="205 945 215 955"/> <img alt="arrow icons" data-bbox="215 945 225 955"/> 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.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The MAR 23 benchmark is a comparison to ACT Health's results from the 2023 ACTPS Employee Survey (held in March).

# Other Workplace Factors

## ACT Health

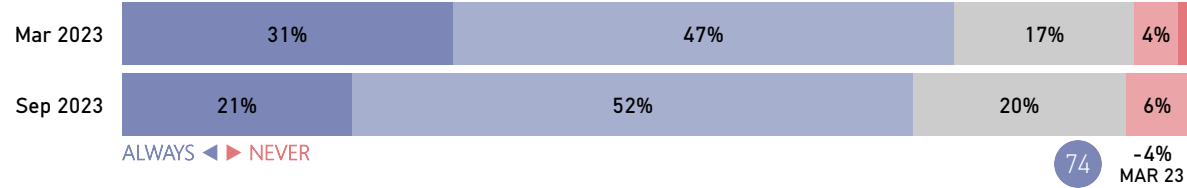
Additional workplace factors included in the September 2023 Pulse Survey were **Autonomy**, **Support for Health and Wellbeing**, and **Trust in Organisational Integrity**. In the Pulse Survey, the latter two factors were abbreviated to one survey item each and, therefore, have not been included on the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

**254**  
participants have direct responsibility for managing staff

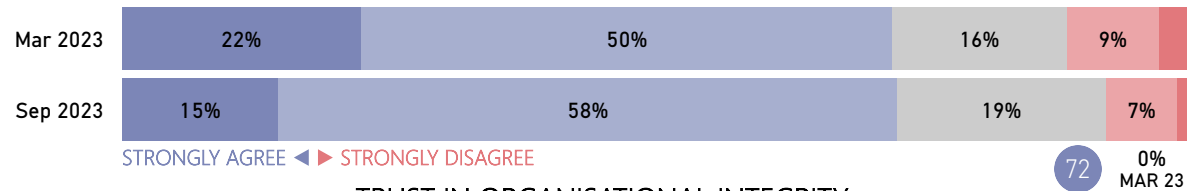
### AUTONOMY

#### I have a choice in deciding how I do my work



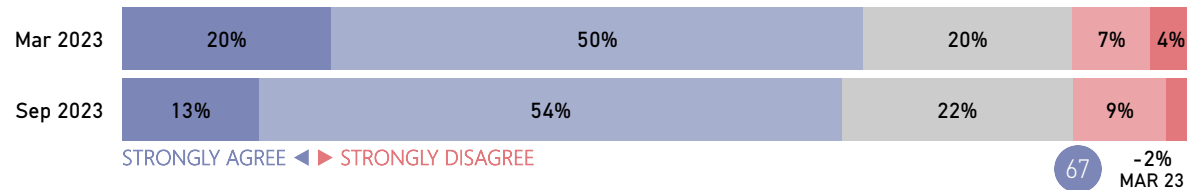
### SUPPORT FOR HEALTH AND WELLBEING

#### 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



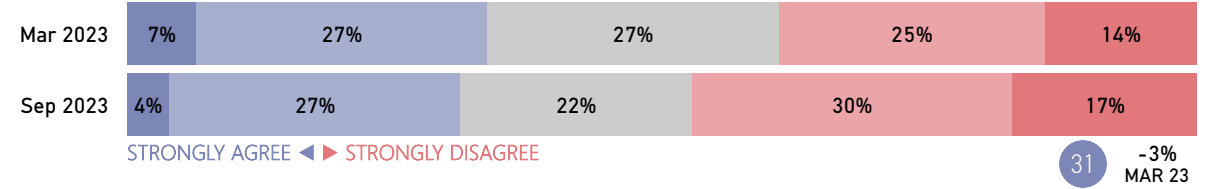
### MANAGING TEAMS\*

6

#### I find it easy to manage team resourcing



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

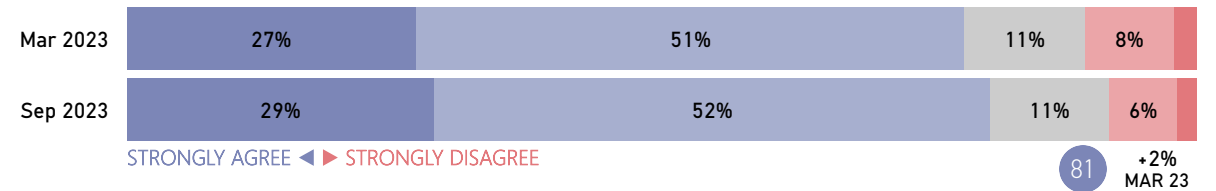


#### I feel supported by my supervisor to manage any issues that arise in my team



### 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



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.

Strong Positive  
Positive  
Neutral  
Negative  
Strong

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, but may be responses that disagree with a negative statement. To provide context, the strong positive and strong negative responses for each question are shown next to the <img alt="arrow left icon" data-bbox="215 945 225 955"/> <img alt="arrow right icon" data-bbox="225 945 235 955"/> 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.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The MAR 23 benchmark is a comparison to ACT Health's results from the 2023 ACTPS Employee Survey (held in March).

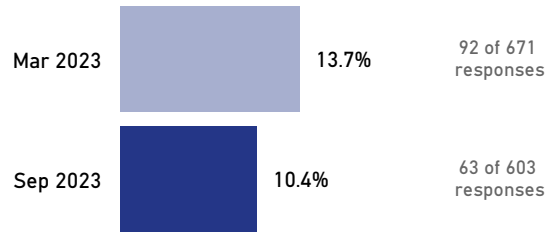


# Inappropriate Behaviours | ACT Health

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.

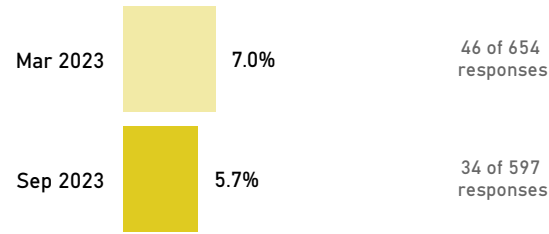
## Bullying

### Yes, personally experienced



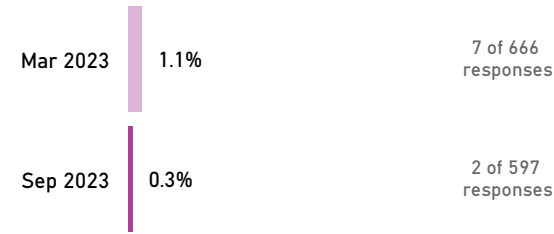
## Discrimination

### Yes, personally experienced



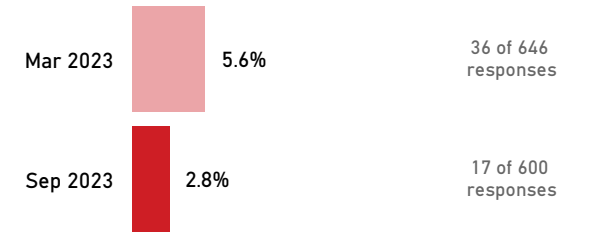
## Sexual Harrasment

### Yes, personally experienced

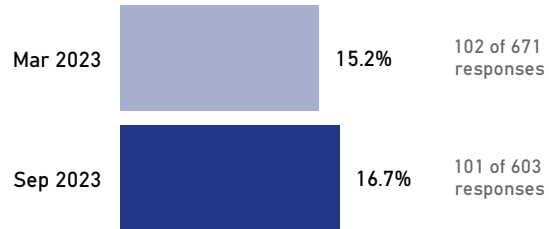


## Aggression or Violence

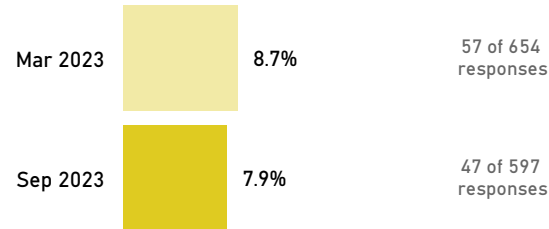
### Yes, personally experienced



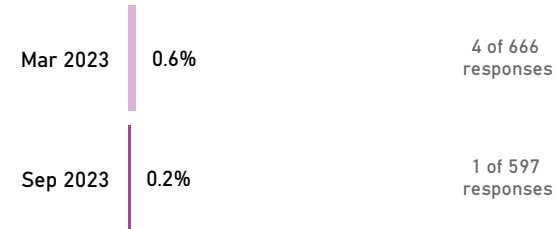
### Yes, witnessed it happening to someone else



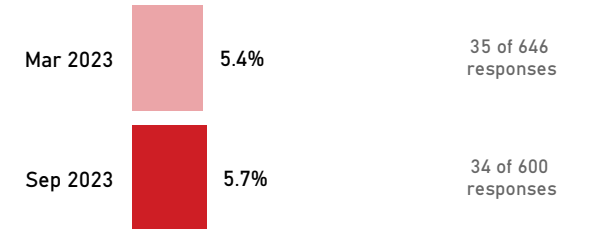
### Yes, witnessed it happening to someone else



### Yes, witnessed it happening to someone else



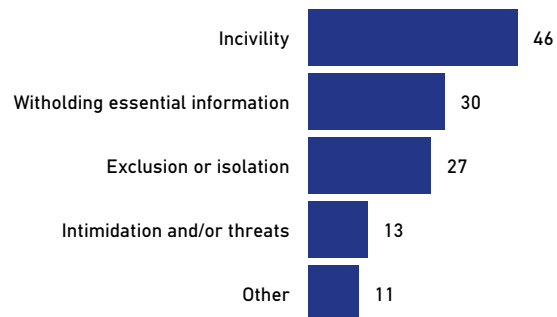
### Yes, witnessed it happening to someone else



#### Participants who experienced bullying were asked:

##### What type of bullying did you experience?

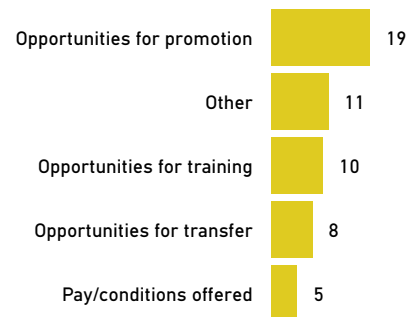
Participants were able to select multiple responses. Results shown are the top five from September 2023.



#### 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.

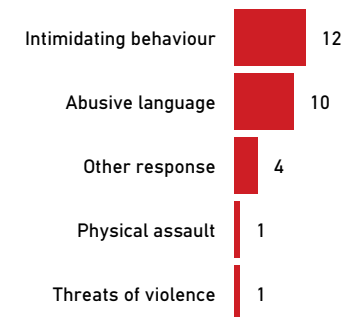


Results for some questions can not be shown as there were fewer than 10 responses.

#### Participants who experienced violence were asked:

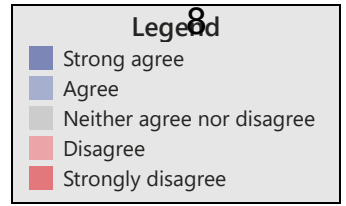
##### What behaviours did you experience?

Participants were able to select multiple responses. Results shown are the top five from September 2023.

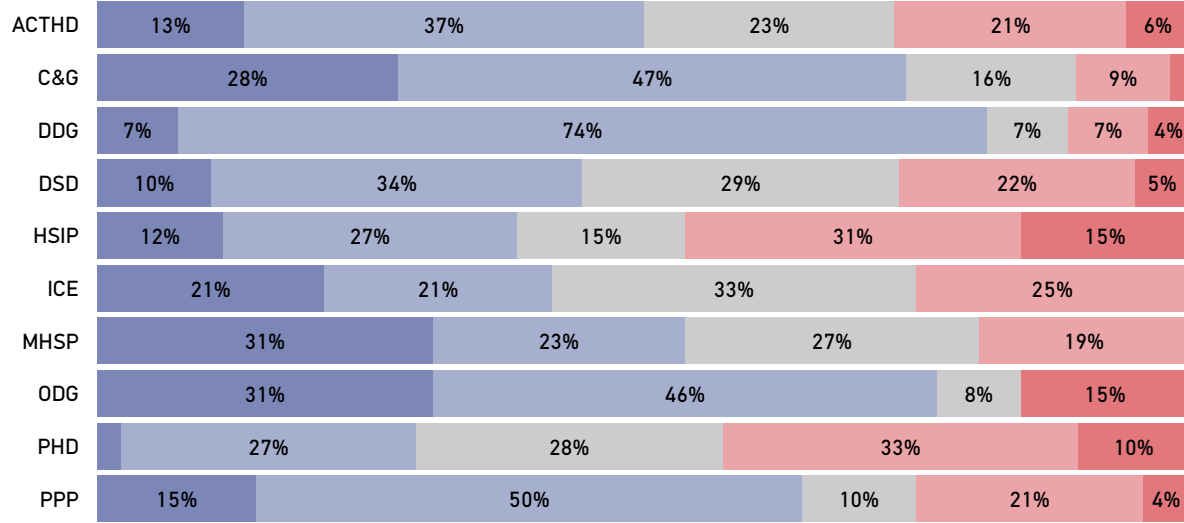


# Survey Follow-up | ACT Health

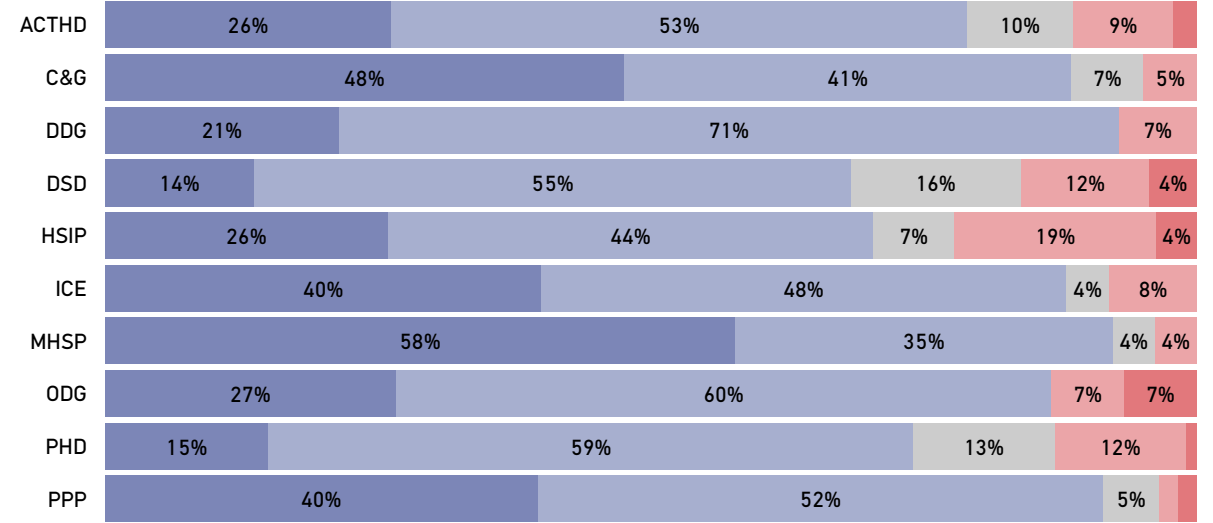
The September 2023 Pulse Survey included four new questions about the follow-up to the results from the ACTPS Employee Survey, which was conducted six months earlier in March 2023. As there is no March 2023 benchmark for these questions, this page displays relevant directorate/division/branch results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



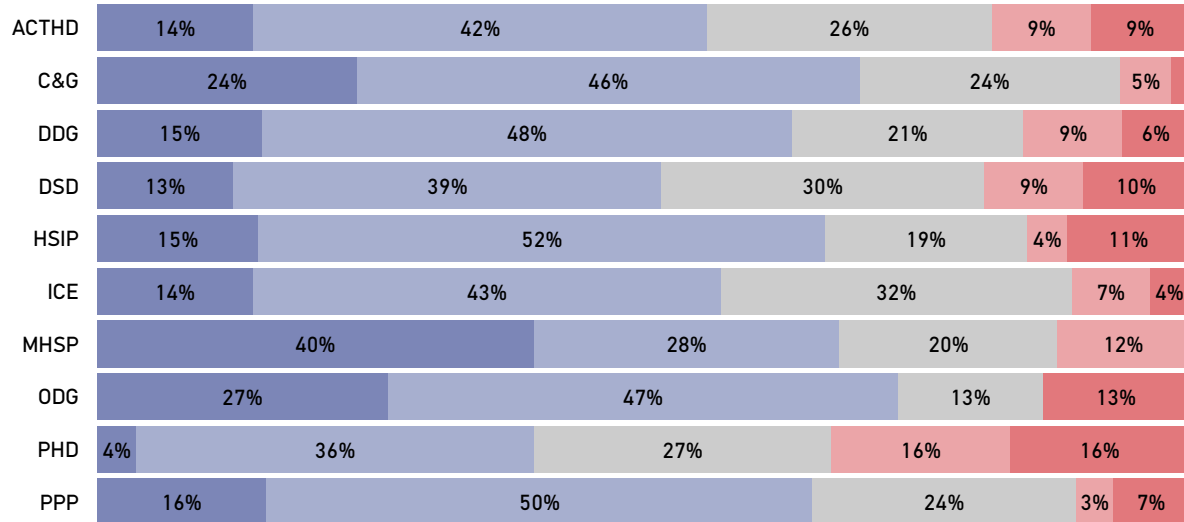
## Our team developed an action plan to address issues raised by the results of the last staff survey



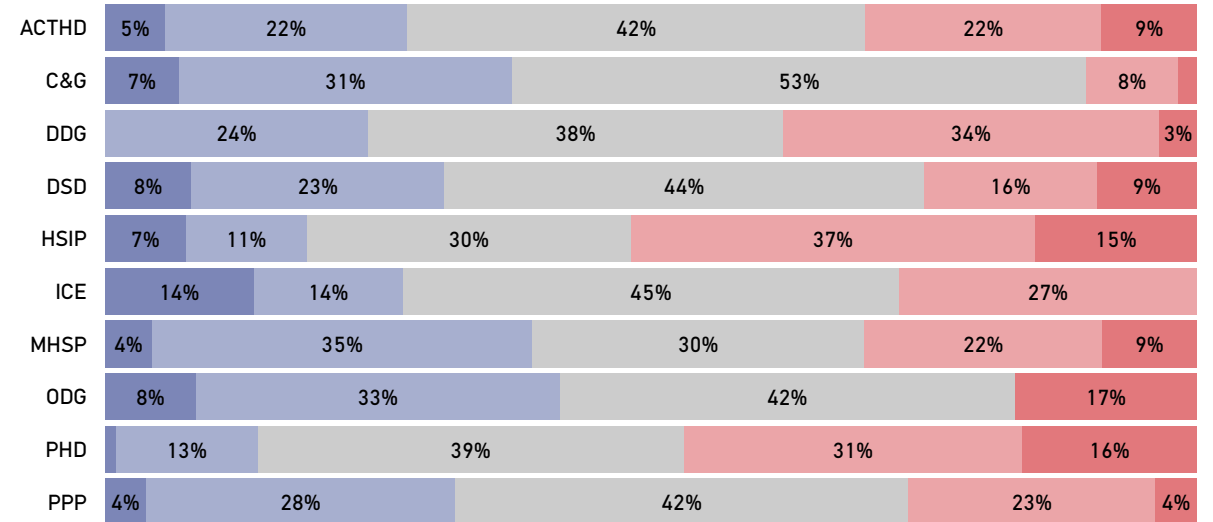
## My manager shared the results of the last staff survey with our team



## 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



# Workplace Factors and Survey Summary

## Key Outcomes

**66%**

**Commitment and Loyalty**

-9% +1%  
 Mar 23 ACTHD

**65%**

**Engagement**

-5% -3%  
 Mar 23 ACTHD

**78%**

**Satisfaction**

-3% +8%  
 Mar 23 ACTHD

## Key Drivers

**81%**

**Inclusivity**

+1% +7%  
 Mar 23 ACTHD

**58%**

**Innovation**

-15% -1%  
 Mar 23 ACTHD

**66%**

**Intrinsic Rewards**

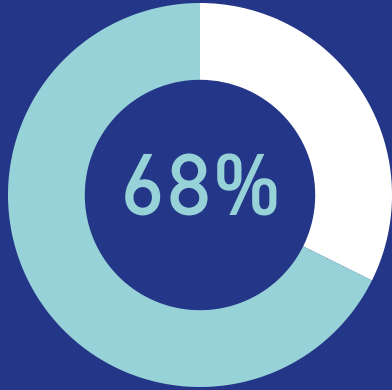
-5% -3%  
 Mar 23 ACTHD

**84%**

**Job-Skills Match**

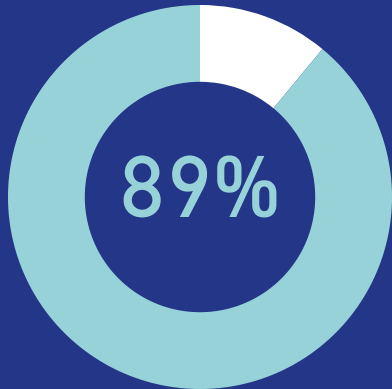
+4% +4%  
 Mar 23 ACTHD

## Key Outcome Measures Score



-7% +1%  
 Mar 23 ACTHD

## Participation



+1% +19%  
 Mar 23 ACTHD

A total of 67 staff from Corporate and Governance participated in the September 2023 Pulse Survey. If all participants answered a question, one participant will equal 1.5% of the question response.

## Other Workplace Factors

**82%**

**Autonomy**

-5% +8%  
 Mar 23 ACTHD

**66%**

**Work Impact on Wellbeing**

+1% +13%  
 Mar 23 ACTHD

**68%**

**Workload Management**

+5% +16%  
 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.

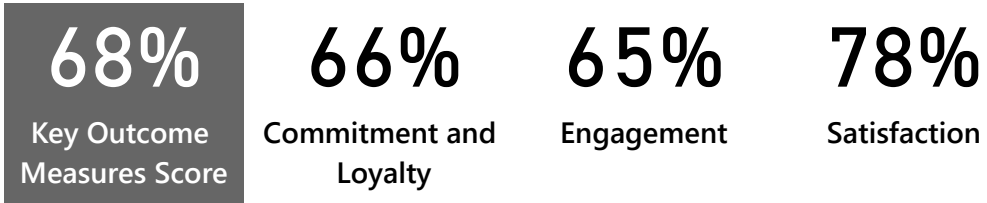
Benchmarks provide a comparison for Workplace Factors between the Pulse Survey and a previous survey or a parent business area. A plus sign indicates the Factor is higher than the benchmark, while a minus sign indicates it is lower. The **MAR 23** benchmark is a comparison to Corporate and Governance's 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

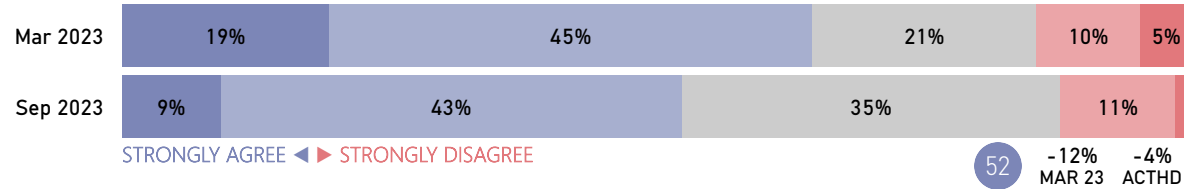
## Corporate and Governance

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.

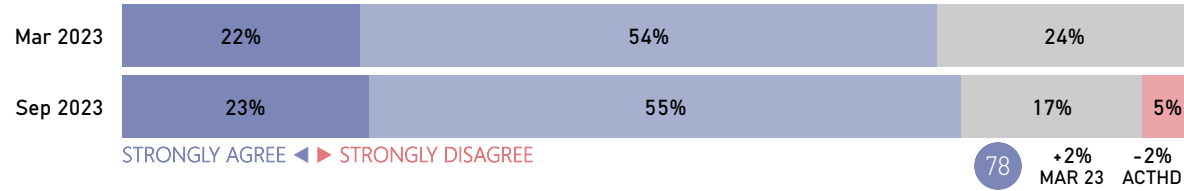


### ENGAGEMENT

#### My job inspires me

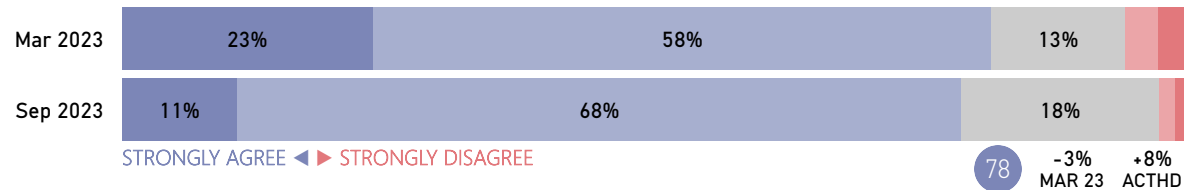


#### I work beyond what is required in my job to help my organisation achieve its objectives



### SATISFACTION

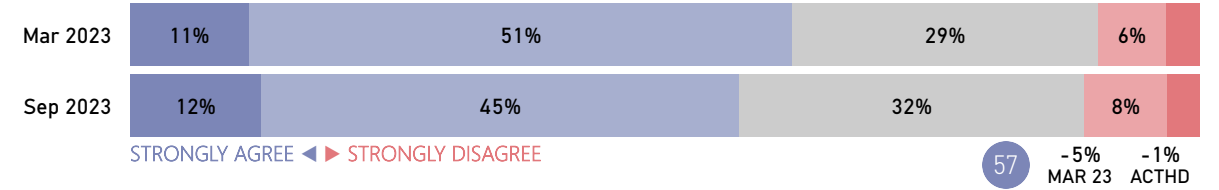
#### Overall, I am satisfied with my job



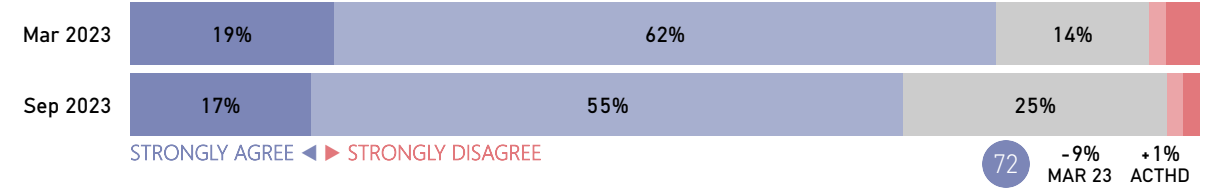
### COMMITMENT AND LOYALTY

10

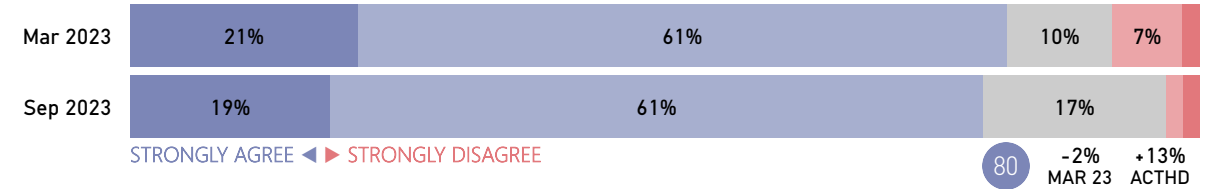
#### I feel a strong personal attachment to my organisation



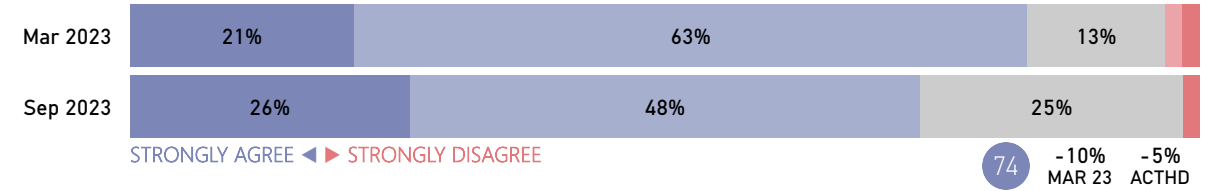
#### I am proud to work in my organisation



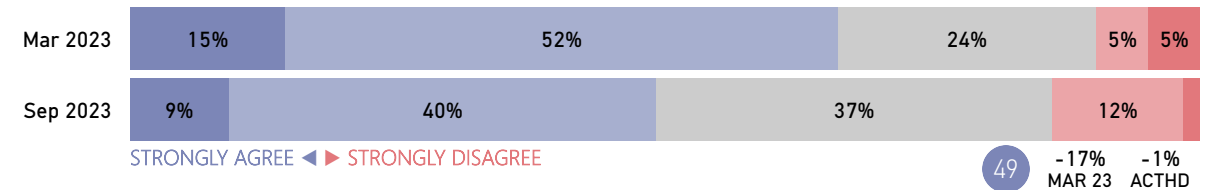
#### I would recommend my organisation as a good place to work



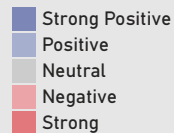
#### I believe strongly in the purpose and objectives of my organisation



#### 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, but may be responses that disagree with a negative 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**.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The **MAR 23** benchmark is a comparison to Corporate and Governance'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.

# Key Drivers

## Corporate and Governance

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.

81%

Inclusivity

58%

Innovation

66%

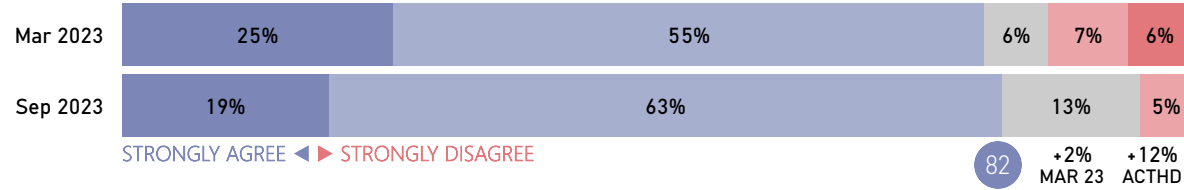
Intrinsic Rewards

84%

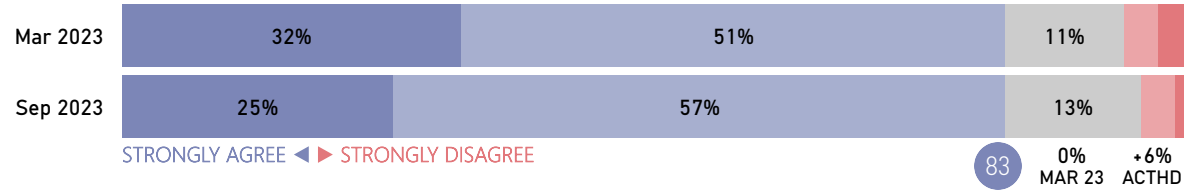
Job-Skills Match

### INCLUSIVITY

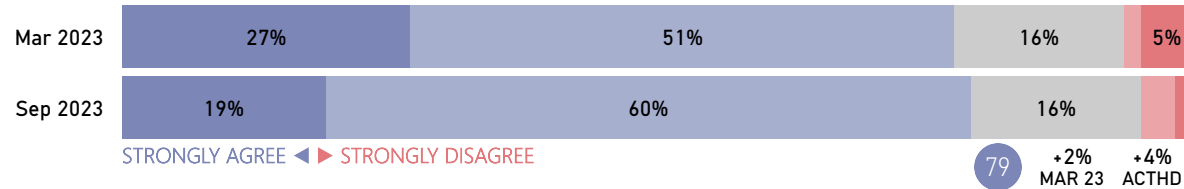
#### ACT Health fosters an environment where staff are treated fairly and with respect



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



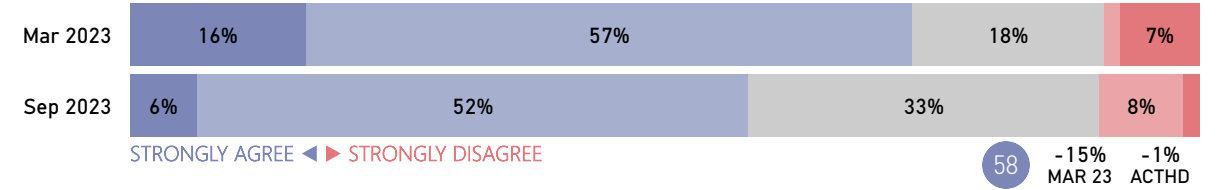
#### I do not face unfair barriers in accessing opportunities



### INNOVATION

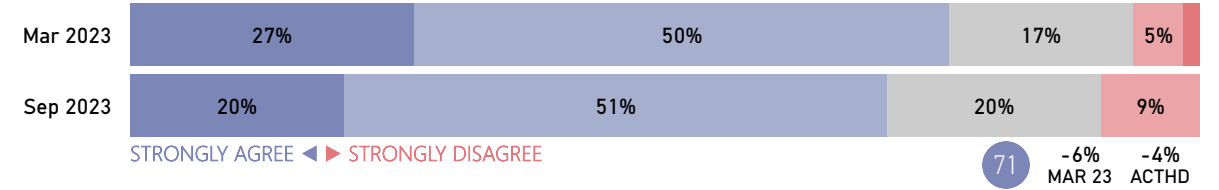
11

#### My organisation promotes innovation and creativity

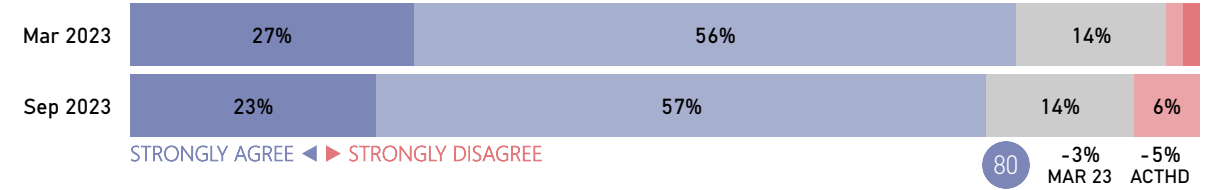


### INTRINSIC REWARDS

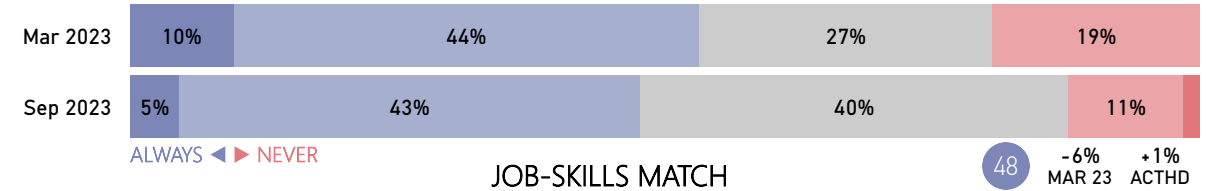
#### The work I do gives me a sense of accomplishment



#### I feel that I can make a worthwhile contribution at work

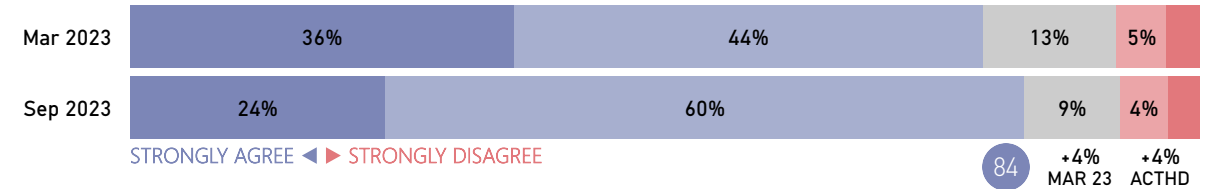


#### In the last three months, how often has your work made you feel enthusiastic?

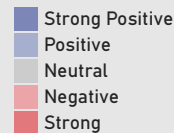


### JOB-SKILLS MATCH

#### My job gives me opportunities to utilise my skills



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, but may be responses that disagree with a negative statement. To provide context, the strong positive and strong negative responses for each question are shown next to the ◀ ▶ icons.



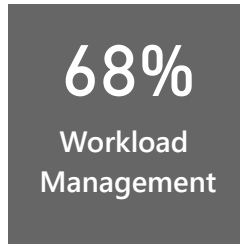
A blue circle shows the **positive response**, defined as the proportion of positive or strong positive responses, to each question from the **September 2023 Pulse Survey**.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The **MAR 23** benchmark is a comparison to Corporate and Governance'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.

# Workload Management

## Corporate and Governance

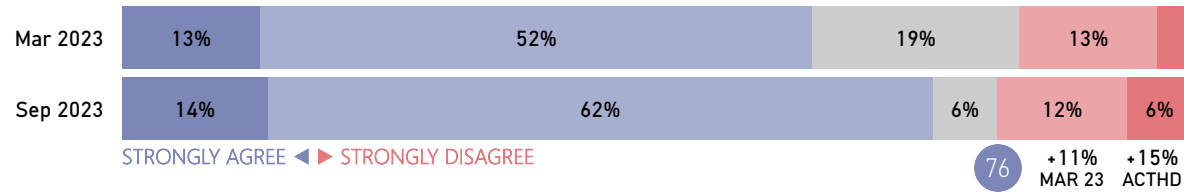
The 2023 ACTPS Employee Survey identified **Workload Management** as a key area of focus for the Directorate. To support business areas in monitoring trends, the four survey questions used to measure this Factor were included in the September 2023 Pulse Survey, as well as additional questions asking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



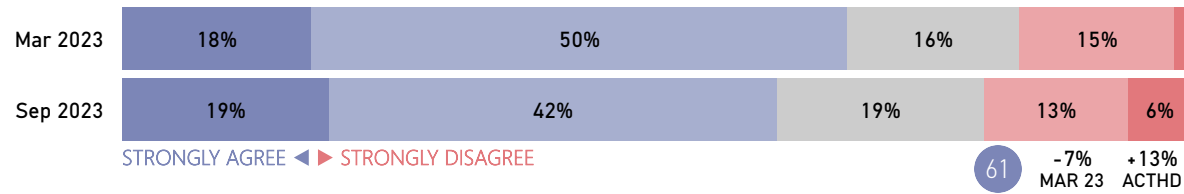
### I have unrealistic time pressures



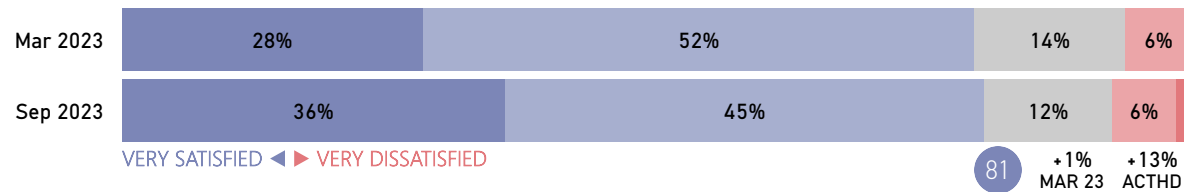
### The workload I have is appropriate for my role



### 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?



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.

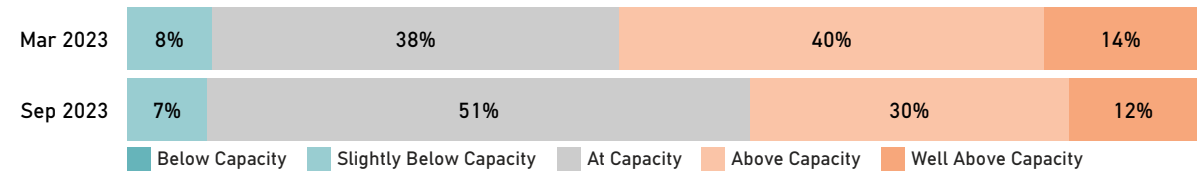
- Strong Positive
- Positive
- Neutral
- Negative
- Strong

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, but may be responses that disagree with a negative statement. To provide context, the strong positive and strong negative responses for each question are shown next to the <img alt="arrow icons" data-bbox="205 945 215 955"/> <img alt="arrow icons" data-bbox="215 945 225 955"/> 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.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The MAR 23 benchmark is a comparison to Corporate and Governance'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.

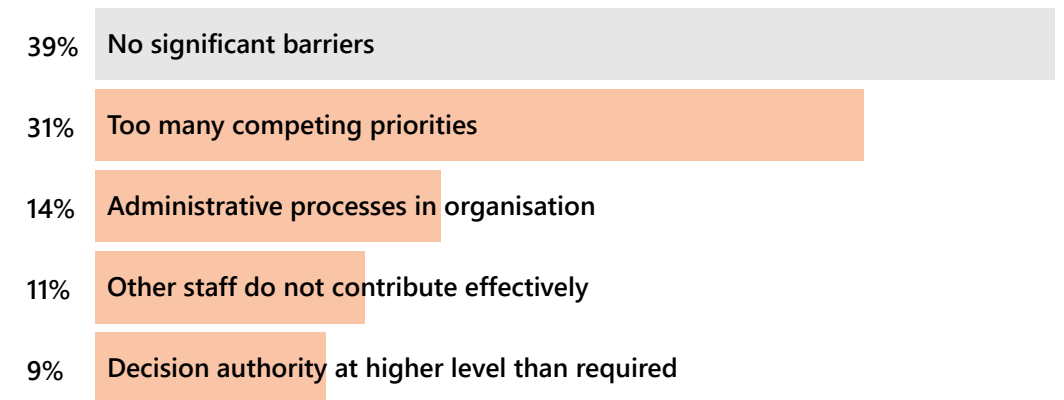
### What best describes your current workload?



### 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



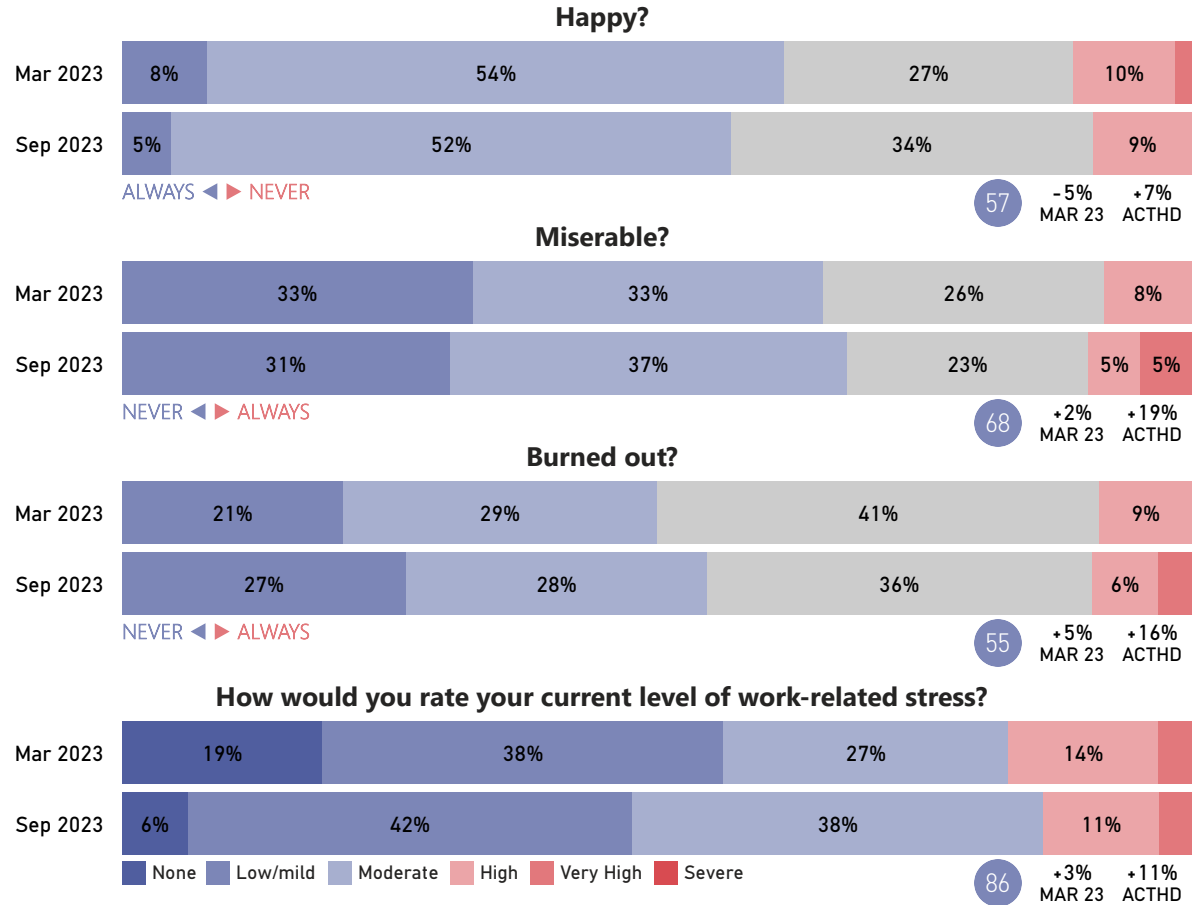
# Work Impact on Wellbeing

## Corporate and Governance

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.

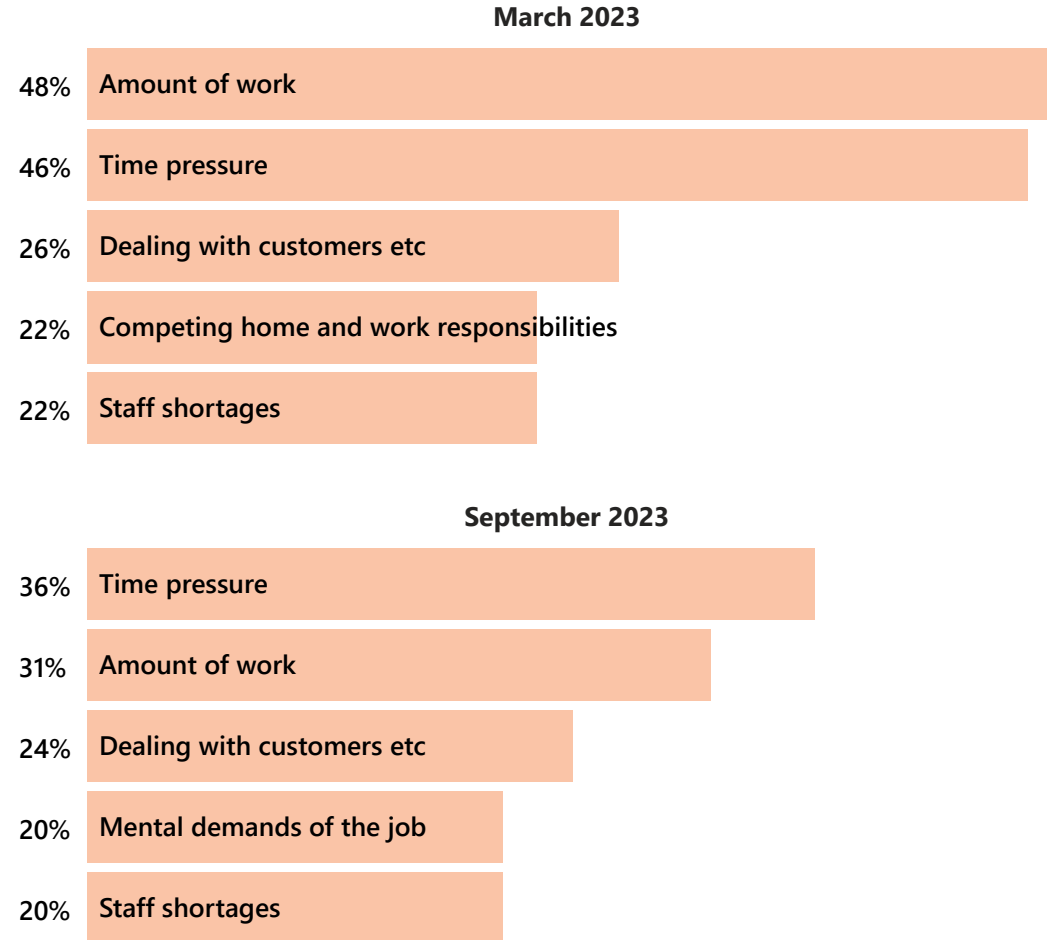
**66%**  
Work Impact on Wellbeing

### In the last three months, how often has your work made you feel...



### Participants experiencing at least some level of work-related stress (n = 61) 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.



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.

Strong Positive  
Positive  
Neutral  
Negative  
Strong

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, but may be responses that disagree with a negative statement. To provide context, the strong positive and strong negative responses for each question are shown next to the <img alt="arrow icons" data-bbox="215 945 235 955"/> 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.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The MAR 23 benchmark is a comparison to Corporate and Governance'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.

# Other Workplace Factors

## Corporate and Governance

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.

**29**  
participants have direct responsibility for managing staff

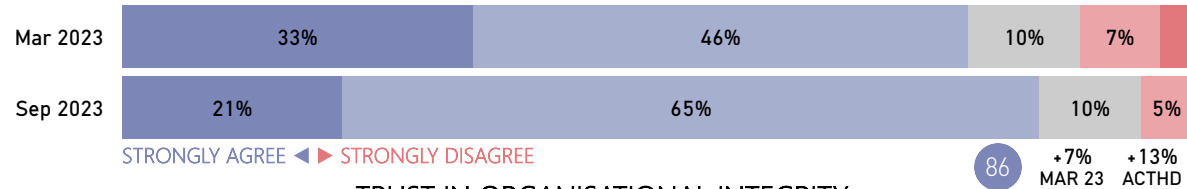
### AUTONOMY

**I have a choice in deciding how I do my work**



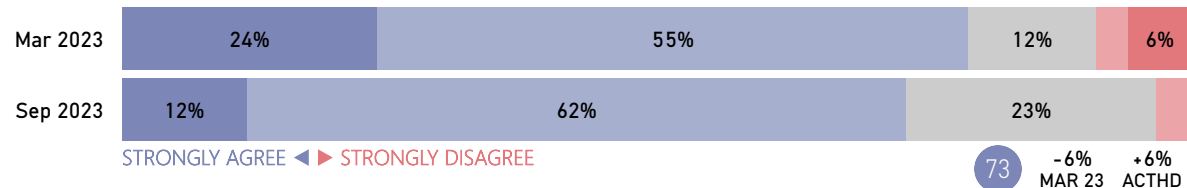
### SUPPORT FOR HEALTH AND WELLBEING

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



### TRUST IN ORGANISATIONAL INTEGRITY

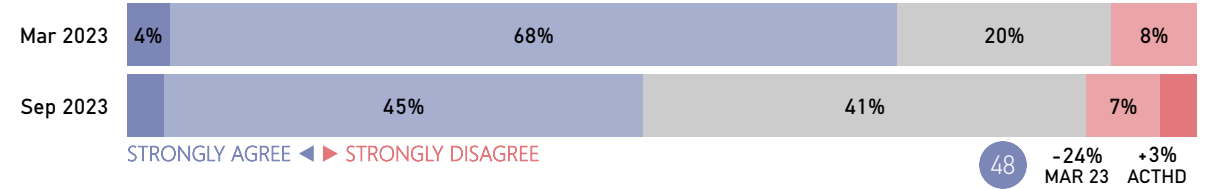
**ACT Health operates with a high level of integrity**



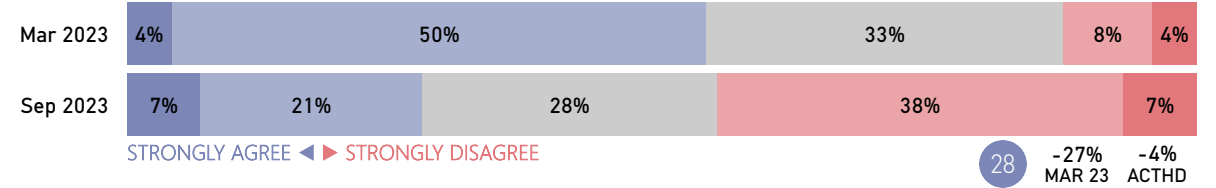
### MANAGING TEAMS\*

14

**I find it easy to manage team resourcing**



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

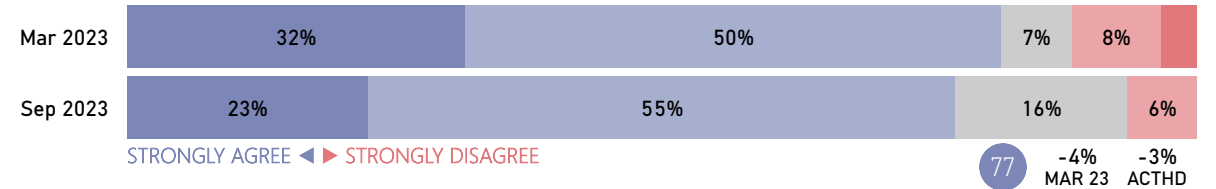


**I feel supported by my supervisor to manage any issues that arise in my team**

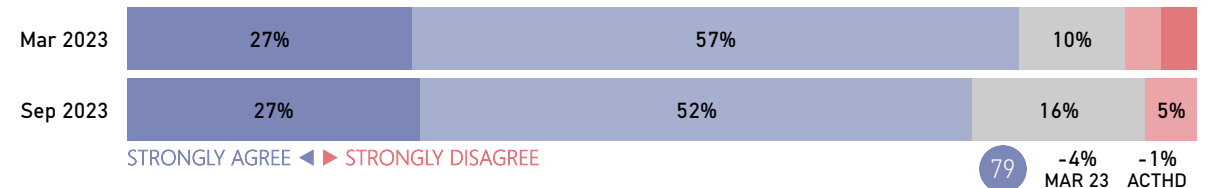


### PSYCHOLOGICAL SAFETY

**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**



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.

Strong Positive  
Positive  
Neutral  
Negative  
Strong

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, but may be responses that disagree with a negative statement. To provide context, the strong positive and strong negative responses for each question are shown next to the <img alt="arrow left icon" data-bbox="215 945 225 955"/> <img alt="arrow right icon" data-bbox="225 945 235 955"/> 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.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The MAR 23 benchmark is a comparison to Corporate and Governance'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.

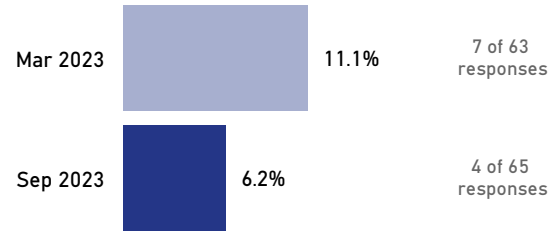


# Inappropriate Behaviours | Corporate and Governance

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.

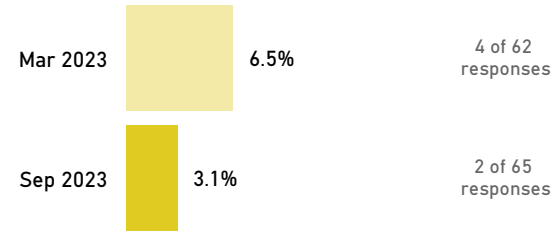
## Bullying

### Yes, personally experienced



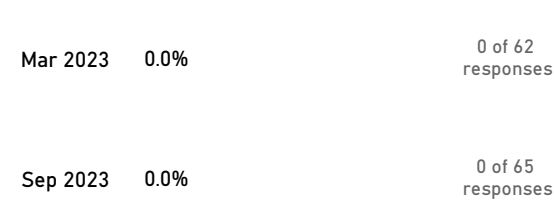
## Discrimination

### Yes, personally experienced



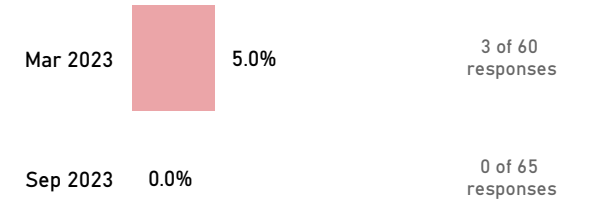
## Sexual Harrasment

### Yes, personally experienced

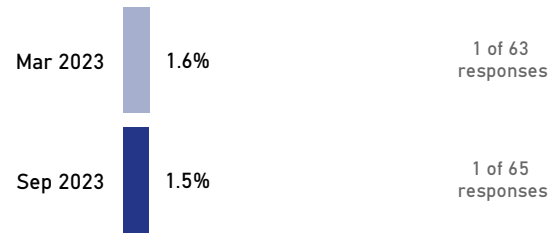


## Aggression or Violence

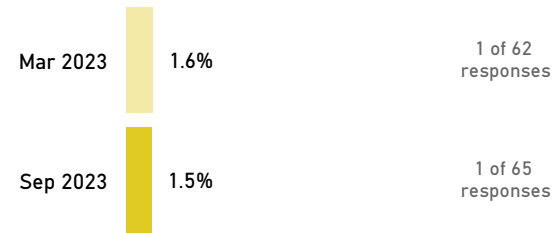
### Yes, personally experienced



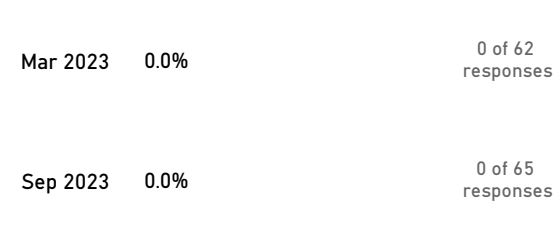
### Yes, witnessed it happening to someone else



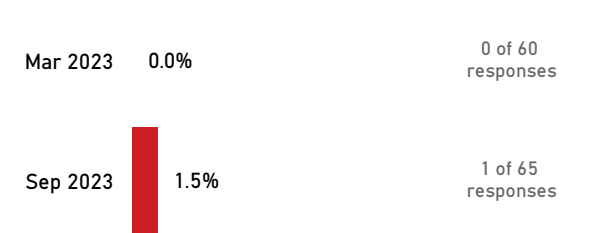
### Yes, witnessed it happening to someone else



### Yes, witnessed it happening to someone else



### Yes, witnessed it happening to someone else



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

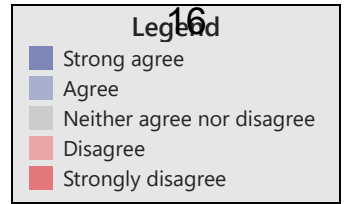
Results for some questions can not be shown as there were fewer than 10 responses.

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

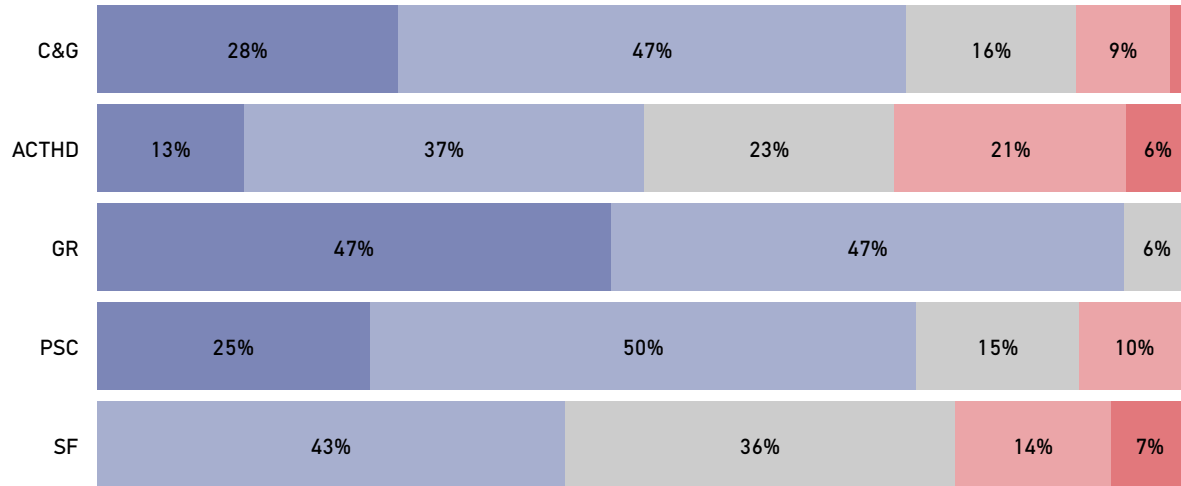
Results for some questions can not be shown as there were fewer than 10 responses.

# Survey Follow-up | Corporate and Governance

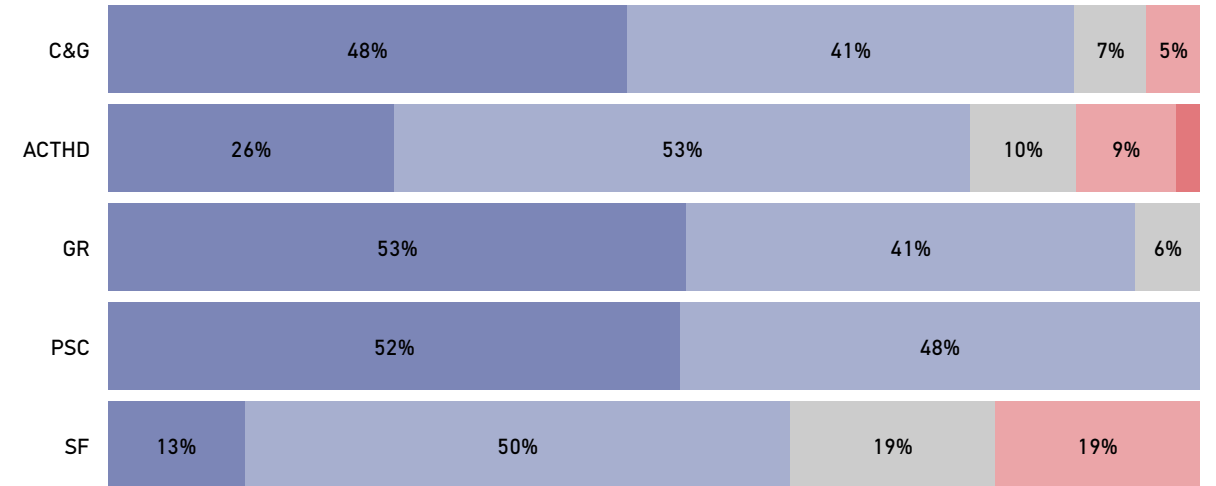
The September 2023 Pulse Survey included four new questions about the follow-up to the results from the ACTPS Employee Survey, which was conducted six months earlier in March 2023. As there is no March 2023 benchmark for these questions, this page displays relevant directorate/division/branch results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



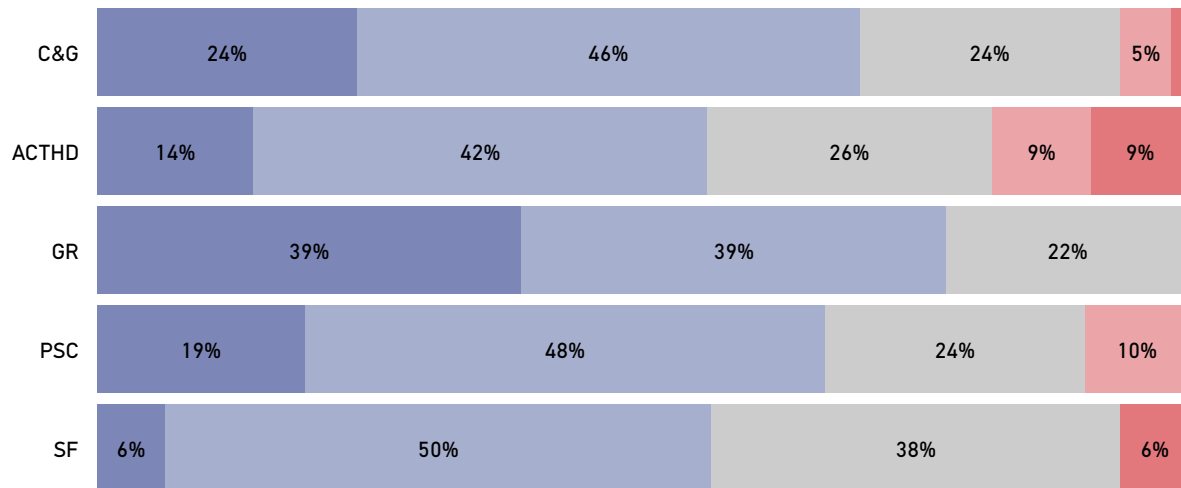
**Our team developed an action plan to address issues raised by the results of the last staff survey**



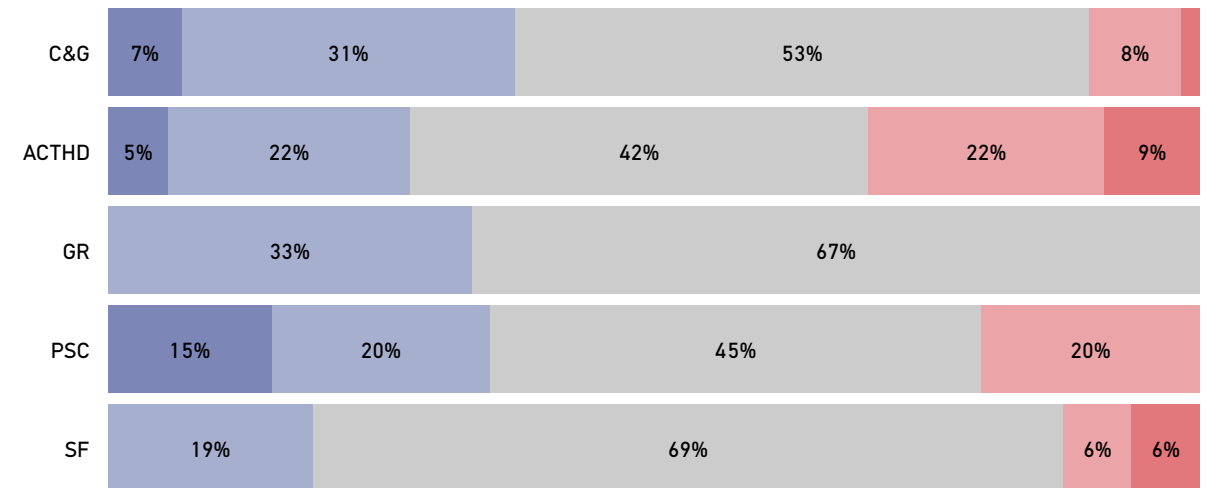
**My manager shared the results of the last staff survey with our team**



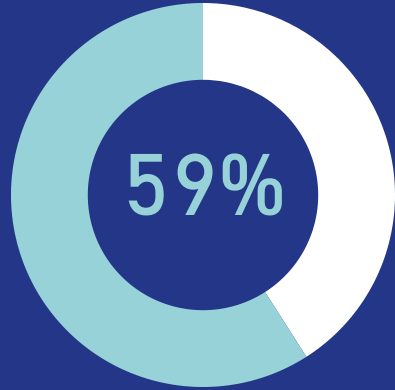
**I believe that senior leadership is committed to responding to the results of staff surveys**



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

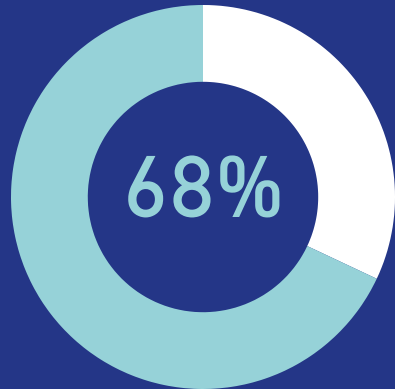


**Key Outcome Measures Score**



-6% -7%  
 Mar 23 ACTHD

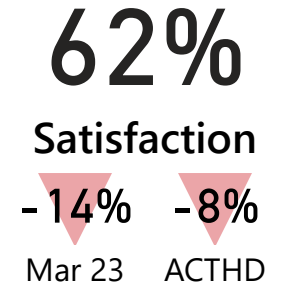
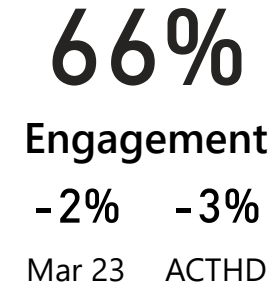
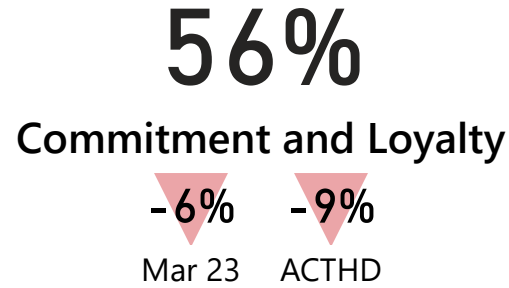
**Participation**



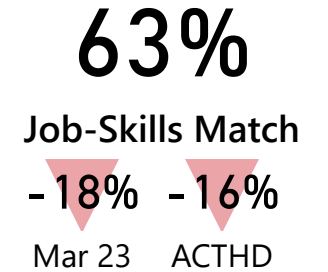
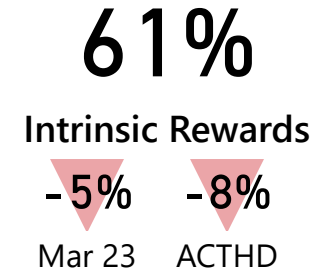
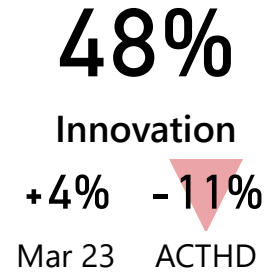
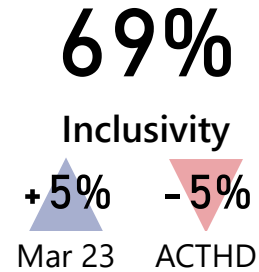
-16% -2%  
 Mar 23 ACTHD

**Workplace Factors and Survey Summary**

**Key Outcomes**

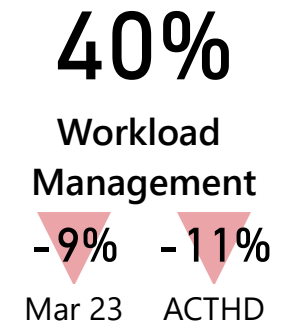
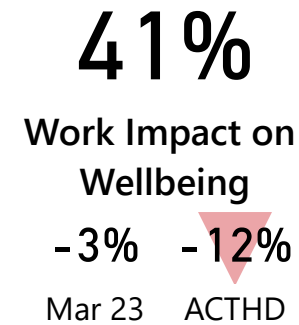
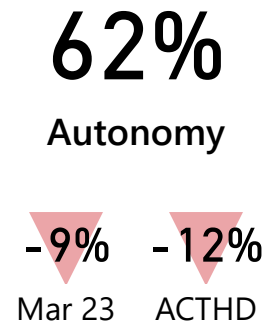


**Key Drivers**



A total of 30 staff from Health System Innovation and Performance participated in the September 2023 Pulse Survey. If all participants answered a question, one participant will equal approximately 3% of the question response.

**Other Workplace Factors**



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.

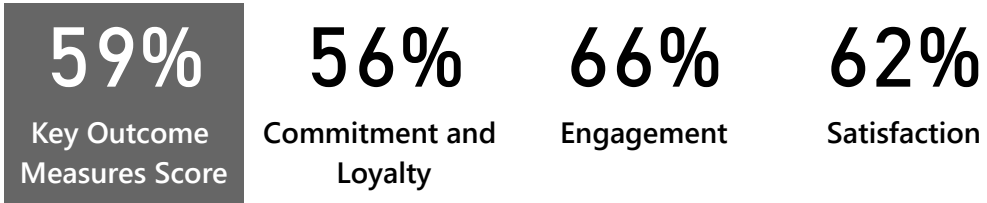
Benchmarks provide a comparison for Workplace Factors between the Pulse Survey and a previous survey or a parent business area. A plus sign indicates the Factor is higher than the benchmark, while a minus sign indicates it is lower. The **MAR 23** benchmark is a comparison to Health System Innovation and Performance'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

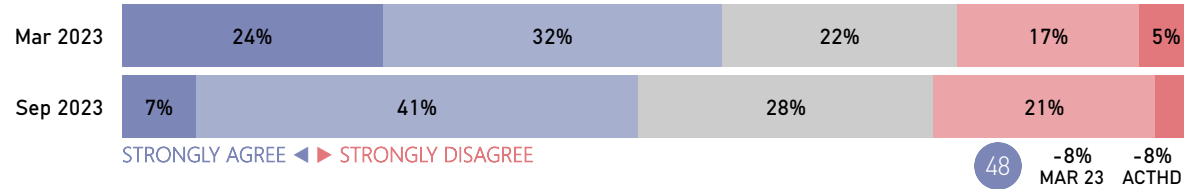
## Health System Innovation and Performance

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.

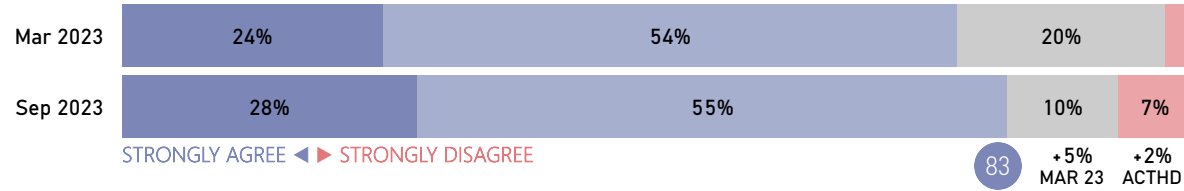


### ENGAGEMENT

#### My job inspires me

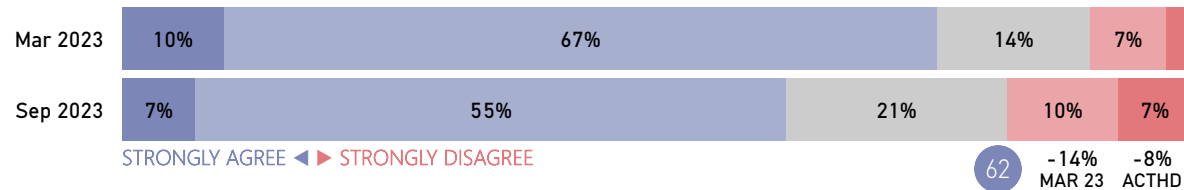


#### I work beyond what is required in my job to help my organisation achieve its objectives



### SATISFACTION

#### Overall, I am satisfied with my job



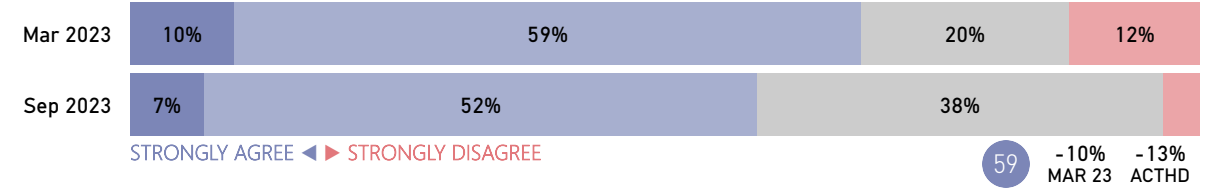
## COMMITMENT AND LOYALTY

18

#### I feel a strong personal attachment to my organisation



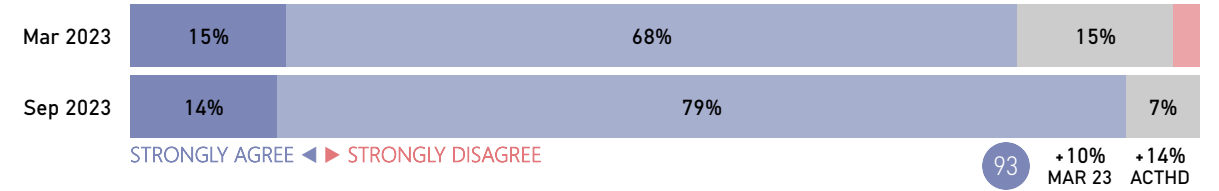
#### I am proud to work in my organisation



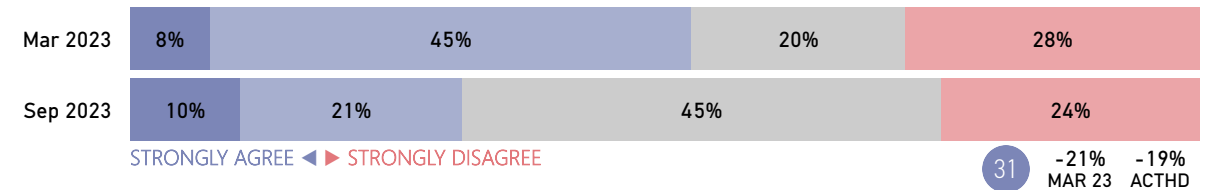
#### I would recommend my organisation as a good place to work



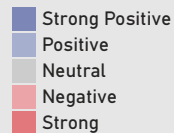
#### I believe strongly in the purpose and objectives of my organisation



#### 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, but may be responses that disagree with a negative 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**.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The **MAR 23** benchmark is a comparison to Health System Innovation and Performance'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.

# Key Drivers

## Health System Innovation and Performance

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.

69%

Inclusivity

48%

Innovation

61%

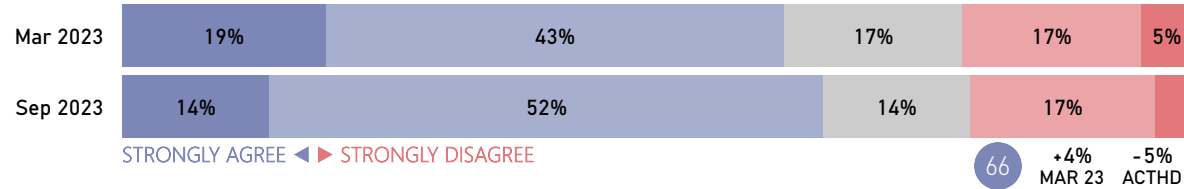
Intrinsic Rewards

63%

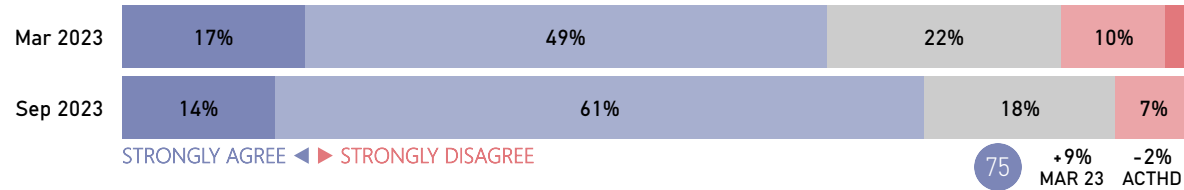
Job-Skills Match

### INCLUSIVITY

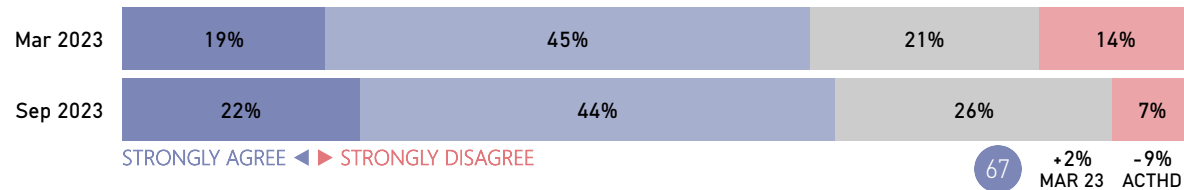
**ACT Health fosters an environment where staff are treated fairly and with respect**



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



**I do not face unfair barriers in accessing opportunities**



### INNOVATION

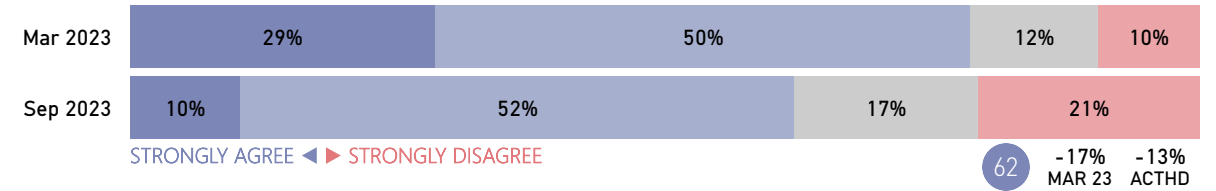
19

**My organisation promotes innovation and creativity**



### INTRINSIC REWARDS

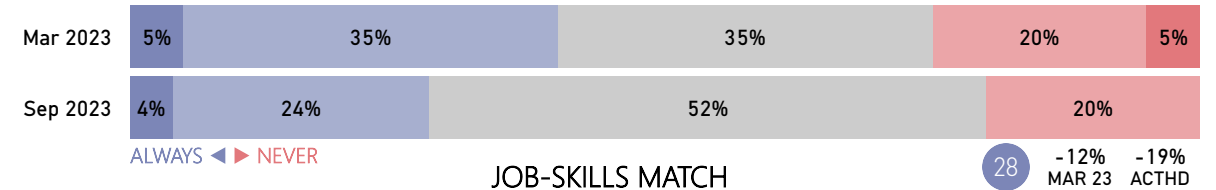
**The work I do gives me a sense of accomplishment**



**I feel that I can make a worthwhile contribution at work**

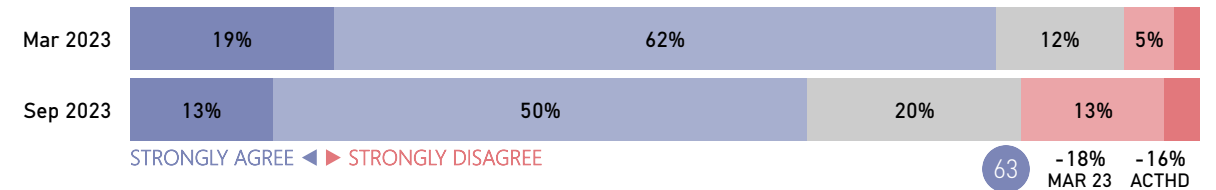


**In the last three months, how often has your work made you feel enthusiastic?**

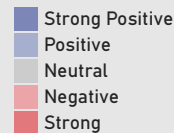


### JOB-SKILLS MATCH

**My job gives me opportunities to utilise my skills**



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, but may be responses that disagree with a negative statement. To provide context, the strong positive and strong negative responses for each question are shown next to the <img alt="arrow icon" data-bbox="215 945 225 955"/> <img alt="arrow icon" data-bbox="225 945 235 955"/> 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.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The MAR 23 benchmark is a comparison to Health System Innovation and Performance'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.

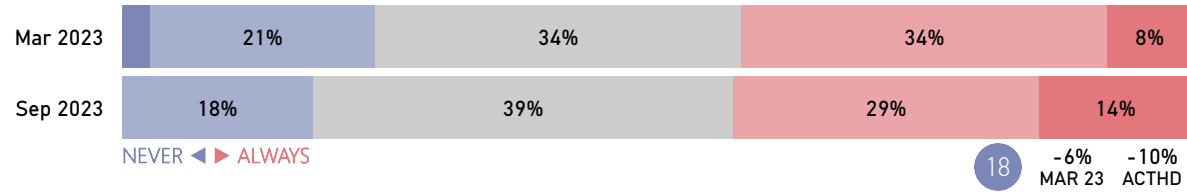
# Workload Management

## Health System Innovation and Performance

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.

**40%**  
Workload Management

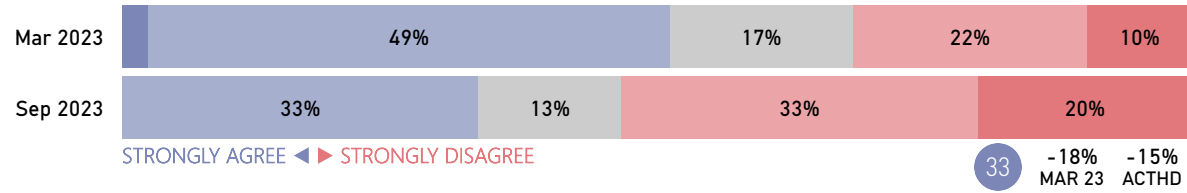
### I have unrealistic time pressures



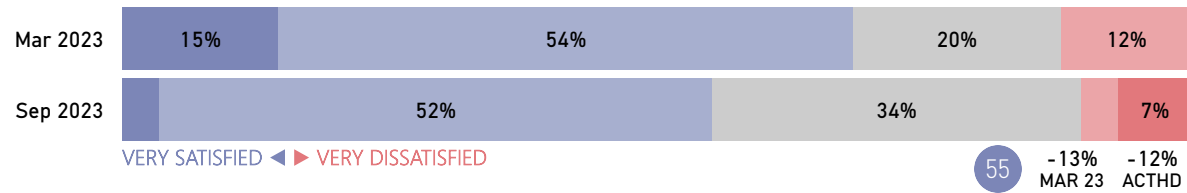
### The workload I have is appropriate for my role



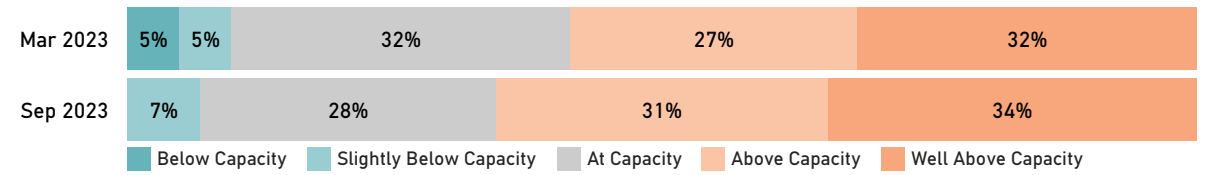
### I have enough time during my work hours to do my job effectively



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



### What best describes your current workload?



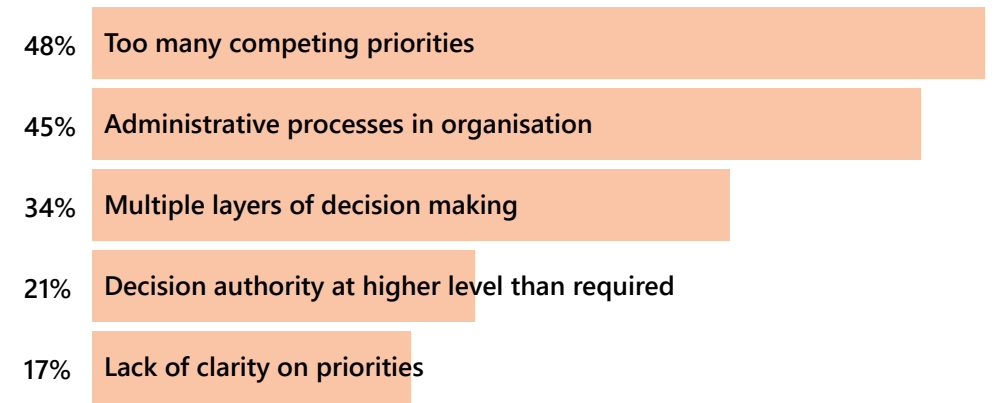
### Which of the following are the most significant barriers to you performing at your best?

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

#### March 2023



#### September 2023



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.

Strong Positive  
Positive  
Neutral  
Negative  
Strong

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, but may be responses that disagree with a negative statement. To provide context, the strong positive and strong negative responses for each question are shown next to the <img alt="arrow icons" data-bbox="215 945 235 955"/> <img alt="arrow icons" data-bbox="235 945 255 955"/> 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.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The MAR 23 benchmark is a comparison to Health System Innovation and Performance'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.

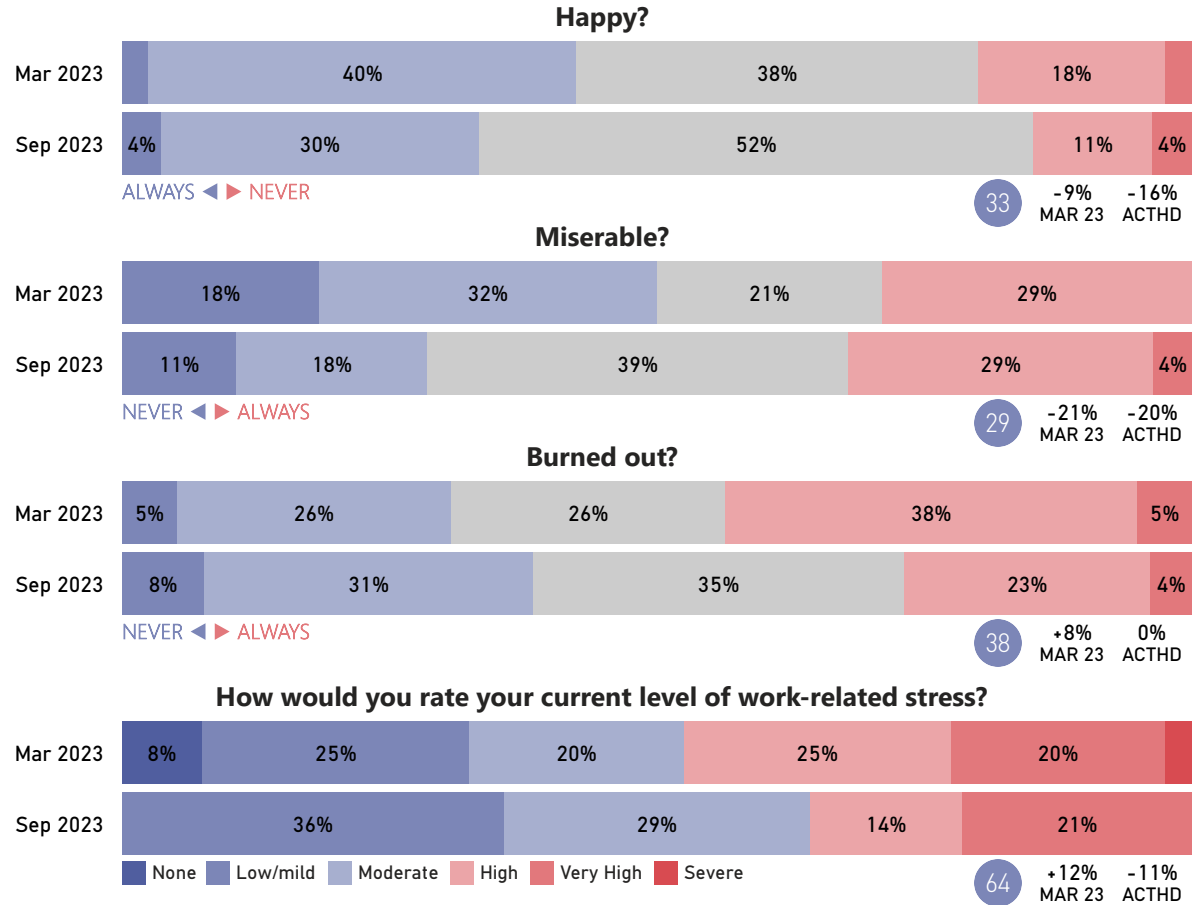
# Work Impact on Wellbeing

## Health System Innovation and Performance

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.

**41%**  
Work Impact on Wellbeing

### In the last three months, how often has your work made you feel...



### Participants experiencing at least some level of work-related stress (n = 28) 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.



**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.

Strong Positive  
Positive  
Neutral  
Negative  
Strong

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, but may be responses that disagree with a negative 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**.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The **MAR 23** benchmark is a comparison to Health System Innovation and Performance'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.

# Other Workplace Factors

## Health System Innovation and Performance

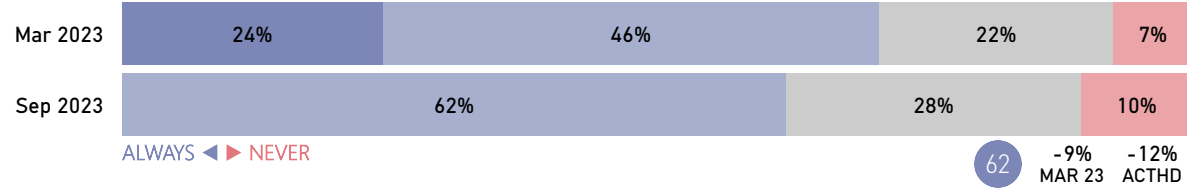
Additional workplace factors included in the September 2023 Pulse Survey were **Autonomy**, **Support for Health and Wellbeing**, and **Trust in Organisational Integrity**. In the Pulse Survey, the latter two factors were abbreviated to one survey item each and, therefore, have not been included on the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

**15**  
participants have direct responsibility for managing staff

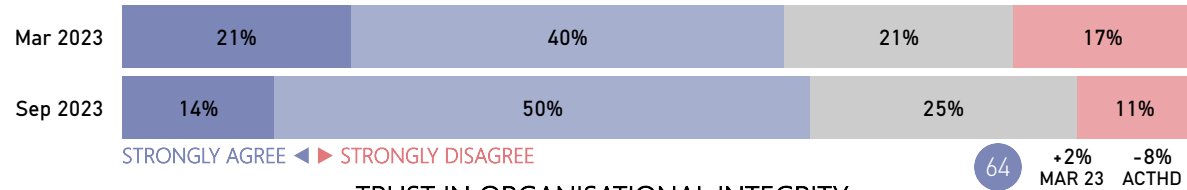
### AUTONOMY

#### I have a choice in deciding how I do my work



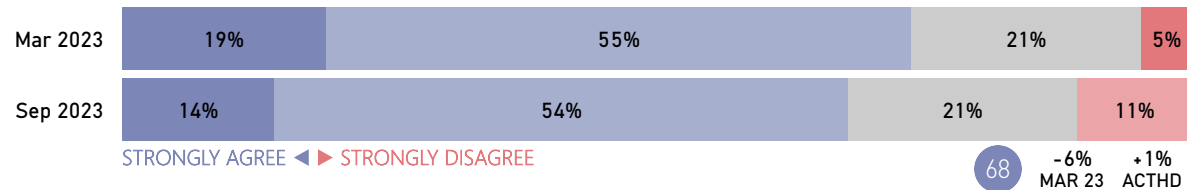
### SUPPORT FOR HEALTH AND WELLBEING

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



### TRUST IN ORGANISATIONAL INTEGRITY

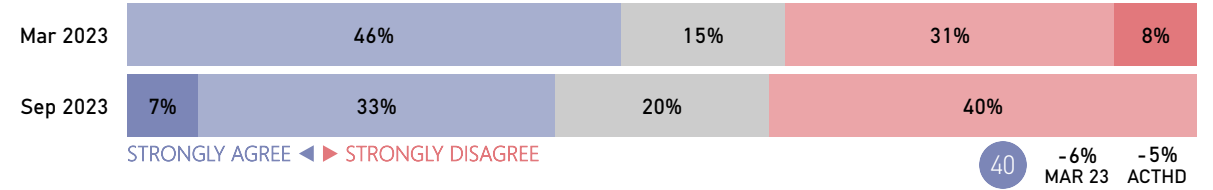
#### ACT Health operates with a high level of integrity



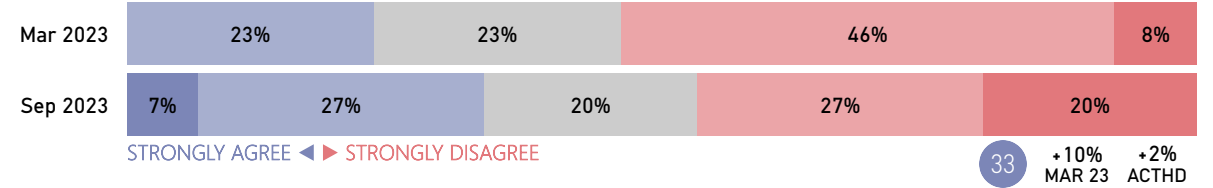
### MANAGING TEAMS\*

22

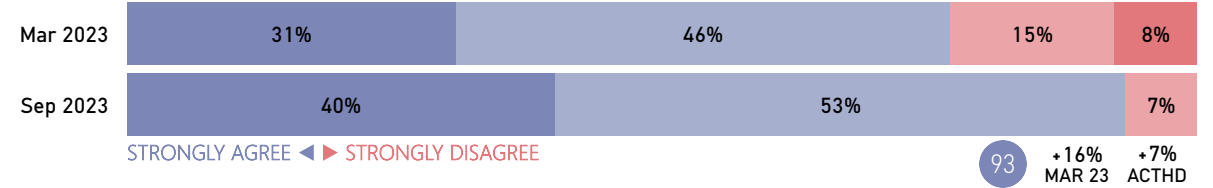
#### I find it easy to manage team resourcing



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

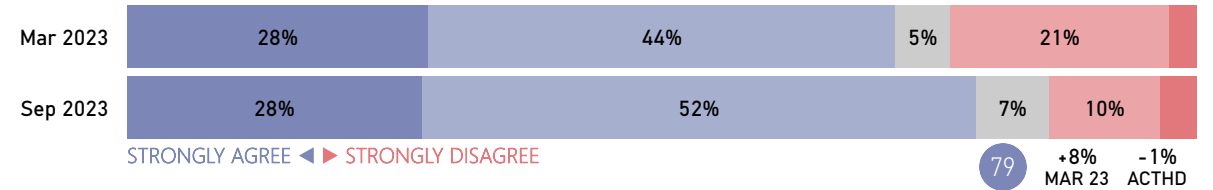


#### I feel supported by my supervisor to manage any issues that arise in my team

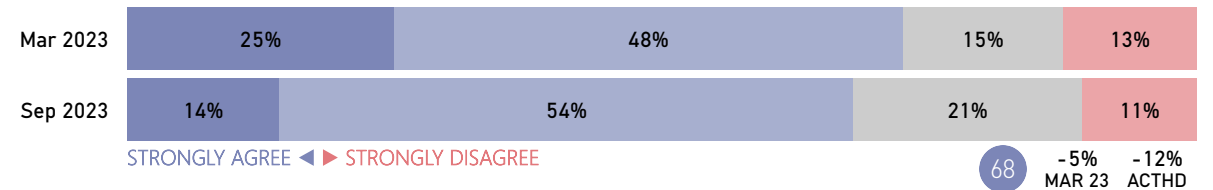


### PSYCHOLOGICAL SAFETY

#### 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



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.

Strong Positive  
Positive  
Neutral  
Negative  
Strong

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, but may be responses that disagree with a negative statement. To provide context, the strong positive and strong negative responses for each question are shown next to the <img alt="arrow left icon" data-bbox="215 945 225 955"/> <img alt="arrow right icon" data-bbox="225 945 235 955"/> 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.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The MAR 23 benchmark is a comparison to Health System Innovation and Performance'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.

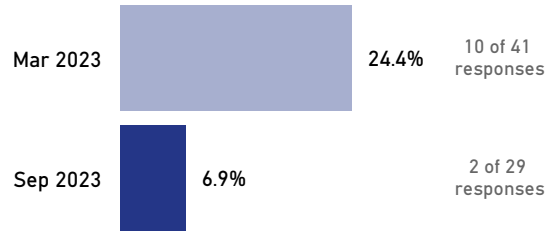


# Inappropriate Behaviours | Health System Innovation and Performance

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.

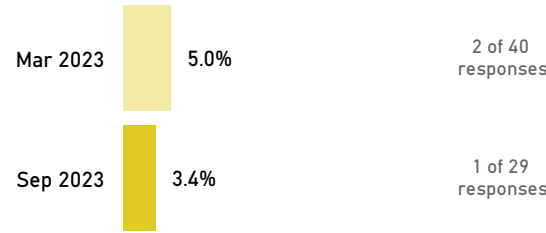
## Bullying

### Yes, personally experienced



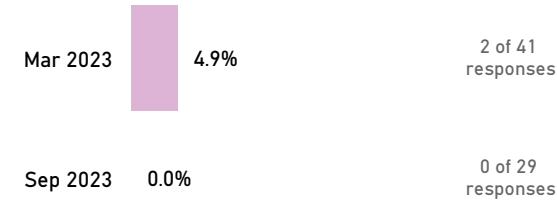
## Discrimination

### Yes, personally experienced



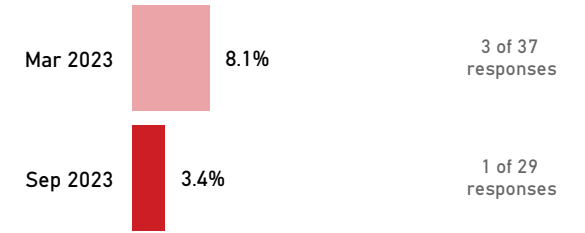
## Sexual Harrasment

### Yes, personally experienced

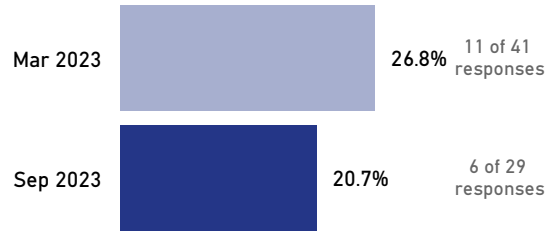


## Aggression or Violence

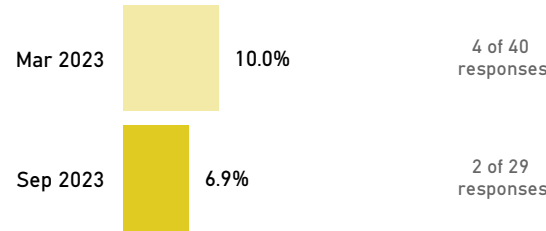
### Yes, personally experienced



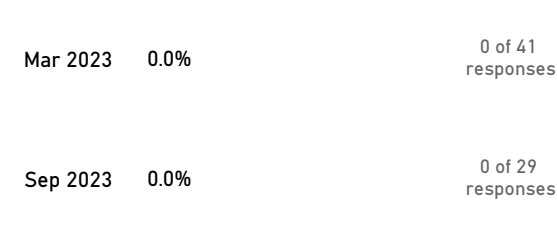
### Yes, witnessed it happening to someone else



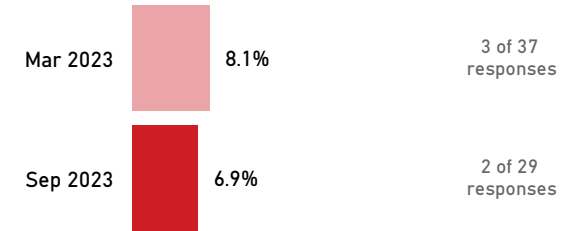
### Yes, witnessed it happening to someone else



### Yes, witnessed it happening to someone else



### Yes, witnessed it happening to someone else



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

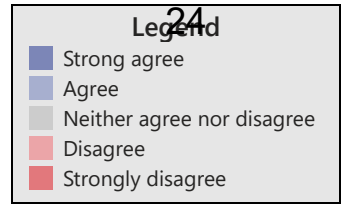
Results for some questions can not be shown as there were fewer than 10 responses.

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

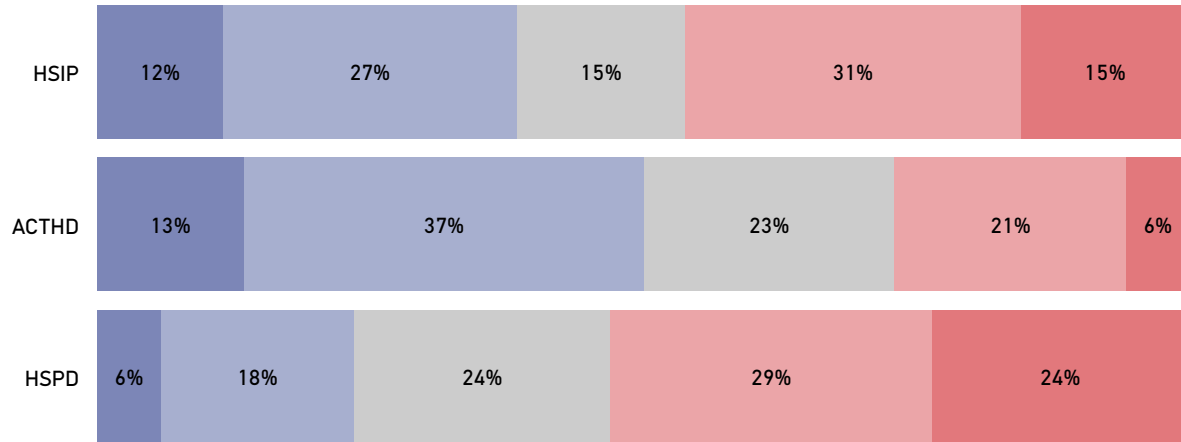
Results for some questions can not be shown as there were fewer than 10 responses.

# Survey Follow-up | Health System Innovation and Performance

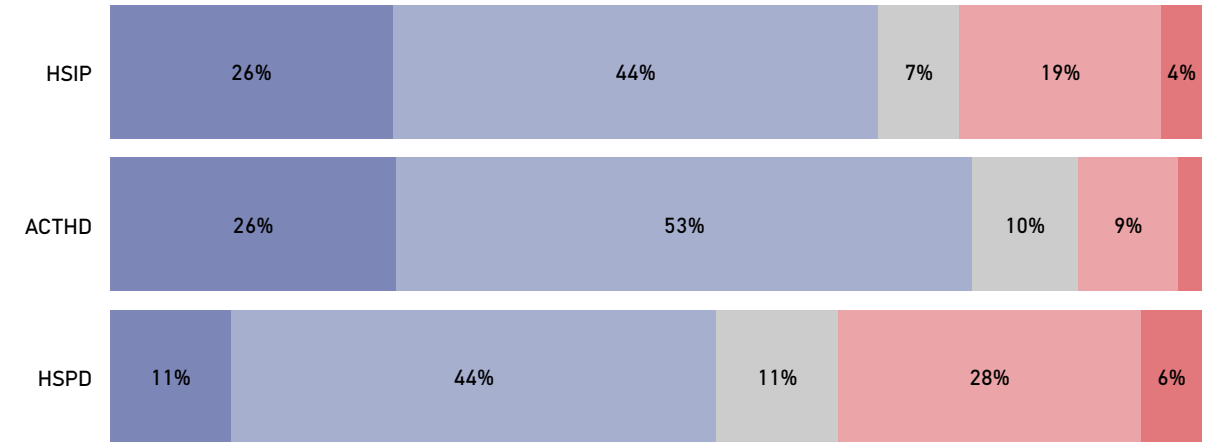
The September 2023 Pulse Survey included four new questions about the follow-up to the results from the ACTPS Employee Survey, which was conducted six months earlier in March 2023. As there is no March 2023 benchmark for these questions, this page displays relevant directorate/division/branch results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



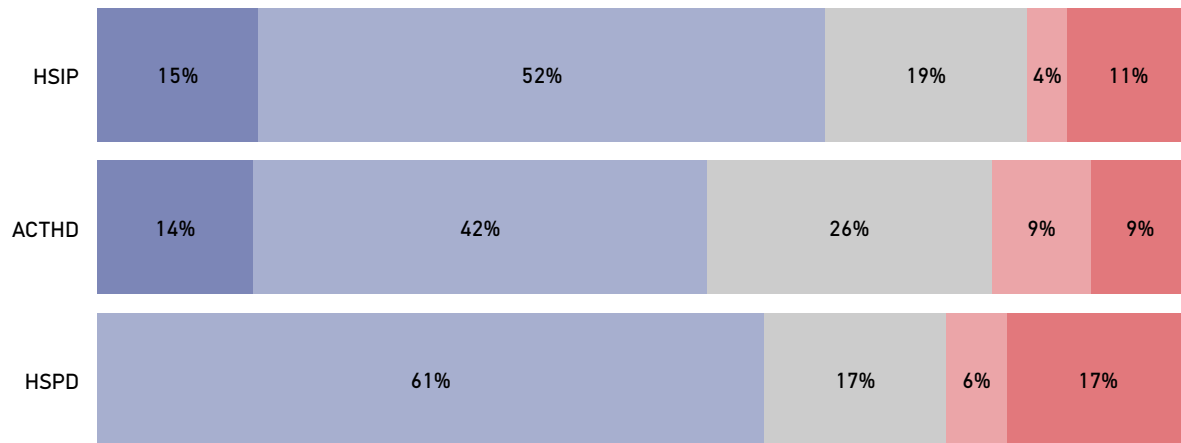
**Our team developed an action plan to address issues raised by the results of the last staff survey**



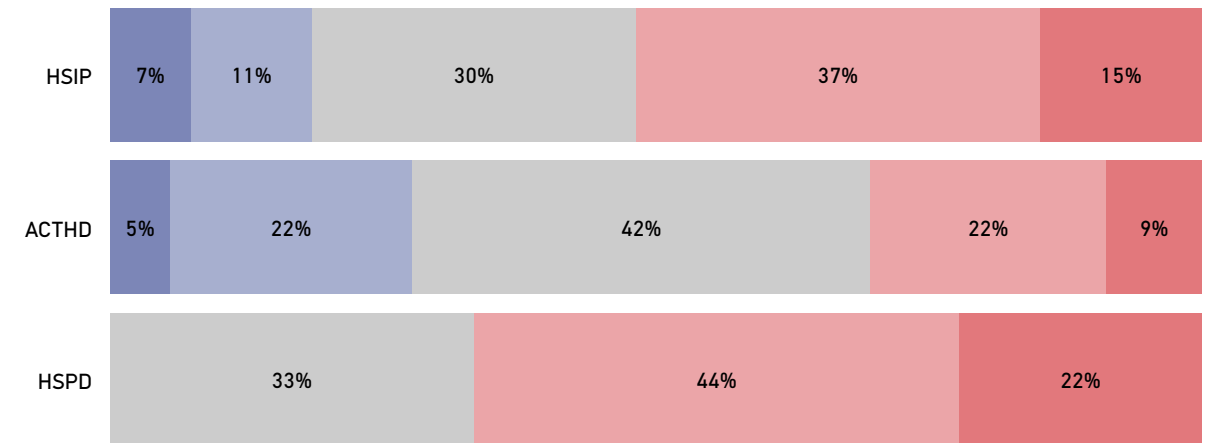
**My manager shared the results of the last staff survey with our team**



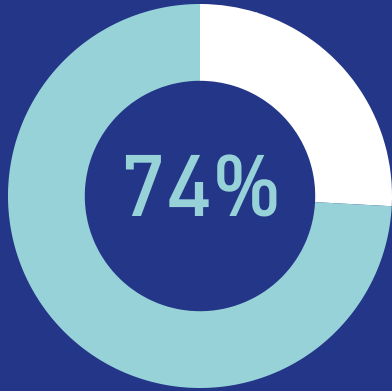
**I believe that senior leadership is committed to responding to the results of staff surveys**



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

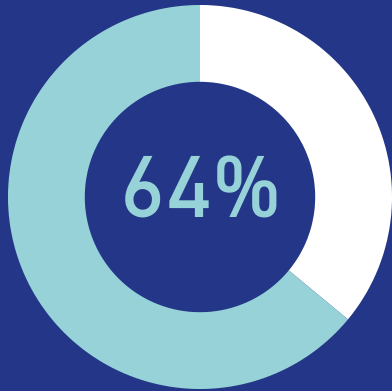


**Key Outcome Measures Score**



-4% +8%  
 Mar 23 ACTHD

**Participation**



-17% -6%  
 Mar 23 ACTHD

**Workplace Factors and Survey Summary**

Key Outcomes

**75%**

**Commitment and Loyalty**

-1% +10%  
 Mar 23 ACTHD

**69%**

**Engagement**

-13% +1%  
 Mar 23 ACTHD

**81%**

**Satisfaction**

-6% +11%  
 Mar 23 ACTHD

Key Drivers

**80%**

**Inclusivity**

-1% +6%  
 Mar 23 ACTHD

**65%**

**Innovation**

-2% +6%  
 Mar 23 ACTHD

**76%**

**Intrinsic Rewards**

-8% +7%  
 Mar 23 ACTHD

**95%**

**Job-Skills Match**

+8% +15%  
 Mar 23 ACTHD

A total of 37 staff from Infrastructure Communication and Engagement participated in the September 2023 Pulse Survey. If all participants answered a question, one participant will equal 2.7% of the question response.

Other Workplace Factors

**89%**

**Autonomy**

-7% +15%  
 Mar 23 ACTHD

**60%**

**Work Impact on Wellbeing**

0% +7%  
 Mar 23 ACTHD

**59%**

**Workload Management**

+7% +8%  
 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.

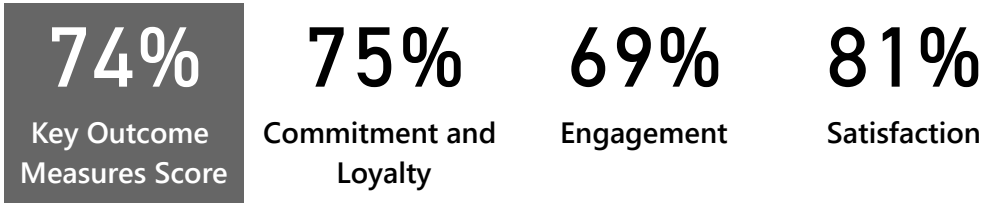
Benchmarks provide a comparison for Workplace Factors between the Pulse Survey and a previous survey or a parent business area. A plus sign indicates the Factor is higher than the benchmark, while a minus sign indicates it is lower. The **MAR 23** benchmark is a comparison to Infrastructure Communication and Engagement'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

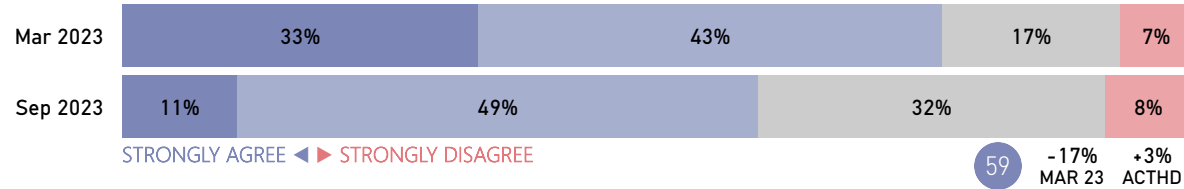
## Infrastructure Communication and Engagement

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.

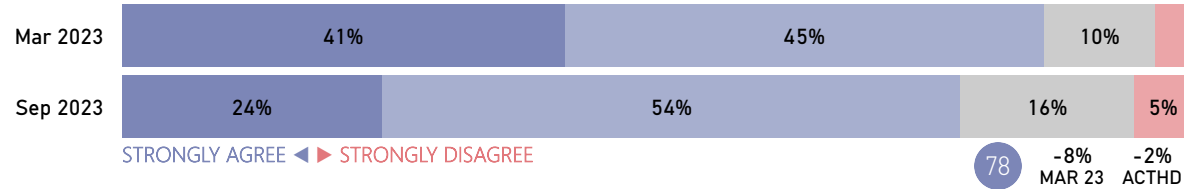


### ENGAGEMENT

#### My job inspires me

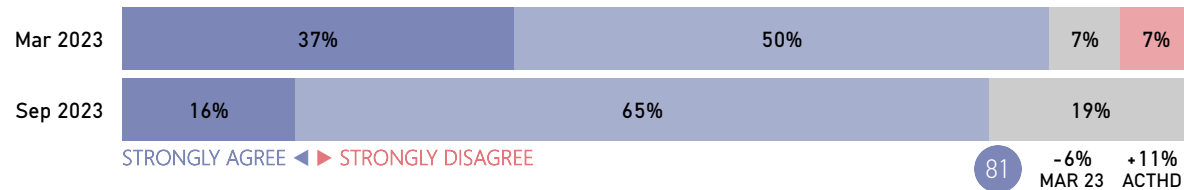


#### I work beyond what is required in my job to help my organisation achieve its objectives



### SATISFACTION

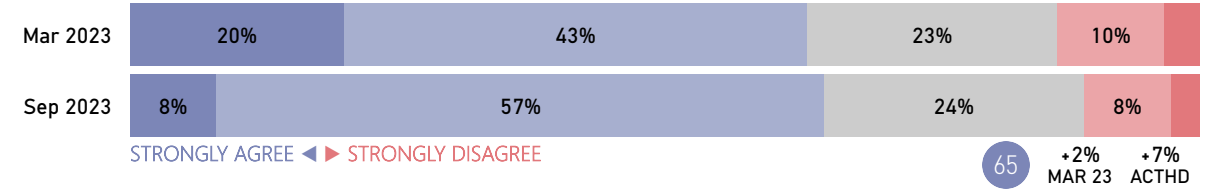
#### Overall, I am satisfied with my job



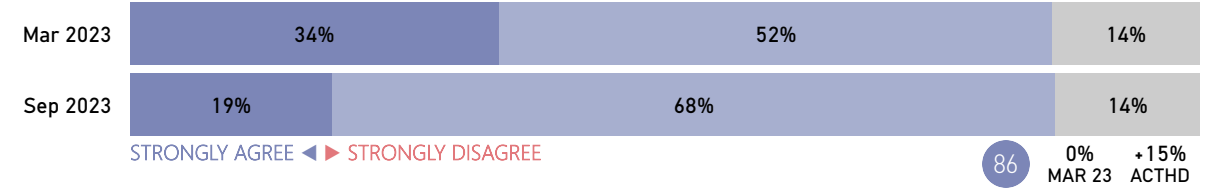
## COMMITMENT AND LOYALTY

26

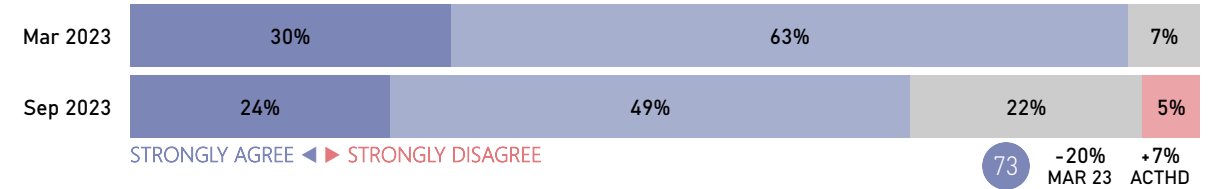
#### I feel a strong personal attachment to my organisation



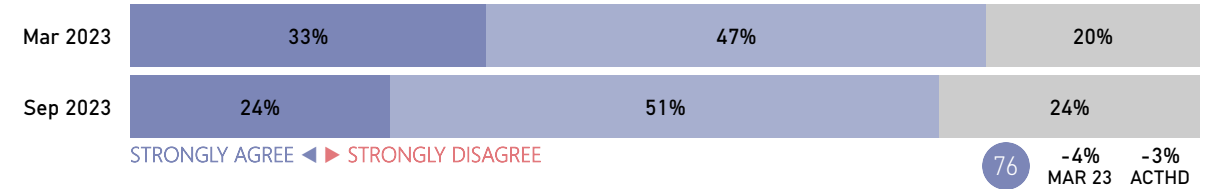
#### I am proud to work in my organisation



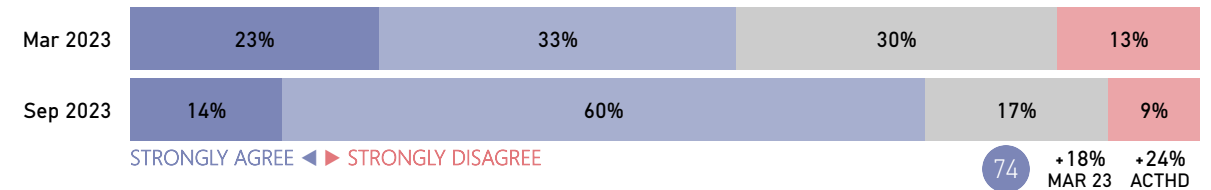
#### I would recommend my organisation as a good place to work



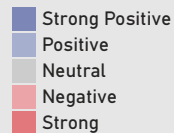
#### I believe strongly in the purpose and objectives of my organisation



#### 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, but may be responses that disagree with a negative 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**.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The **MAR 23** benchmark is a comparison to Infrastructure Communication and Engagement'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.

# Key Drivers

## Infrastructure Communication and Engagement

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.

80%

Inclusivity

65%

Innovation

76%

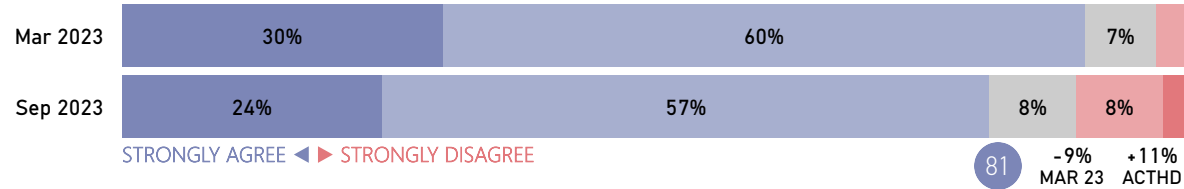
Intrinsic Rewards

95%

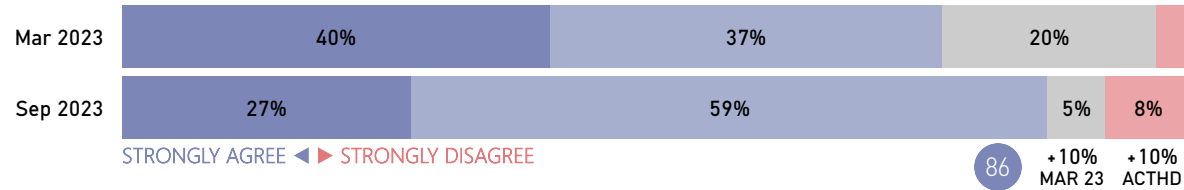
Job-Skills Match

### INCLUSIVITY

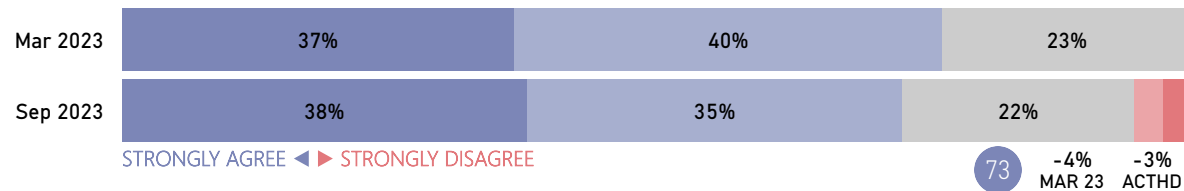
#### ACT Health fosters an environment where staff are treated fairly and with respect



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



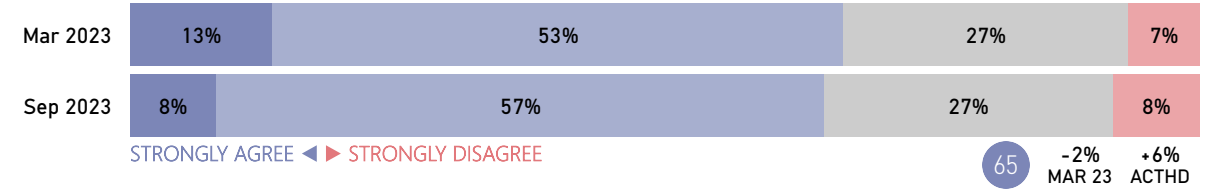
#### I do not face unfair barriers in accessing opportunities



### INNOVATION

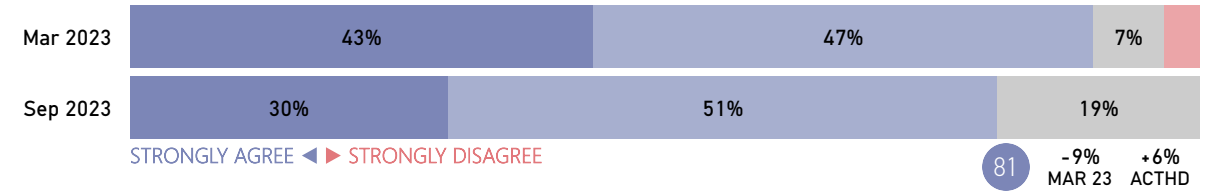
27

#### My organisation promotes innovation and creativity



### INTRINSIC REWARDS

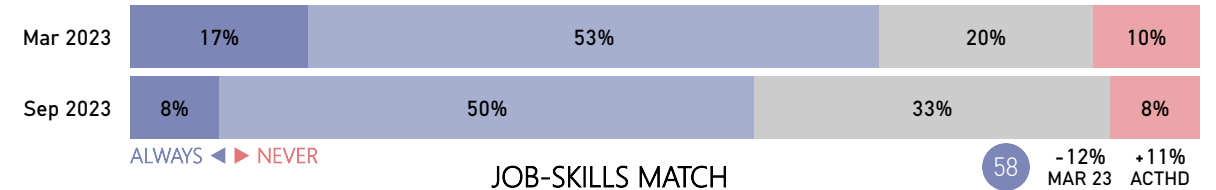
#### The work I do gives me a sense of accomplishment



#### 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?

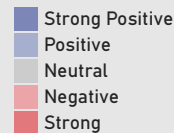


### JOB-SKILLS MATCH

#### My job gives me opportunities to utilise my skills



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, but may be responses that disagree with a negative 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**.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The **MAR 23** benchmark is a comparison to Infrastructure Communication and Engagement'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.

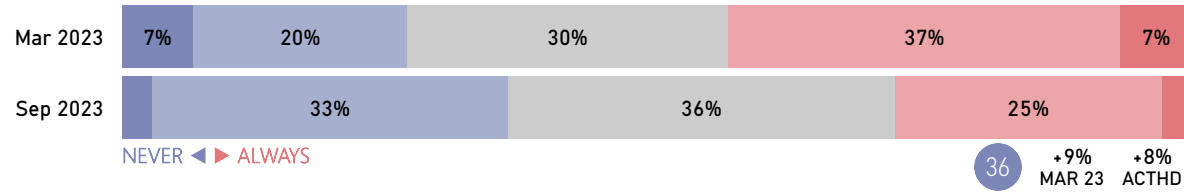
# Workload Management

## Infrastructure Communication and Engagement

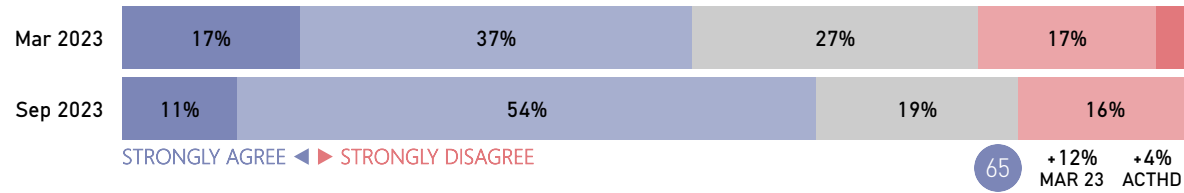
The 2023 ACTPS Employee Survey identified **Workload Management** as a key area of focus for the Directorate. To support business areas in monitoring trends, the four survey questions used to measure this Factor were included in the September 2023 Pulse Survey, as well as additional questions asking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

**59%**  
Workload Management

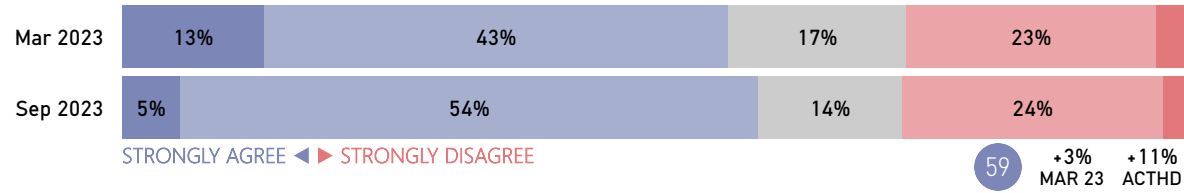
### I have unrealistic time pressures



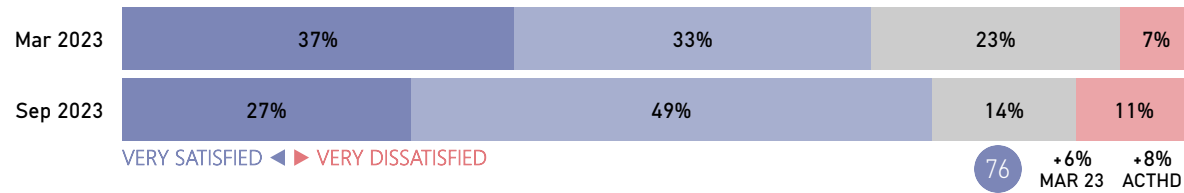
### The workload I have is appropriate for my role



### 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?



**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.

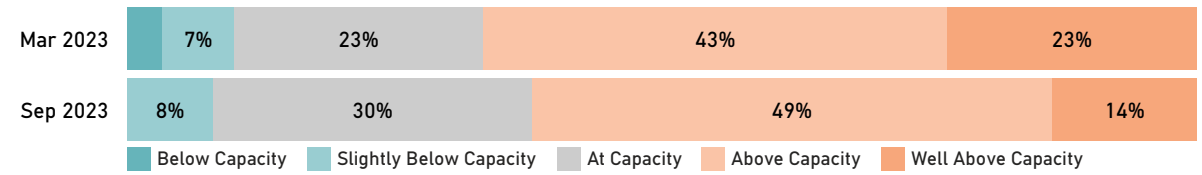
- Strong Positive
- Positive
- Neutral
- Negative
- Strong

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, but may be responses that disagree with a negative 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**.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The **MAR 23** benchmark is a comparison to Infrastructure Communication and Engagement'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.

### 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



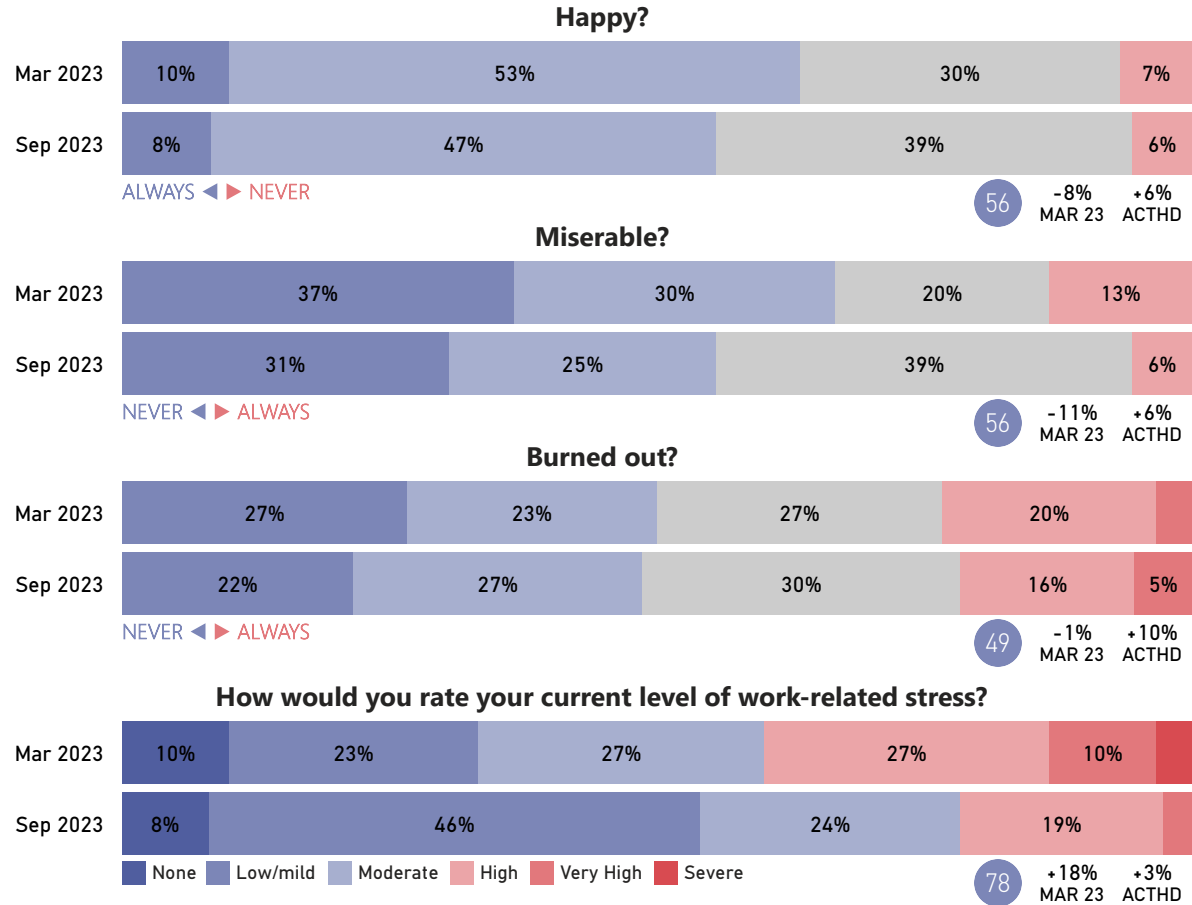
# Work Impact on Wellbeing

## Infrastructure Communication and Engagement

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.

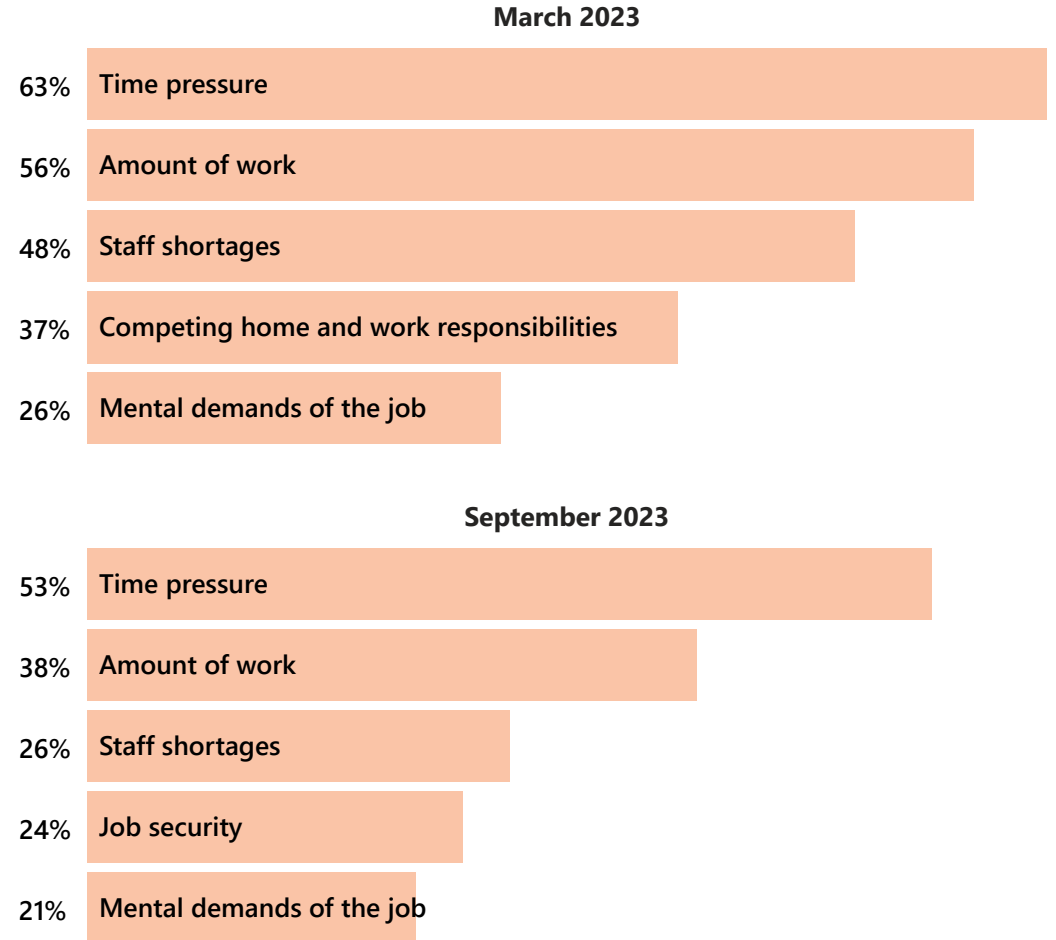
**60%**  
Work Impact on Wellbeing

### In the last three months, how often has your work made you feel...



### Participants experiencing at least some level of work-related stress (n = 34) 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.



**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.

Strong Positive  
Positive  
Neutral  
Negative  
Strong

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, but may be responses that disagree with a negative 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**.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The **MAR 23** benchmark is a comparison to Infrastructure Communication and Engagement'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.

# Other Workplace Factors

## Infrastructure Communication and Engagement

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.

**17**  
participants have direct responsibility for managing staff

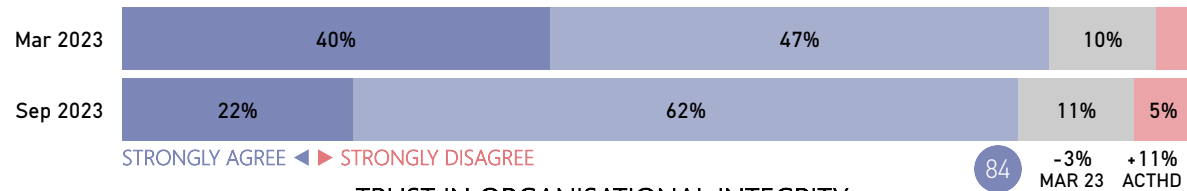
### AUTONOMY

#### I have a choice in deciding how I do my work



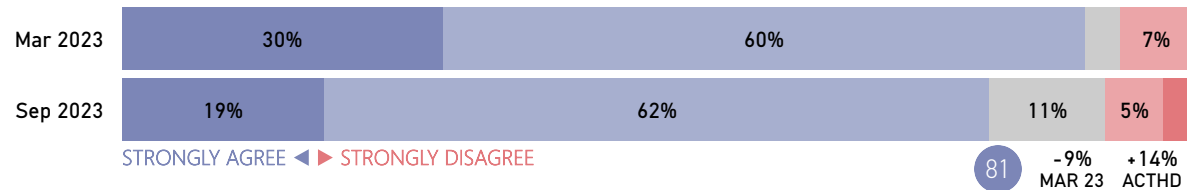
### SUPPORT FOR HEALTH AND WELLBEING

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



### TRUST IN ORGANISATIONAL INTEGRITY

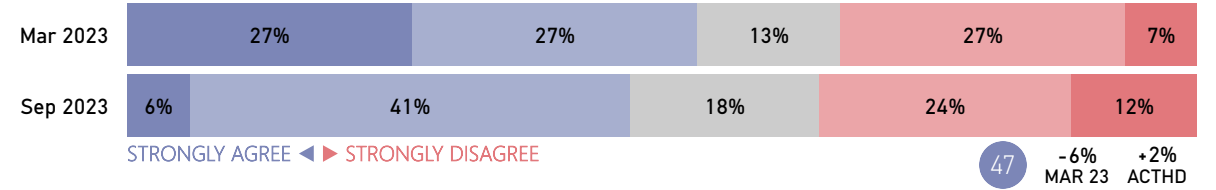
#### ACT Health operates with a high level of integrity



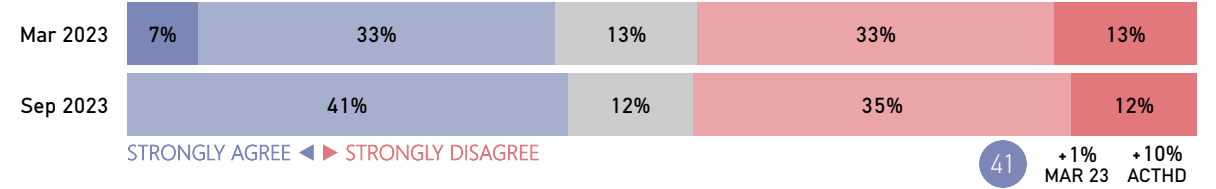
### MANAGING TEAMS\*

30

#### 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



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.

Strong Positive  
Positive  
Neutral  
Negative  
Strong

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, but may be responses that disagree with a negative statement. To provide context, the strong positive and strong negative responses for each question are shown next to the <img alt="arrow icon" data-bbox="215 945 225 955"/> <img alt="arrow icon" data-bbox="225 945 235 955"/> 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.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The MAR 23 benchmark is a comparison to Infrastructure Communication and Engagement'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.

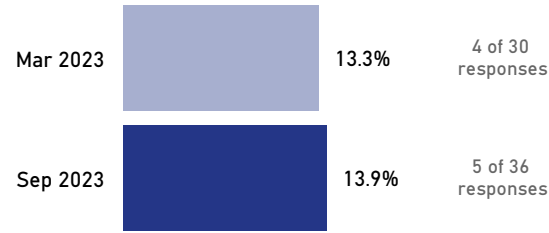


# Inappropriate Behaviours | Infrastructure Communication and Engagement

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.

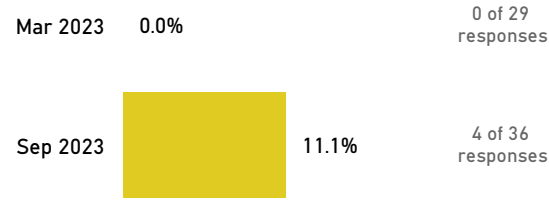
## Bullying

### Yes, personally experienced



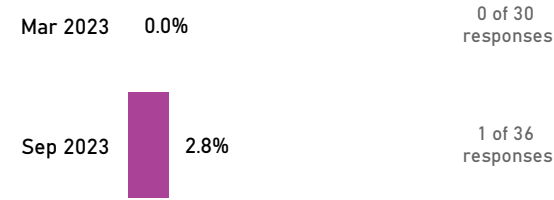
## Discrimination

### Yes, personally experienced



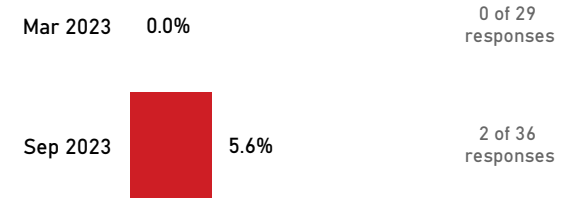
## Sexual Harrasment

### Yes, personally experienced

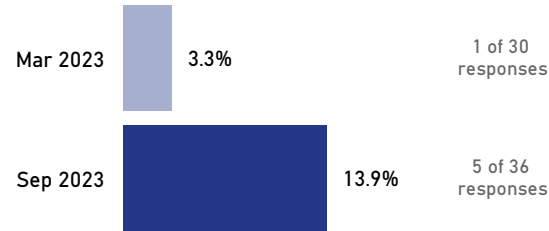


## Aggression or Violence

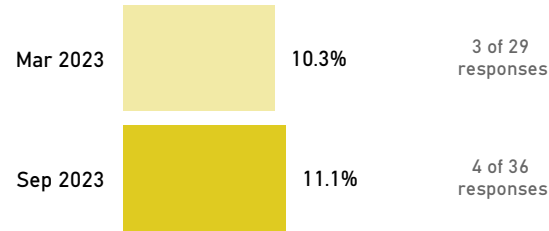
### Yes, personally experienced



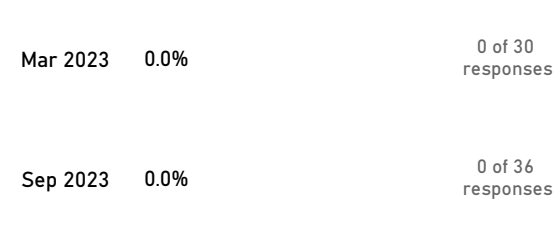
### Yes, witnessed it happening to someone else



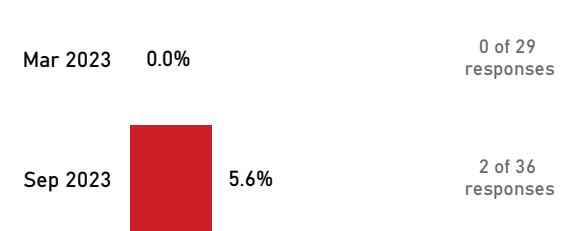
### Yes, witnessed it happening to someone else



### Yes, witnessed it happening to someone else



### Yes, witnessed it happening to someone else



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

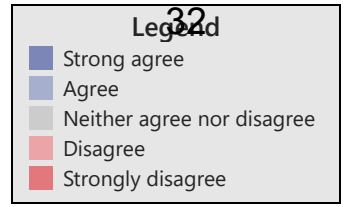
Results for some questions can not be shown as there were fewer than 10 responses.

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

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

# Survey Follow-up | Infrastructure Communication and Engagement

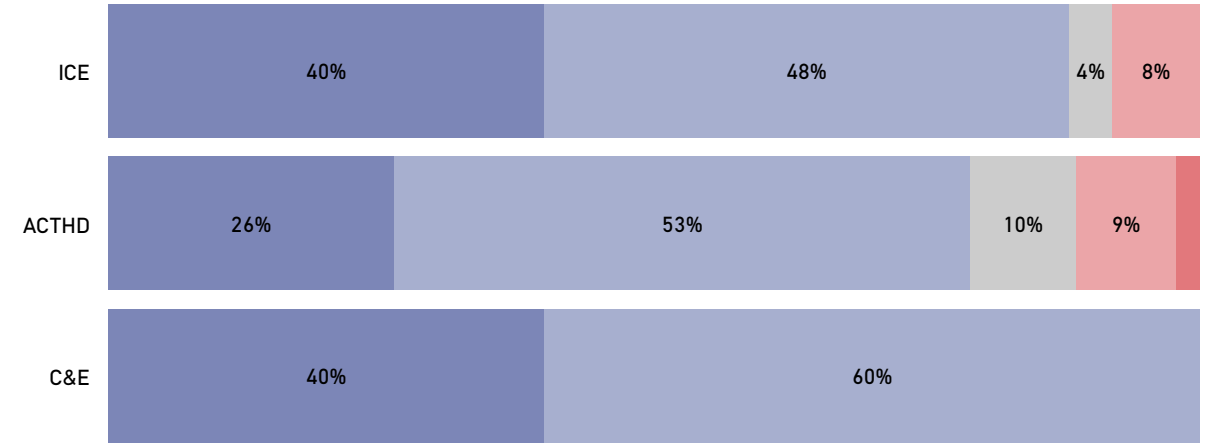
The September 2023 Pulse Survey included four new questions about the follow-up to the results from the ACTPS Employee Survey, which was conducted six months earlier in March 2023. As there is no March 2023 benchmark for these questions, this page displays relevant directorate/division/branch results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



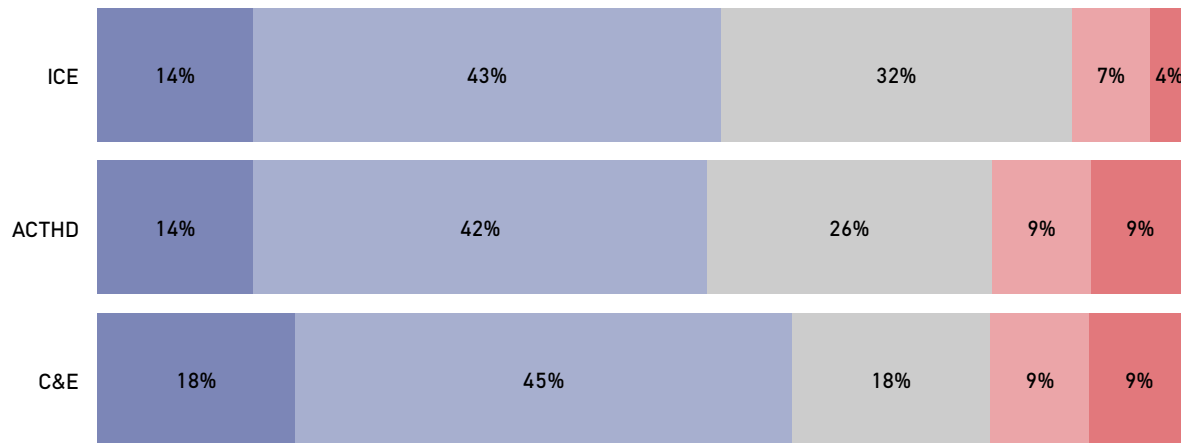
**Our team developed an action plan to address issues raised by the results of the last staff survey**



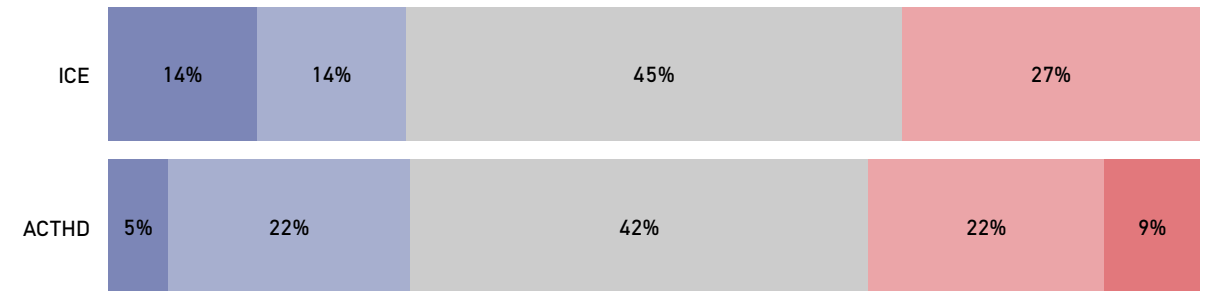
**My manager shared the results of the last staff survey with our team**



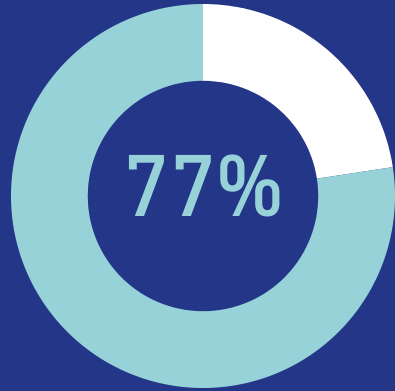
**I believe that senior leadership is committed to responding to the results of staff surveys**



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

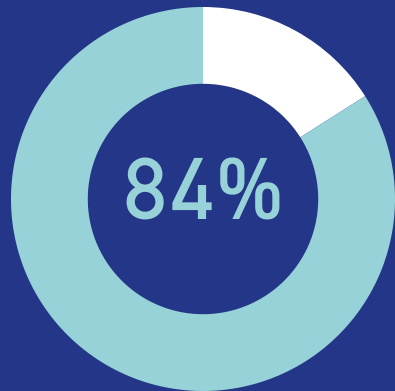


**Key Outcome Measures Score**



-6% +11%  
 Mar 23 ACTHD

**Participation**



+2% +14%  
 Mar 23 ACTHD

**Workplace Factors and Survey Summary**

Key Outcomes

**76%**

**Commitment and Loyalty**

-5% +11%  
 Mar 23 ACTHD

**79%**

**Engagement**

-6% +11%  
 Mar 23 ACTHD

**81%**

**Satisfaction**

-8% +11%  
 Mar 23 ACTHD

Key Drivers

**79%**

**Inclusivity**

-8% +5%  
 Mar 23 ACTHD

**58%**

**Innovation**

-2% -2%  
 Mar 23 ACTHD

**83%**

**Intrinsic Rewards**

-2% +14%  
 Mar 23 ACTHD

**100%**

**Job-Skills Match**

+12% +20%  
 Mar 23 ACTHD

A total of 26 staff from Mental Health and Suicide Prevention participated in the September 2023 Pulse Survey. If all participants answered a question, one participant will equal approximately 4% of the question response.

Other Workplace Factors

**69%**

**Autonomy**

-23% -5%  
 Mar 23 ACTHD

**66%**

**Work Impact on Wellbeing**

+1% +13%  
 Mar 23 ACTHD

**55%**

**Workload Management**

+4% +3%  
 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.

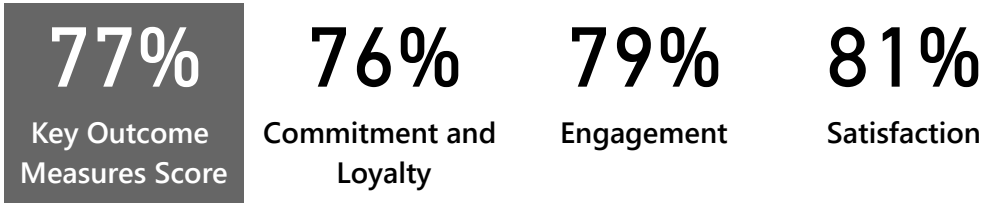
Benchmarks provide a comparison for Workplace Factors between the Pulse Survey and a previous survey or a parent business area. A plus sign indicates the Factor is higher than the benchmark, while a minus sign indicates it is lower. The **MAR 23** benchmark is a comparison to Mental Health and Suicide Prevention'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

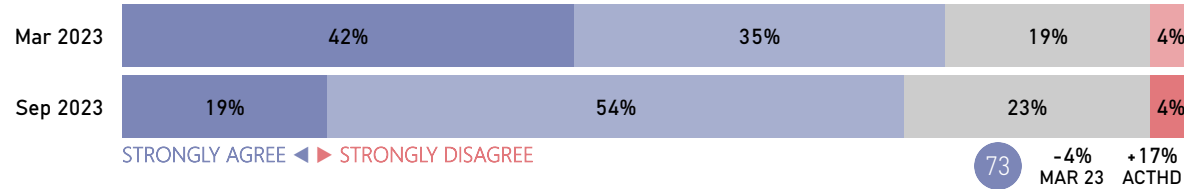
## Mental Health and Suicide Prevention

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

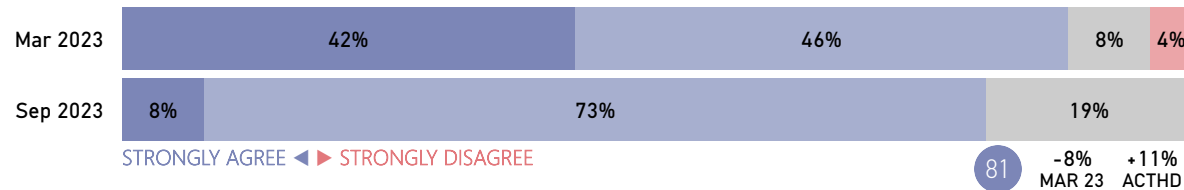


#### I work beyond what is required in my job to help my organisation achieve its objectives



### SATISFACTION

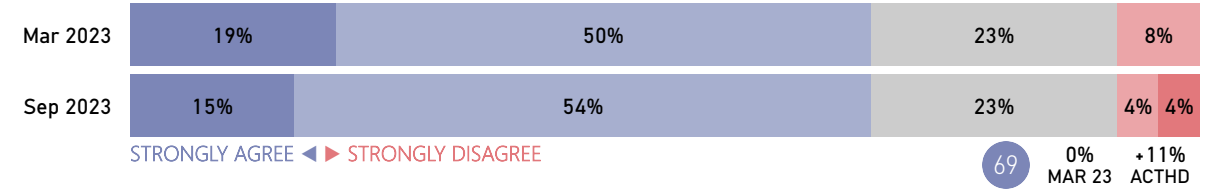
#### Overall, I am satisfied with my job



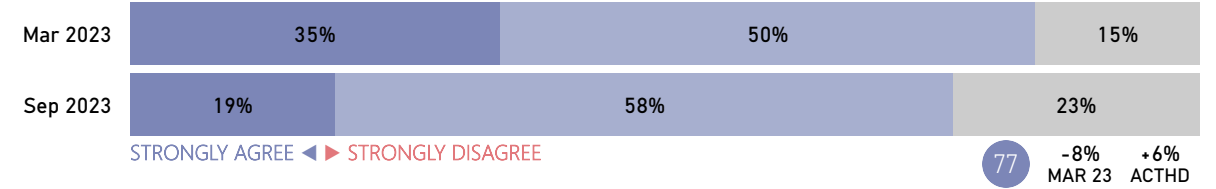
### COMMITMENT AND LOYALTY

34

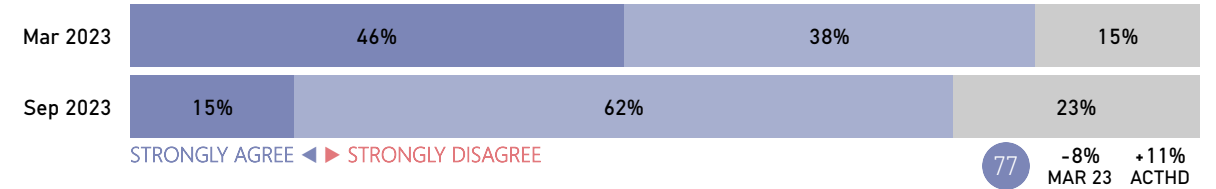
#### I feel a strong personal attachment to my organisation



#### I am proud to work in my organisation



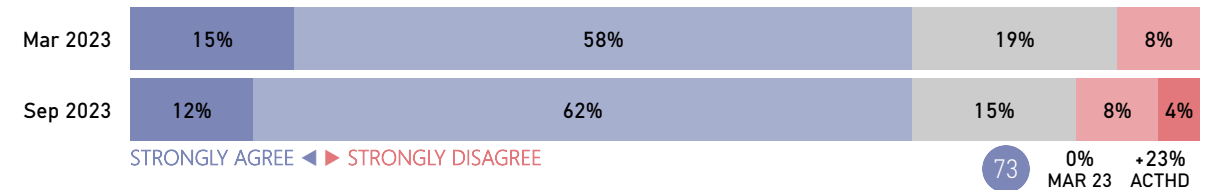
#### I would recommend my organisation as a good place to work



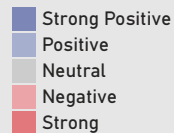
#### I believe strongly in the purpose and objectives of my organisation



#### 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, but may be responses that disagree with a negative 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**.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The **MAR 23** benchmark is a comparison to Mental Health and Suicide Prevention'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.

# Key Drivers

## Mental Health and Suicide Prevention

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.

79%

Inclusivity

58%

Innovation

83%

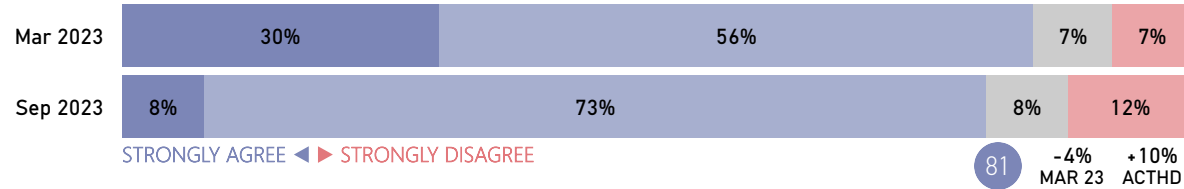
Intrinsic Rewards

100%

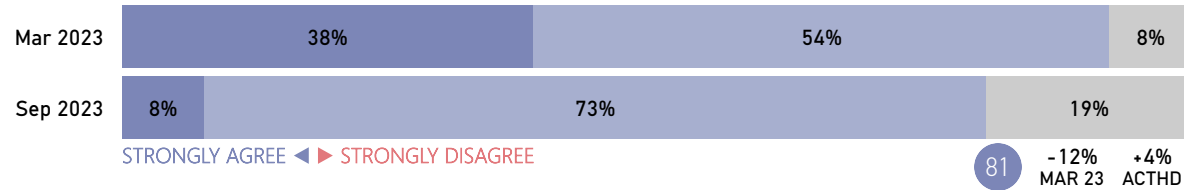
Job-Skills Match

### INCLUSIVITY

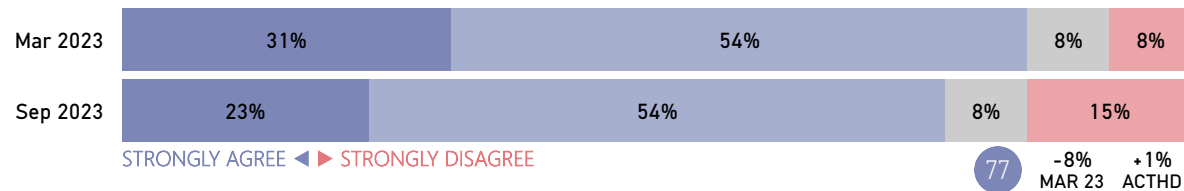
#### ACT Health fosters an environment where staff are treated fairly and with respect



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



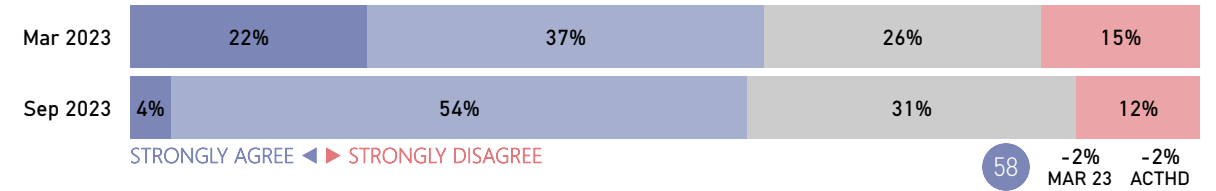
#### I do not face unfair barriers in accessing opportunities



### INNOVATION

35

#### My organisation promotes innovation and creativity



### INTRINSIC REWARDS

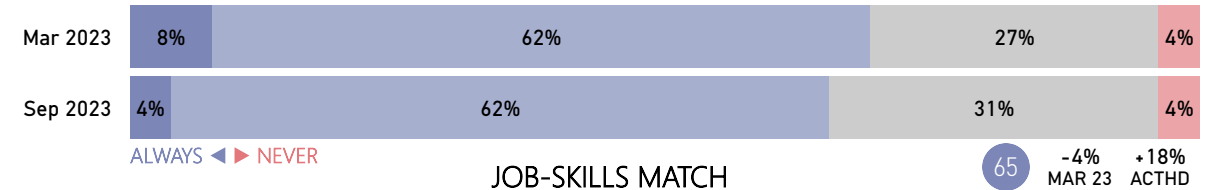
#### The work I do gives me a sense of accomplishment



#### 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?

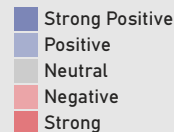


### JOB-SKILLS MATCH

#### My job gives me opportunities to utilise my skills



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, but may be responses that disagree with a negative 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**.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The **MAR 23** benchmark is a comparison to Mental Health and Suicide Prevention'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.

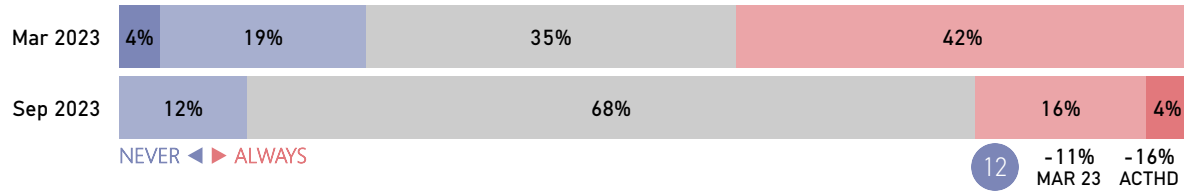
# Workload Management

## Mental Health and Suicide Prevention

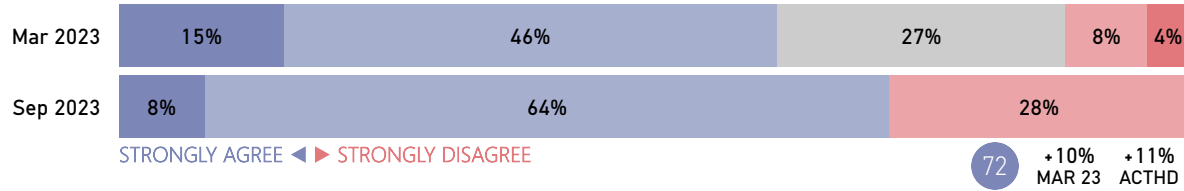
The 2023 ACTPS Employee Survey identified **Workload Management** as a key area of focus for the Directorate. To support business areas in monitoring trends, the four survey questions used to measure this Factor were included in the September 2023 Pulse Survey, as well as additional questions asking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

**55%**  
Workload Management

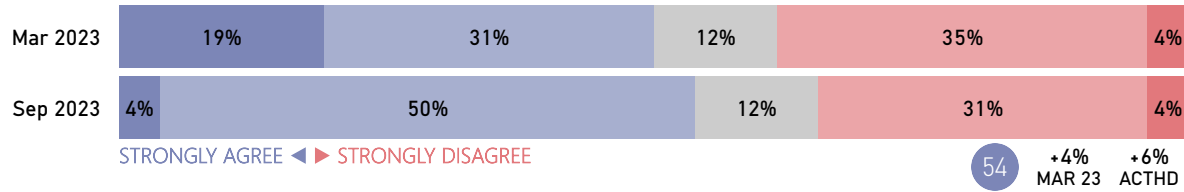
### I have unrealistic time pressures



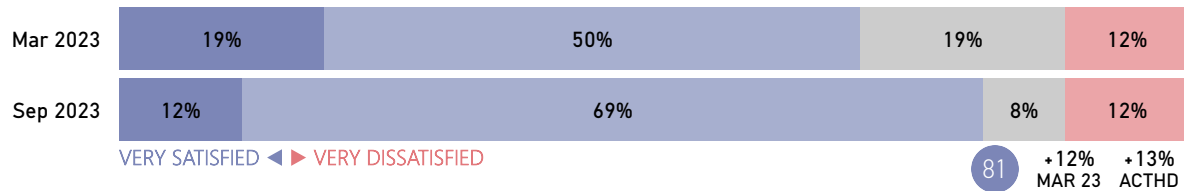
### The workload I have is appropriate for my role



### 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?



**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.

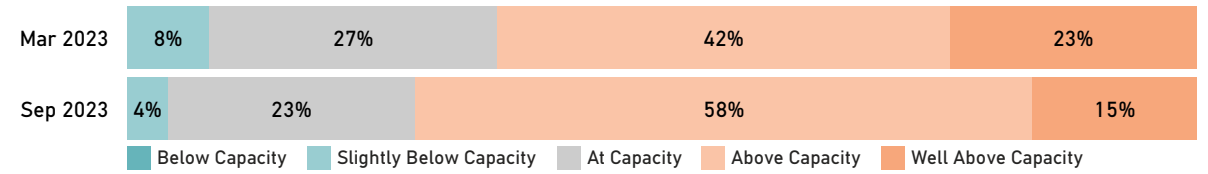
- Strong Positive
- Positive
- Neutral
- Negative
- Strong

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, but may be responses that disagree with a negative 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**.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The **MAR 23** benchmark is a comparison to Mental Health and Suicide Prevention'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.

### 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



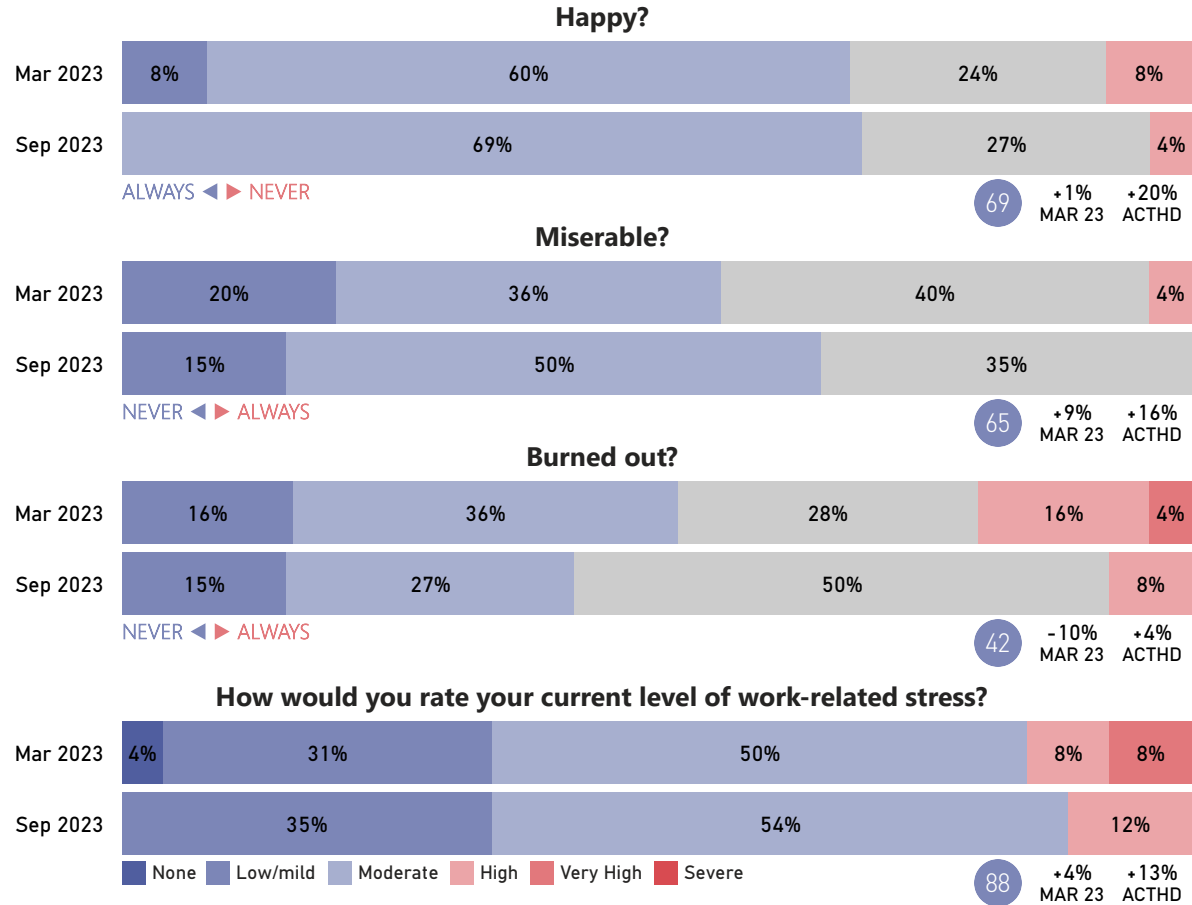
# Work Impact on Wellbeing

## Mental Health and Suicide Prevention

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.

**66%**  
Work Impact on Wellbeing

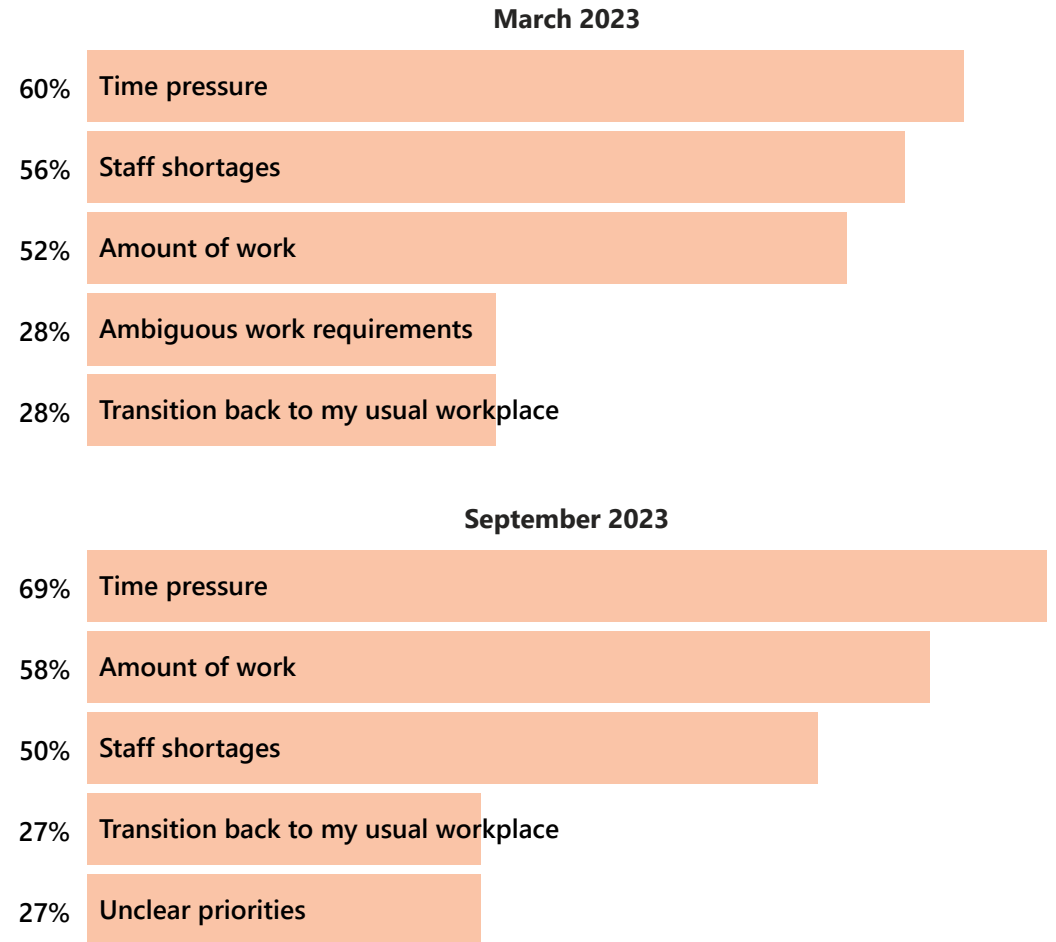
### In the last three months, how often has your work made you feel...



### Participants experiencing at least some level of work-related stress (n = 26) 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.



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.

Strong Positive  
Positive  
Neutral  
Negative  
Strong

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, but may be responses that disagree with a negative statement. To provide context, the strong positive and strong negative responses for each question are shown next to the <img alt="arrow icon" data-bbox="315 945 325 955"/> <img alt="arrow icon" data-bbox="325 945 335 955"/> 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.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The MAR 23 benchmark is a comparison to Mental Health and Suicide Prevention'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.

# Other Workplace Factors

## Mental Health and Suicide Prevention

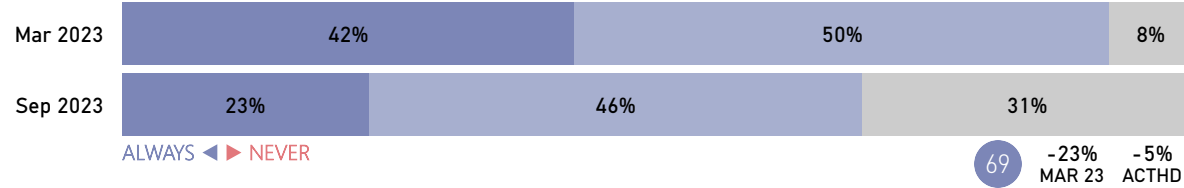
Additional workplace factors included in the September 2023 Pulse Survey were **Autonomy**, **Support for Health and Wellbeing**, and **Trust in Organisational Integrity**. In the Pulse Survey, the latter two factors were abbreviated to one survey item each and, therefore, have not been included on the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

**14**  
participants have direct responsibility for managing staff

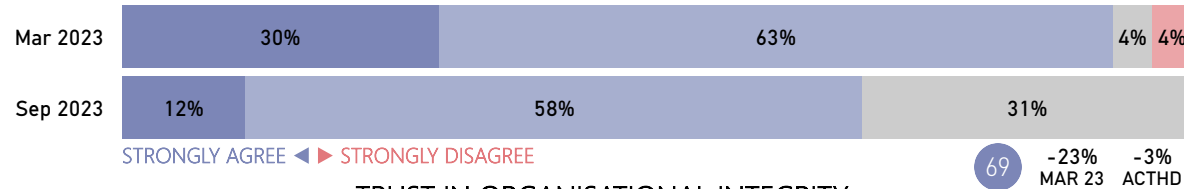
### AUTONOMY

#### I have a choice in deciding how I do my work



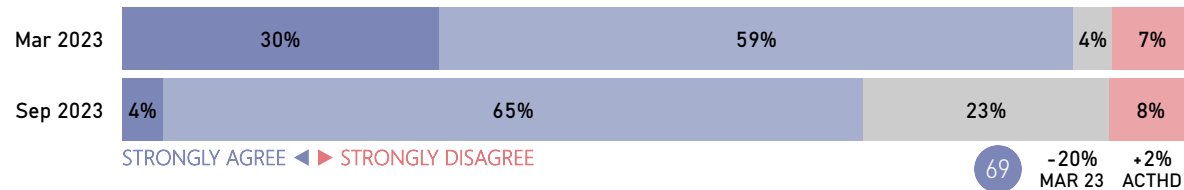
### SUPPORT FOR HEALTH AND WELLBEING

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



### TRUST IN ORGANISATIONAL INTEGRITY

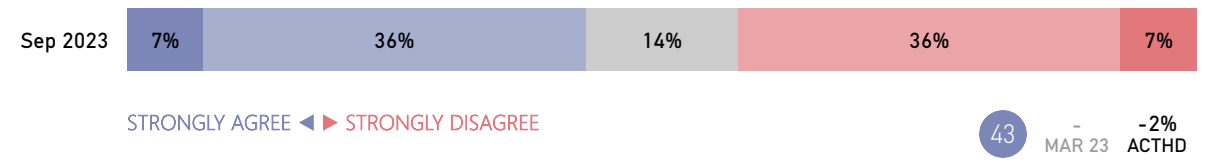
#### ACT Health operates with a high level of integrity



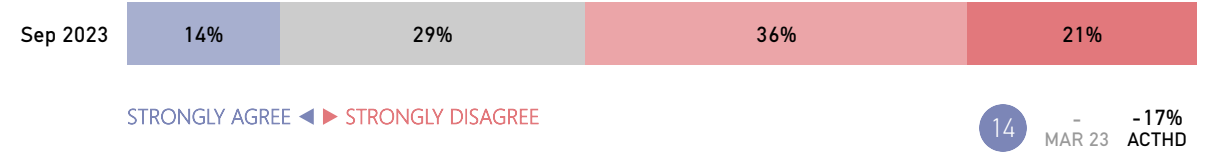
### MANAGING TEAMS\*

#### I find it easy to manage team resourcing

The MAR 23 benchmark is not available where fewer than 10 participants answered a question in March 2023.



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

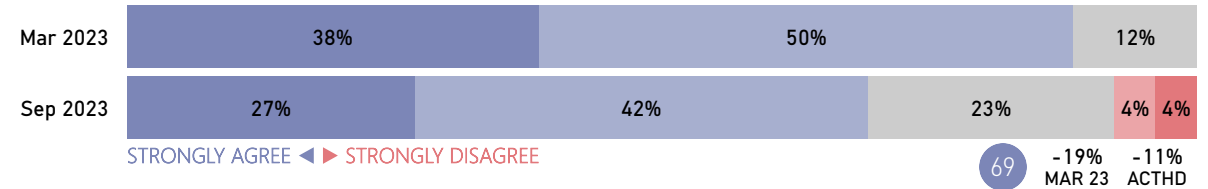


#### I feel supported by my supervisor to manage any issues that arise in my team

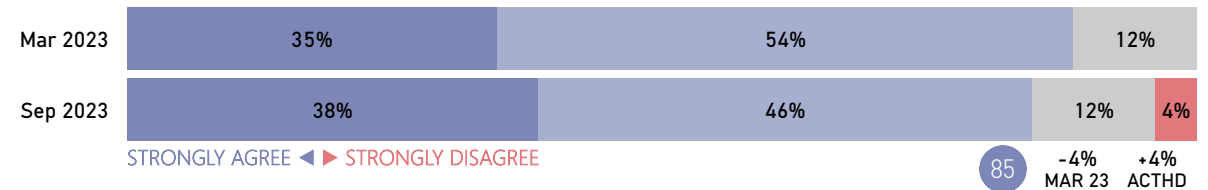


### PSYCHOLOGICAL SAFETY

#### 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



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.

Strong Positive  
Positive  
Neutral  
Negative  
Strong

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, but may be responses that disagree with a negative statement. To provide context, the strong positive and strong negative responses for each question are shown next to the <img alt="arrow left icon" data-bbox="215 945 225 955"/> <img alt="arrow right icon" data-bbox="225 945 235 955"/> 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.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The MAR 23 benchmark is a comparison to Mental Health and Suicide Prevention'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.

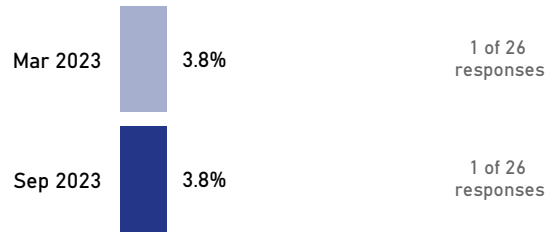


# Inappropriate Behaviours | Mental Health and Suicide Prevention

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.

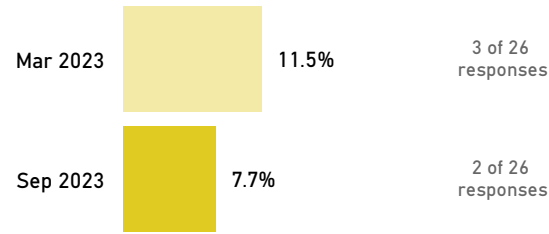
## Bullying

### Yes, personally experienced



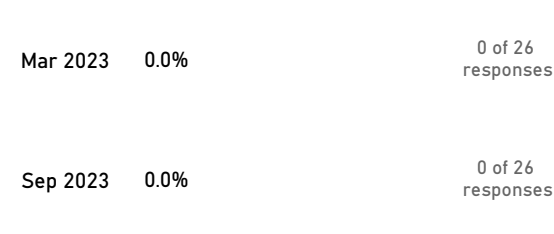
## Discrimination

### Yes, personally experienced



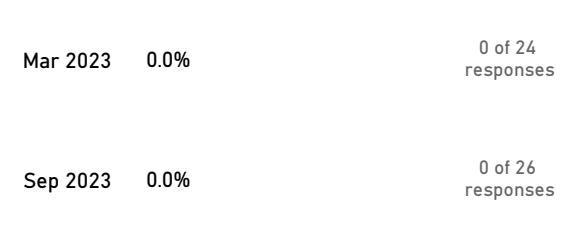
## Sexual Harrasment

### Yes, personally experienced

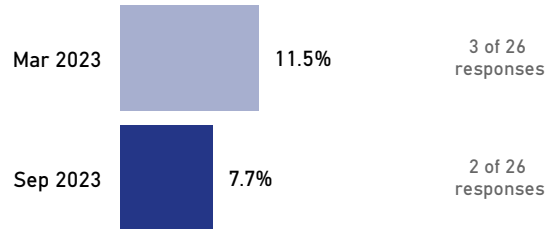


## Aggression or Violence

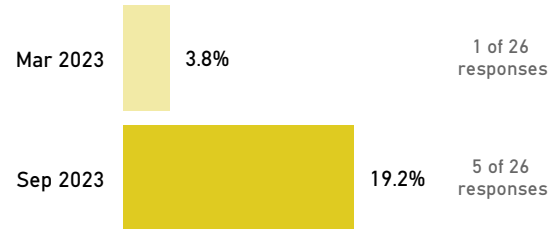
### Yes, personally experienced



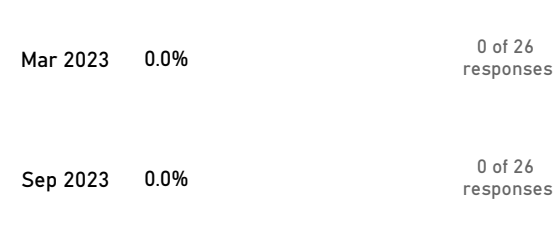
### Yes, witnessed it happening to someone else



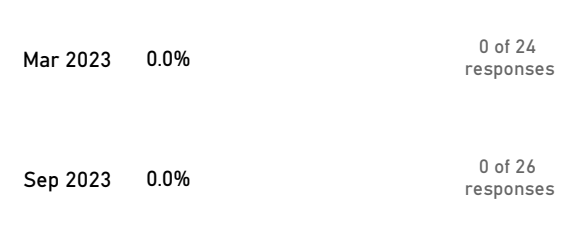
### Yes, witnessed it happening to someone else



### Yes, witnessed it happening to someone else



### Yes, witnessed it happening to someone else



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

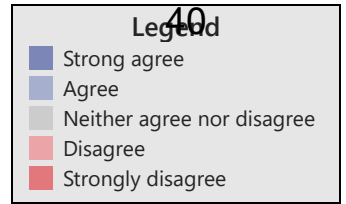
Results for some questions can not be shown as there were fewer than 10 responses.

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

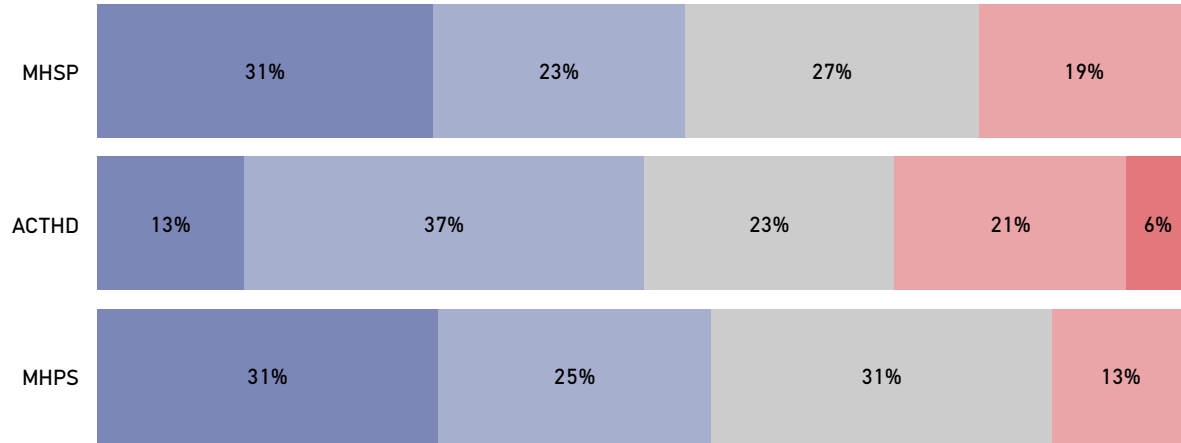
Results for some questions can not be shown as there were fewer than 10 responses.

# Survey Follow-up | Mental Health and Suicide Prevention

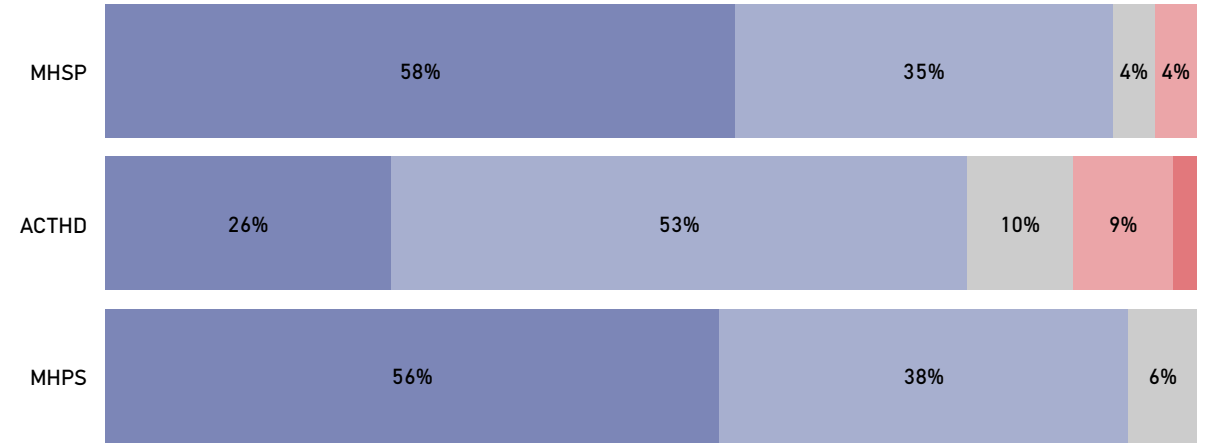
The September 2023 Pulse Survey included four new questions about the follow-up to the results from the ACTPS Employee Survey, which was conducted six months earlier in March 2023. As there is no March 2023 benchmark for these questions, this page displays relevant directorate/division/branch results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



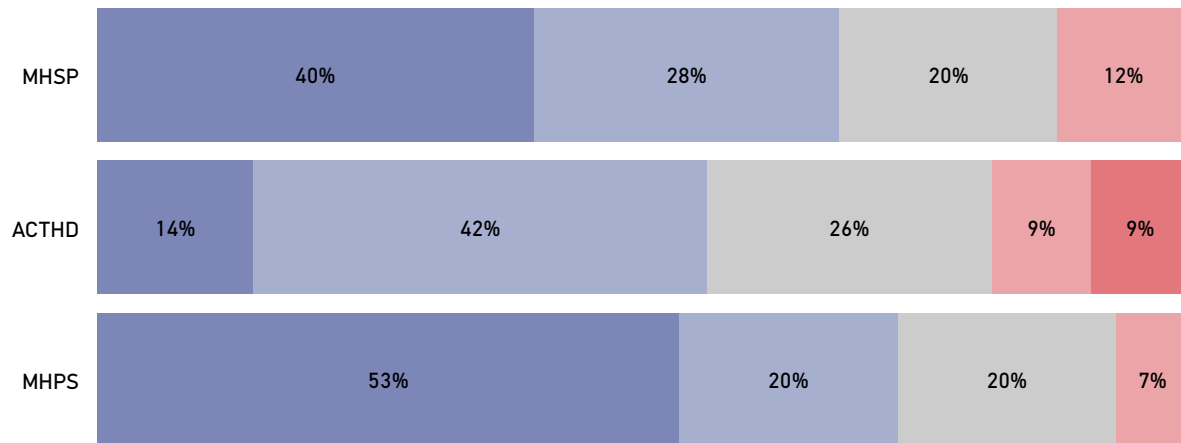
**Our team developed an action plan to address issues raised by the results of the last staff survey**



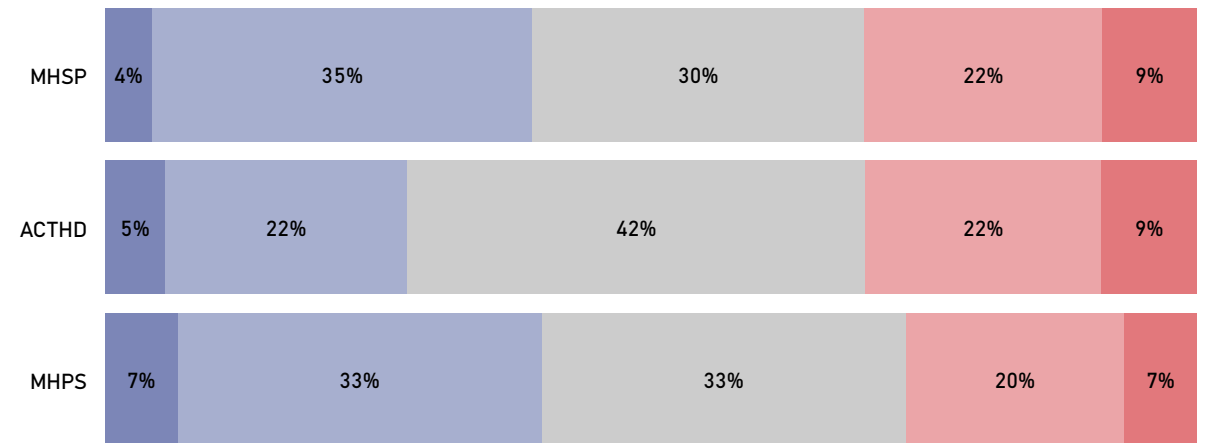
**My manager shared the results of the last staff survey with our team**



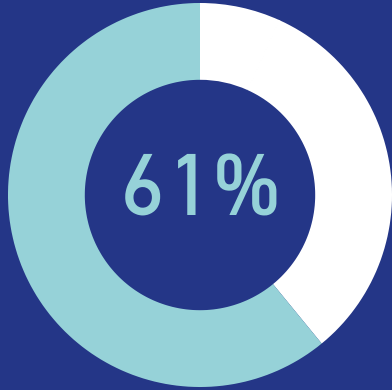
**I believe that senior leadership is committed to responding to the results of staff surveys**



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

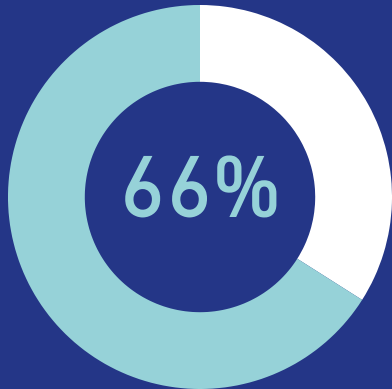


**Key Outcome Measures Score**



-9% -5%  
 Mar 23 ACTHD

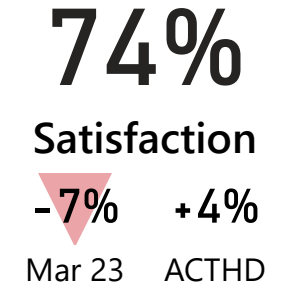
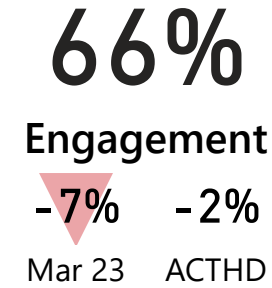
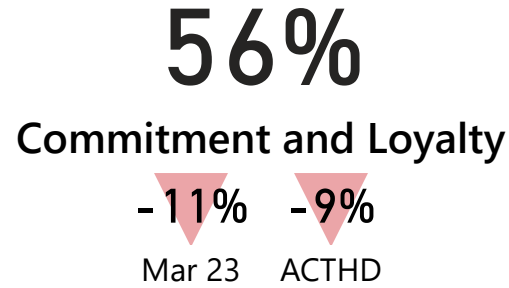
**Participation**



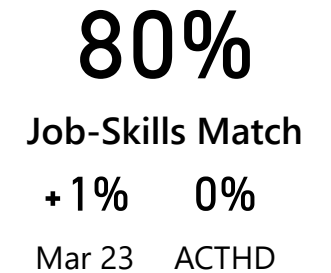
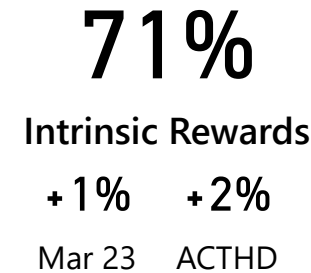
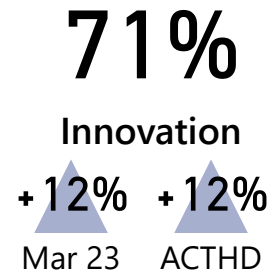
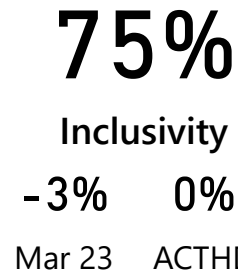
-8% -4%  
 Mar 23 ACTHD

**Workplace Factors and Survey Summary**

Key Outcomes

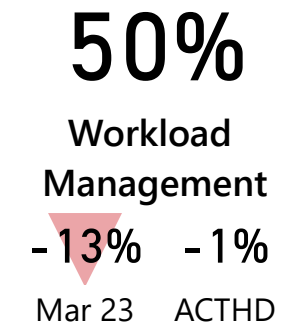
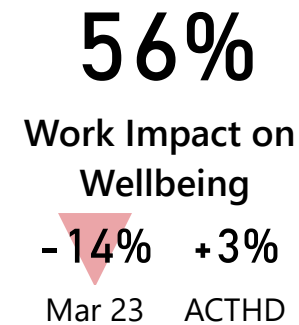
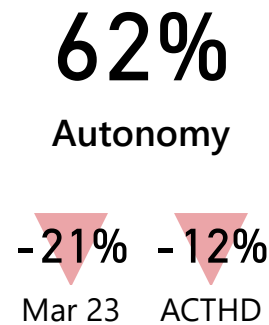


Key Drivers



A total of 41 staff from Office of the Deputy Director-General participated in the September 2023 Pulse Survey. If all participants answered a question, one participant will equal 2.4% of the question response.

Other Workplace Factors



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.

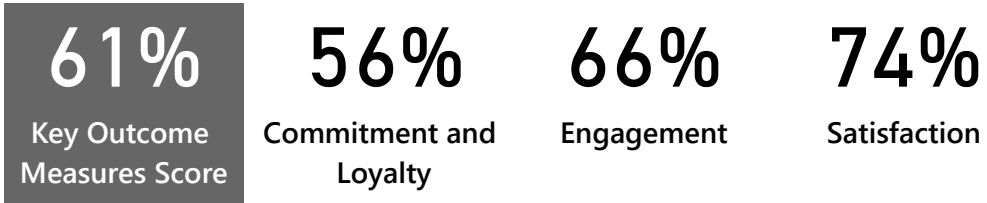
Benchmarks provide a comparison for Workplace Factors between the Pulse Survey and a previous survey or a parent business area. A plus sign indicates the Factor is higher than the benchmark, while a minus sign indicates it is lower. The **MAR 23** benchmark is a comparison to Office of the Deputy Director-General's 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

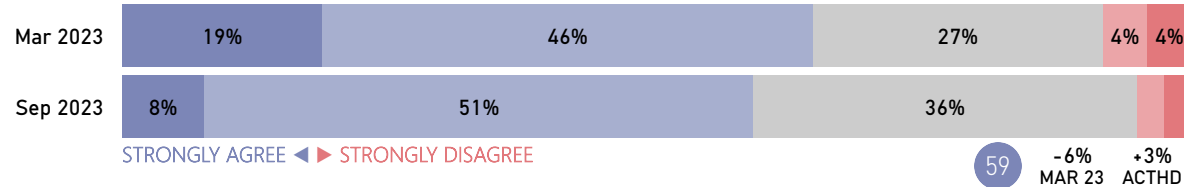
## Office of the Deputy Director-General

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.

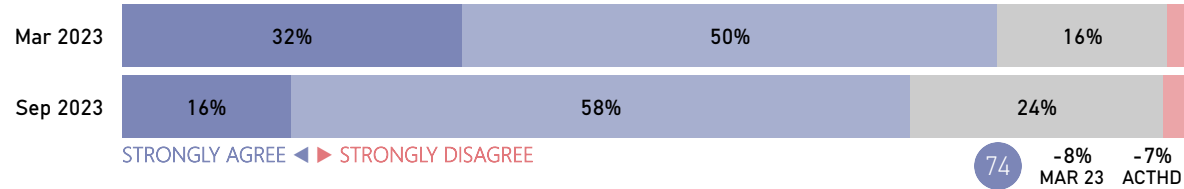


### ENGAGEMENT

#### My job inspires me

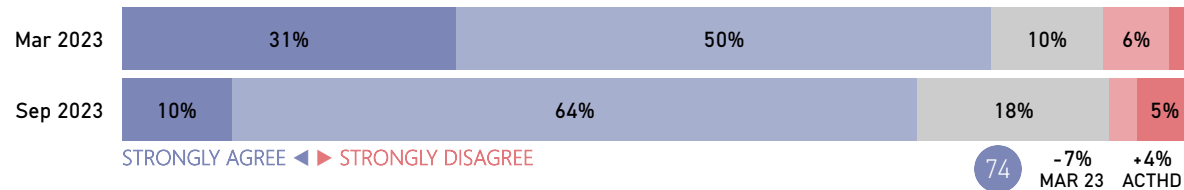


#### I work beyond what is required in my job to help my organisation achieve its objectives



### SATISFACTION

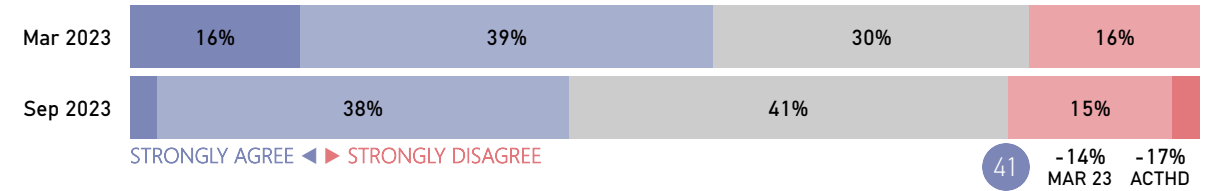
#### Overall, I am satisfied with my job



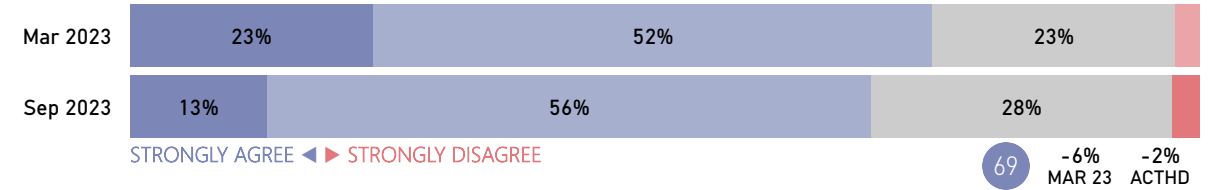
### COMMITMENT AND LOYALTY

42

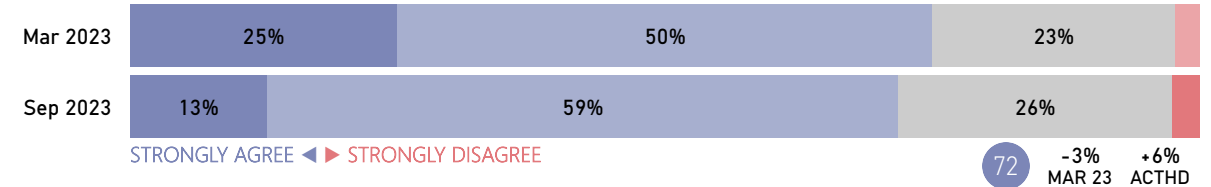
#### I feel a strong personal attachment to my organisation



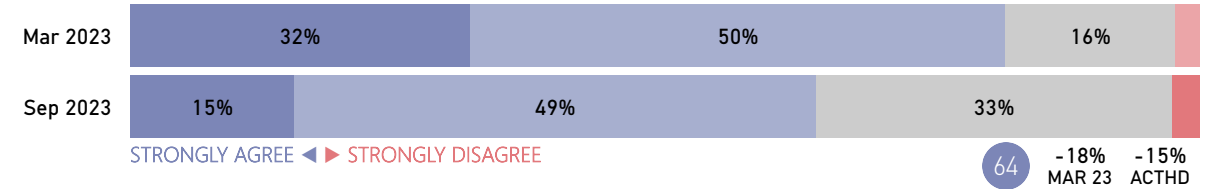
#### I am proud to work in my organisation



#### I would recommend my organisation as a good place to work



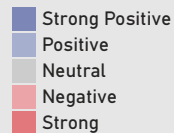
#### I believe strongly in the purpose and objectives of my organisation



#### 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, but may be responses that disagree with a negative 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**.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The **MAR 23** benchmark is a comparison to Office of the Deputy Director-General'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.

# Key Drivers

## Office of the Deputy Director-General

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.

75%

Inclusivity

71%

Innovation

71%

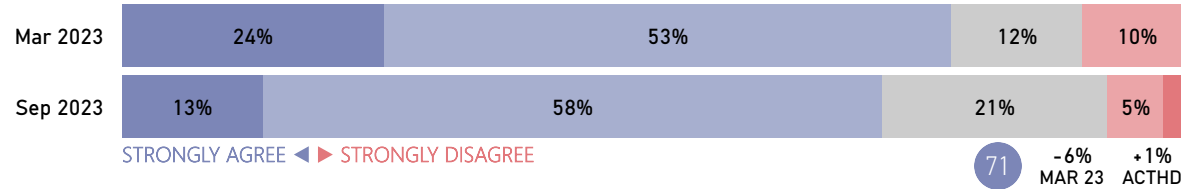
Intrinsic Rewards

80%

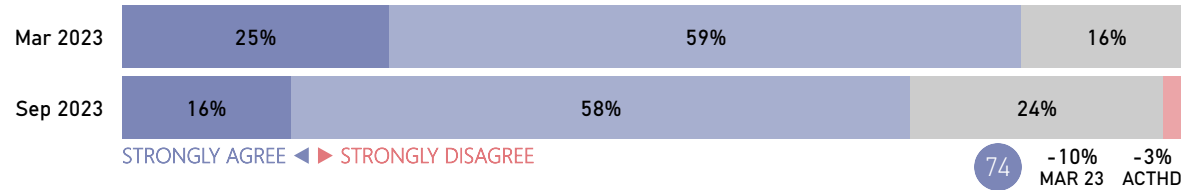
Job-Skills Match

### INCLUSIVITY

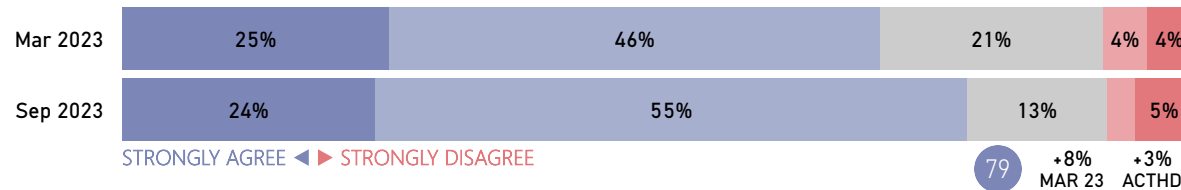
#### ACT Health fosters an environment where staff are treated fairly and with respect



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



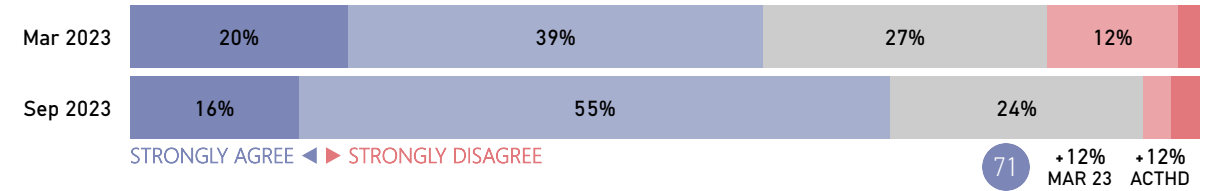
#### I do not face unfair barriers in accessing opportunities



### INNOVATION

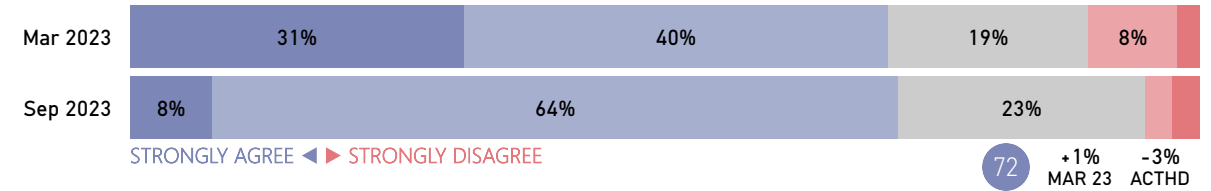
43

#### My organisation promotes innovation and creativity

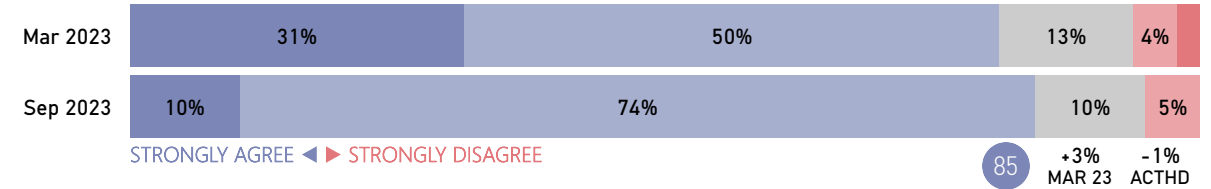


### INTRINSIC REWARDS

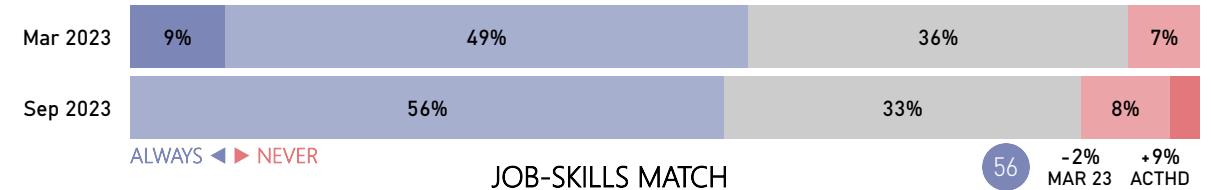
#### The work I do gives me a sense of accomplishment



#### I feel that I can make a worthwhile contribution at work

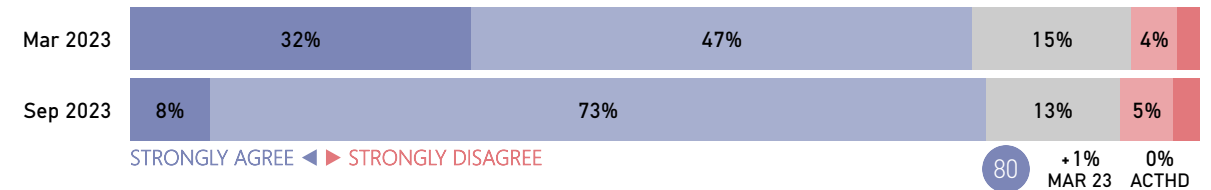


#### In the last three months, how often has your work made you feel enthusiastic?



### JOB-SKILLS MATCH

#### My job gives me opportunities to utilise my skills



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.

Strong Positive  
Positive  
Neutral  
Negative  
Strong

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, but may be responses that disagree with a negative statement. To provide context, the strong positive and strong negative responses for each question are shown next to the <img alt="arrow icon" data-bbox="215 945 225 955"/> <img alt="arrow icon" data-bbox="225 945 235 955"/> 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.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The MAR 23 benchmark is a comparison to Office of the Deputy Director-General'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.

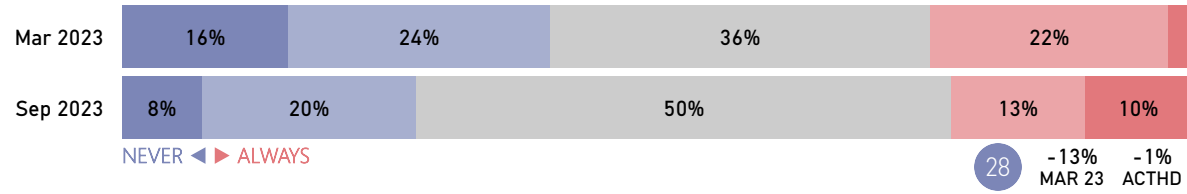
# Workload Management

## Office of the Deputy Director-General

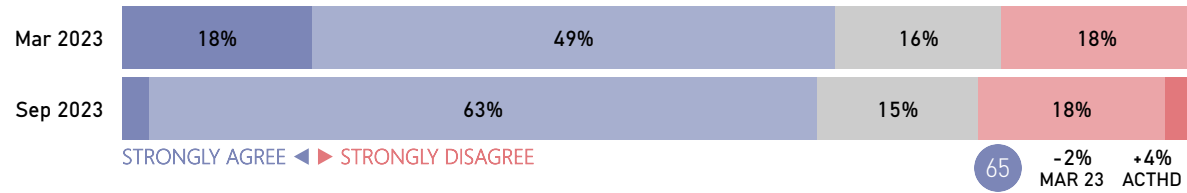
The 2023 ACTPS Employee Survey identified **Workload Management** as a key area of focus for the Directorate. To support business areas in monitoring trends, the four survey questions used to measure this Factor were included in the September 2023 Pulse Survey, as well as additional questions asking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

**50%**  
Workload Management

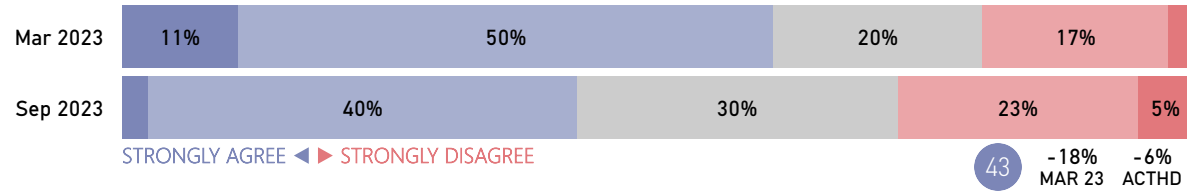
### I have unrealistic time pressures



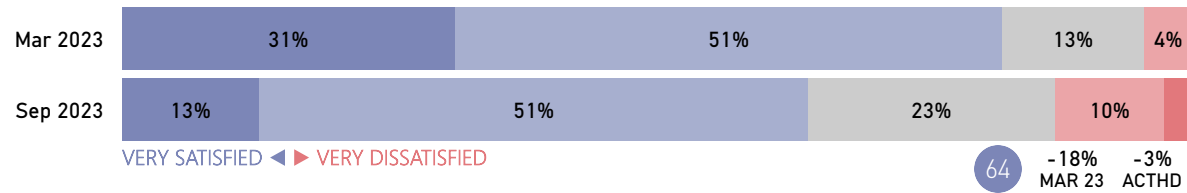
### The workload I have is appropriate for my role



### 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?



**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.

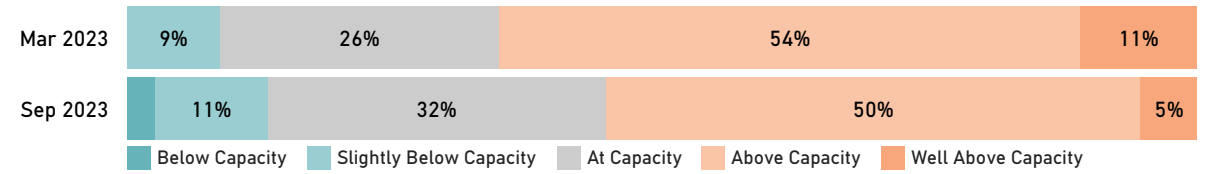
- Strong Positive
- Positive
- Neutral
- Negative
- Strong

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, but may be responses that disagree with a negative 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**.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The **MAR 23** benchmark is a comparison to Office of the Deputy Director-General'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.

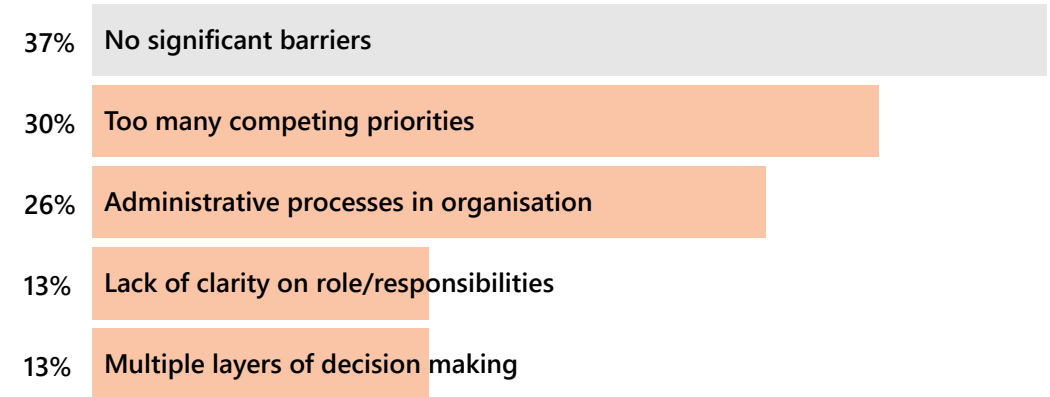
### What best describes your current workload?



### 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



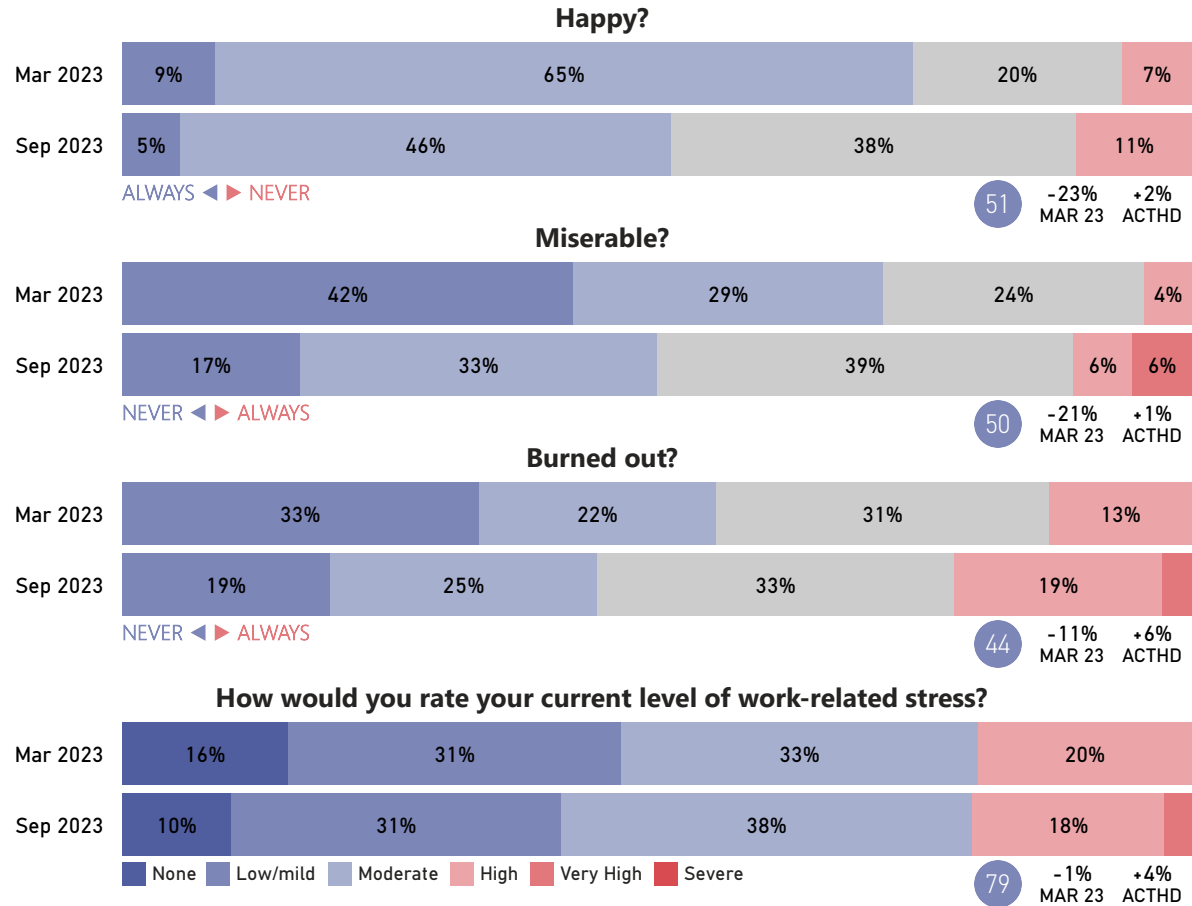
# Work Impact on Wellbeing

## Office of the Deputy Director-General

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.

**56%**  
Work Impact on Wellbeing

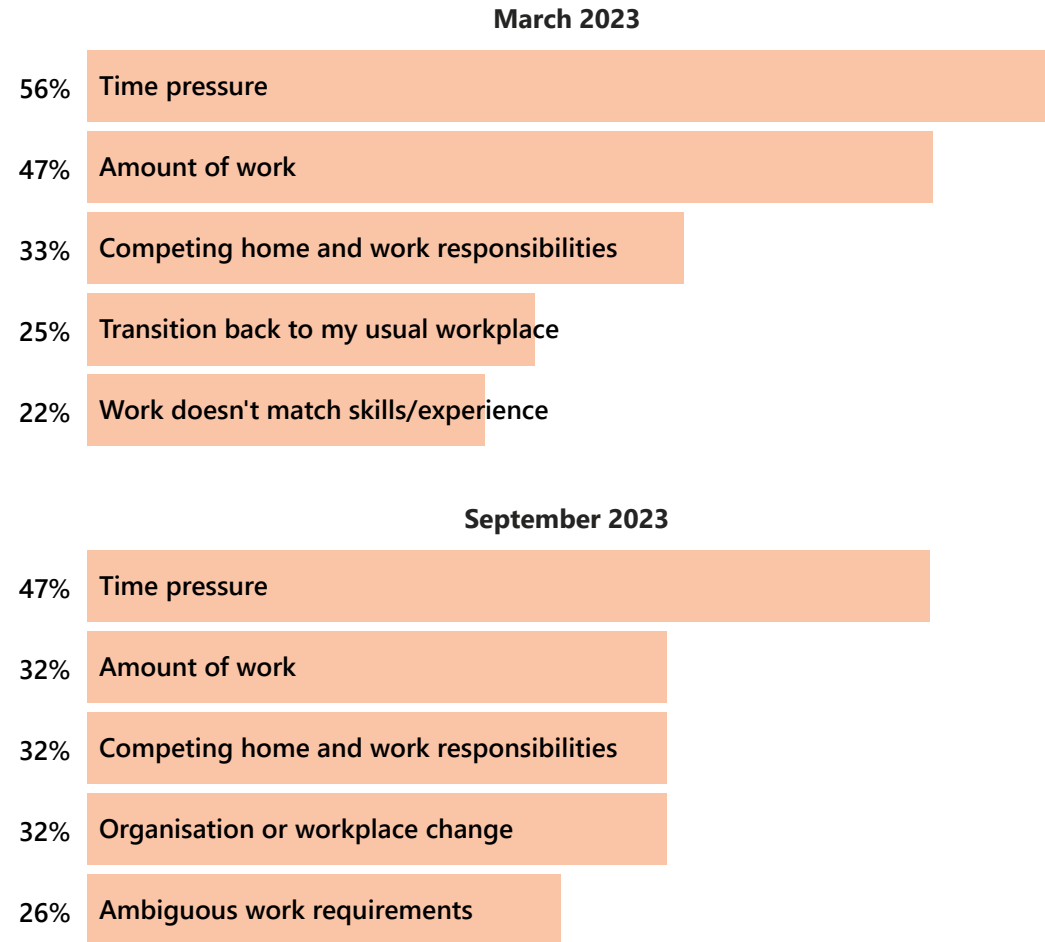
### In the last three months, how often has your work made you feel...



### Participants experiencing at least some level of work-related stress (n = 35) 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.



**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.

Strong Positive  
Positive  
Neutral  
Negative  
Strong

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, but may be responses that disagree with a negative 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**.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The **MAR 23** benchmark is a comparison to Office of the Deputy Director-General'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.

# Other Workplace Factors

## Office of the Deputy Director-General

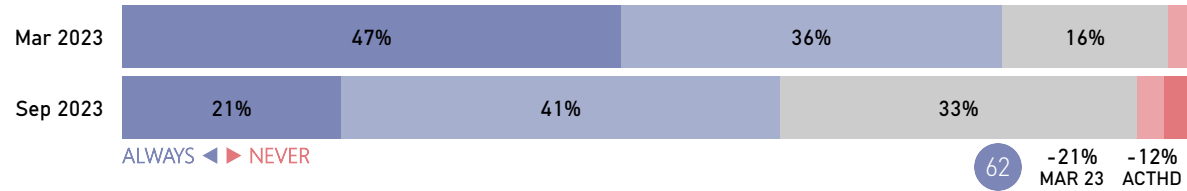
Additional workplace factors included in the September 2023 Pulse Survey were **Autonomy**, **Support for Health and Wellbeing**, and **Trust in Organisational Integrity**. In the Pulse Survey, the latter two factors were abbreviated to one survey item each and, therefore, have not been included on the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

**14**  
participants have direct responsibility for managing staff

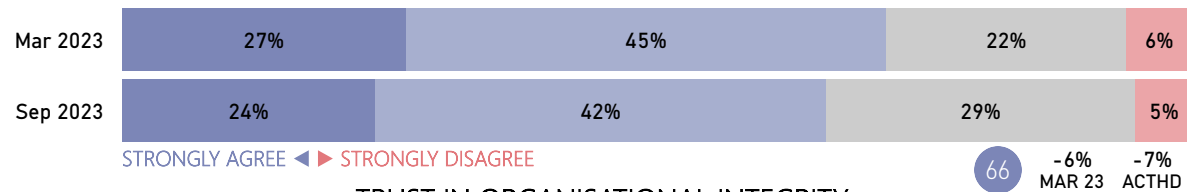
### AUTONOMY

#### I have a choice in deciding how I do my work



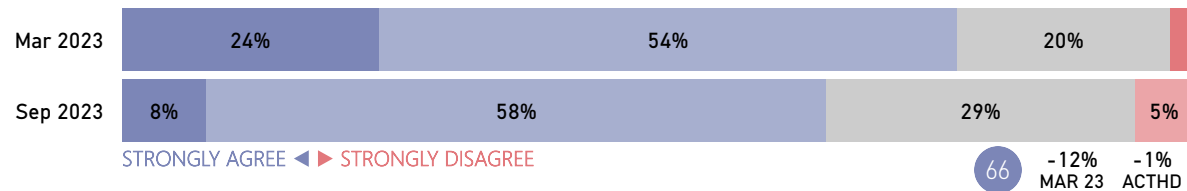
### SUPPORT FOR HEALTH AND WELLBEING

#### 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



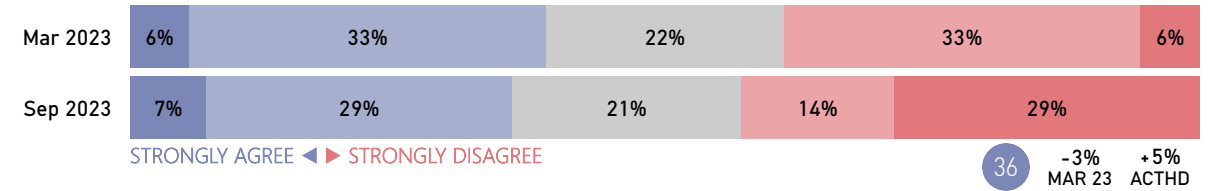
### MANAGING TEAMS\*

46

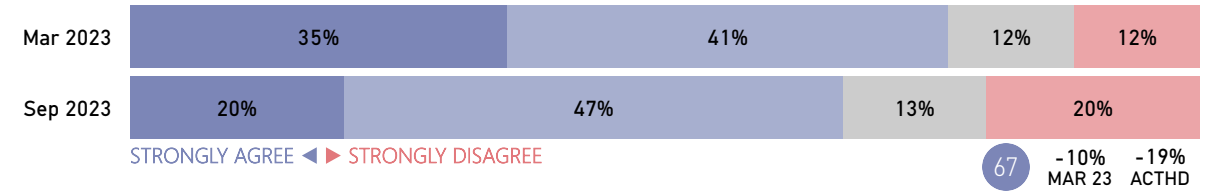
#### I find it easy to manage team resourcing



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

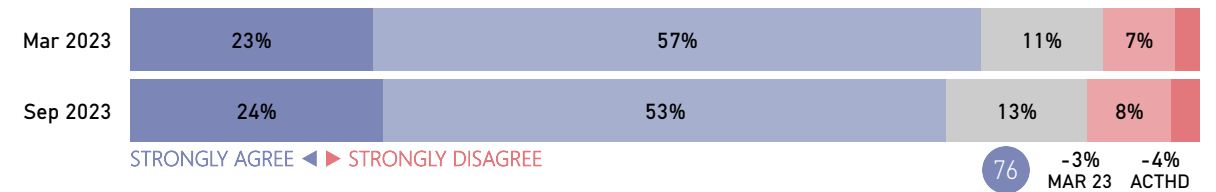


#### I feel supported by my supervisor to manage any issues that arise in my team

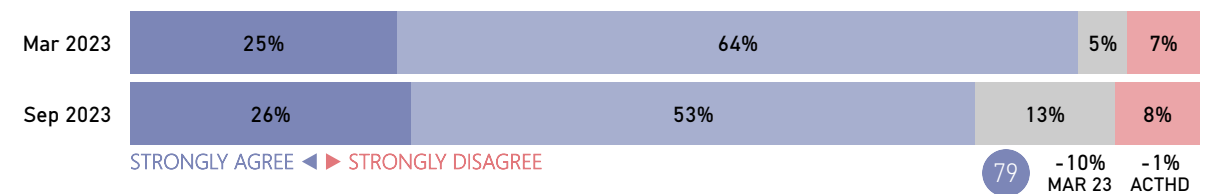


### PSYCHOLOGICAL SAFETY

#### 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



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.

Strong Positive  
Positive  
Neutral  
Negative  
Strong

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, but may be responses that disagree with a negative statement. To provide context, the strong positive and strong negative responses for each question are shown next to the <img alt="arrow icons" data-bbox="205 940 215 955"/> <img alt="arrow icons" data-bbox="215 940 225 955"/> 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.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The MAR 23 benchmark is a comparison to Office of the Deputy Director-General'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.

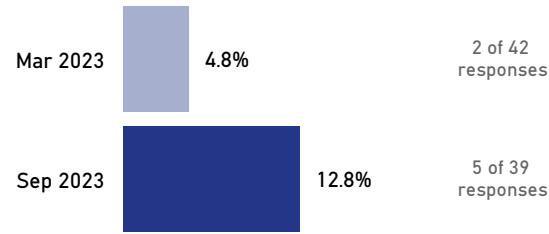


# Inappropriate Behaviours | Office of the Deputy Director-General

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.

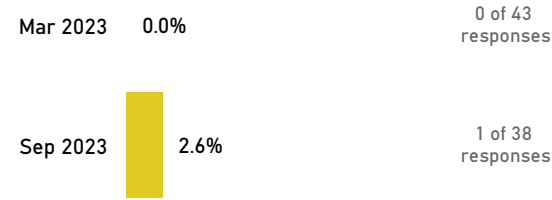
## Bullying

### Yes, personally experienced



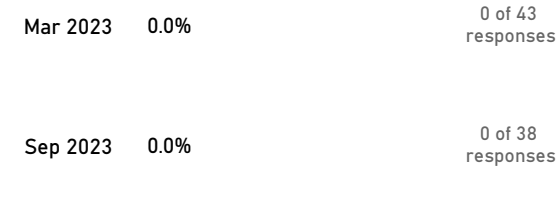
## Discrimination

### Yes, personally experienced



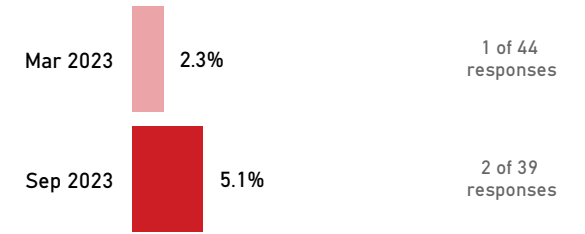
## Sexual Harrasment

### Yes, personally experienced

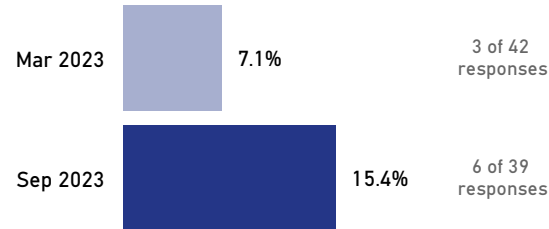


## Aggression or Violence

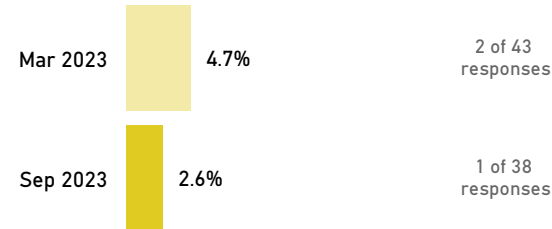
### Yes, personally experienced



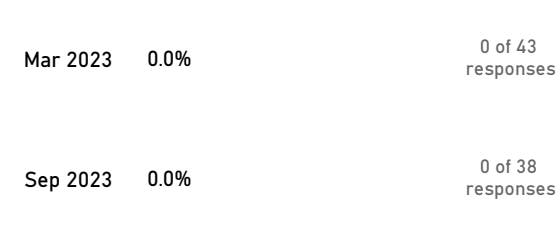
### Yes, witnessed it happening to someone else



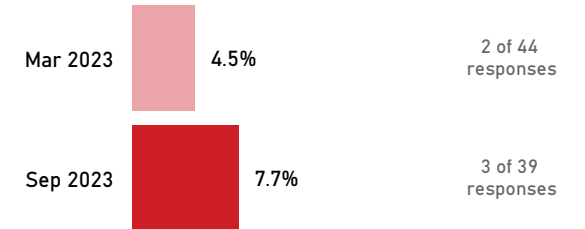
### Yes, witnessed it happening to someone else



### Yes, witnessed it happening to someone else



### Yes, witnessed it happening to someone else



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

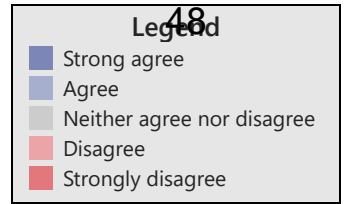
Results for some questions can not be shown as there were fewer than 10 responses.

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

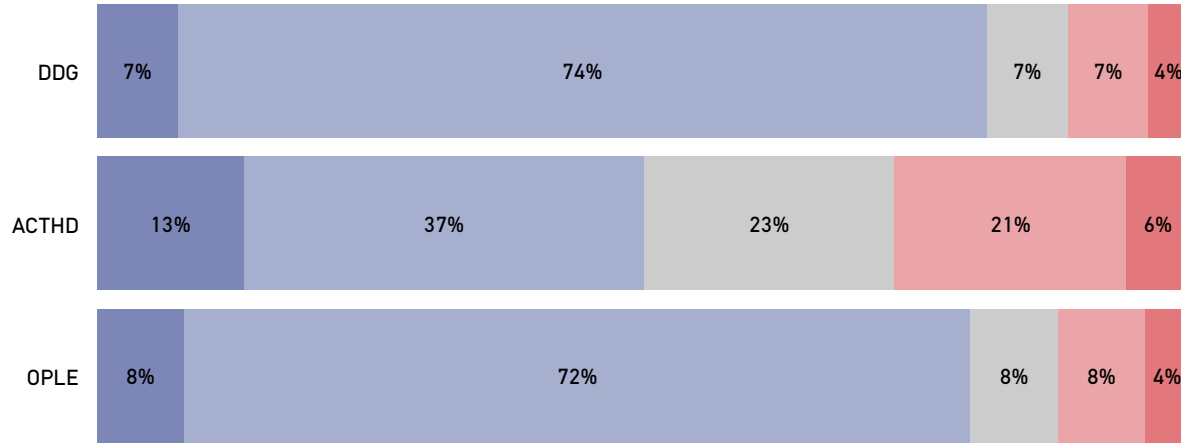
Results for some questions can not be shown as there were fewer than 10 responses.

# Survey Follow-up | Office of the Deputy Director-General

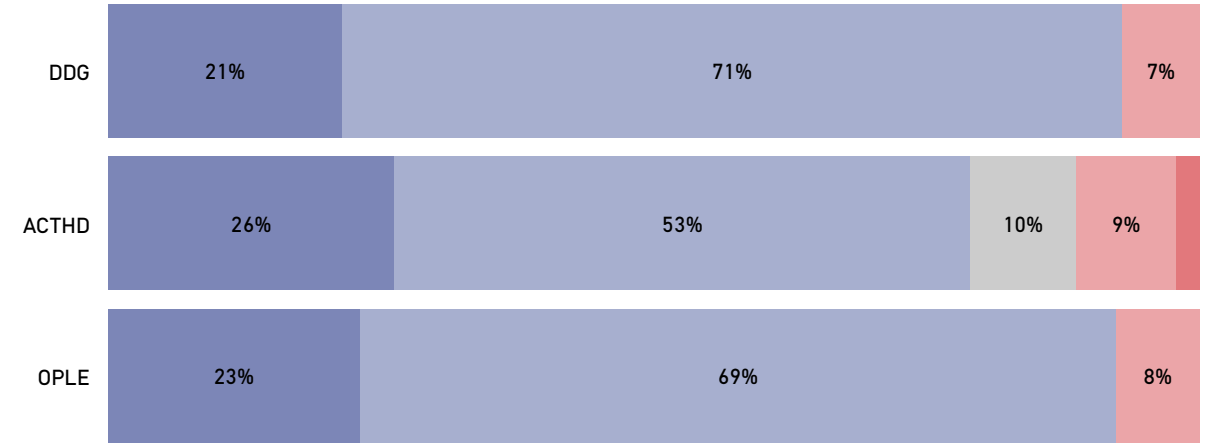
The September 2023 Pulse Survey included four new questions about the follow-up to the results from the ACTPS Employee Survey, which was conducted six months earlier in March 2023. As there is no March 2023 benchmark for these questions, this page displays relevant directorate/division/branch results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



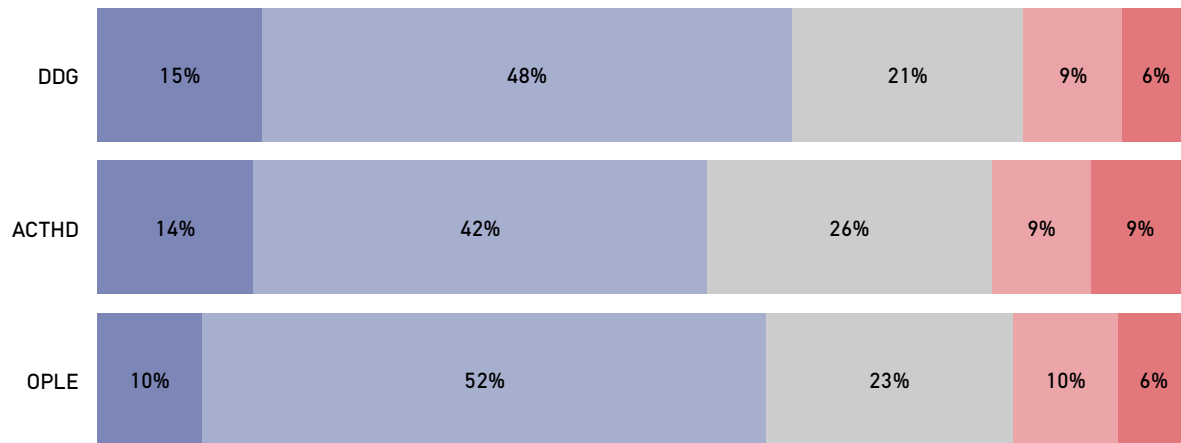
**Our team developed an action plan to address issues raised by the results of the last staff survey**



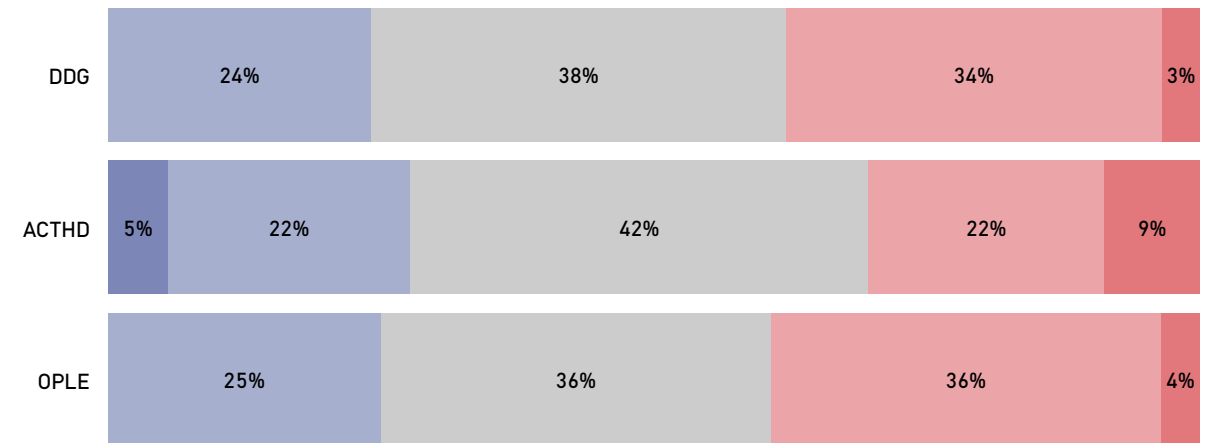
**My manager shared the results of the last staff survey with our team**



**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**



# Workplace Factors and Survey Summary

## Key Outcomes

81%

Commitment and Loyalty

-2% +16%  
Mar 23 ACTHD

76%

Engagement

+9% +8%  
Mar 23 ACTHD

94%

Satisfaction

+6% +24%  
Mar 23 ACTHD

## Key Drivers

98%

Inclusivity

-2% +24%  
Mar 23 ACTHD

82%

Innovation

0% +23%  
Mar 23 ACTHD

76%

Intrinsic Rewards

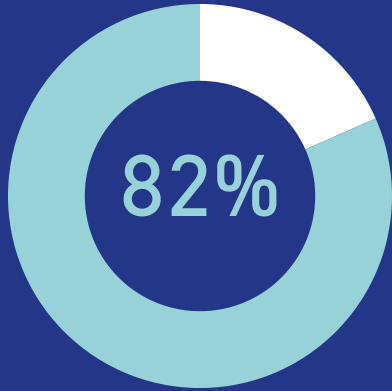
+2% +7%  
Mar 23 ACTHD

88%

Job-Skills Match

0% +8%  
Mar 23 ACTHD

## Key Outcome Measures Score



+1% +15%  
Mar 23 ACTHD

## Participation



+19% +30%  
Mar 23 ACTHD

A total of 17 staff from Office of the Director-General participated in the September 2023 Pulse Survey. If all participants answered a question, one participant will equal approximately 6% of the question response.

## Other Workplace Factors

71%

Autonomy

-6% -3%  
Mar 23 ACTHD

62%

Work Impact on Wellbeing

+4% +9%  
Mar 23 ACTHD

57%

Workload Management

+7% +6%  
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 Office of the Director-General'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.

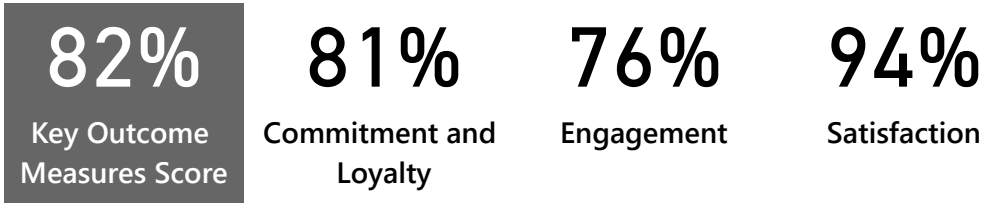
▲ Indicates this Factor is five percentage points or more above the benchmark.

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

# Key Outcomes

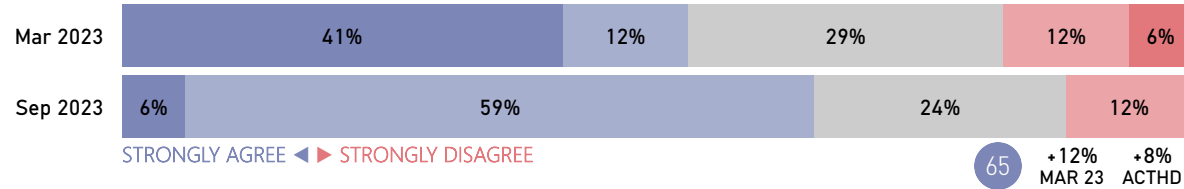
## Office of the Director-General

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

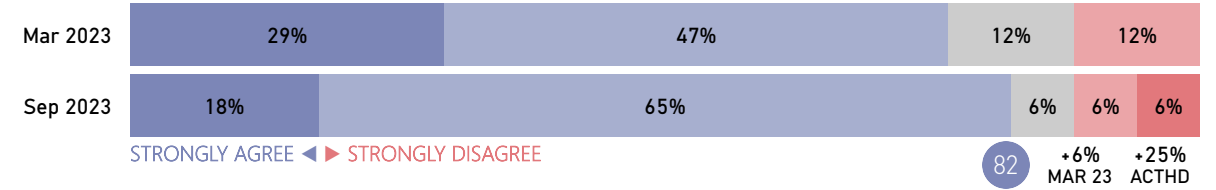
#### Overall, I am satisfied with my job



### COMMITMENT AND LOYALTY

50

#### I feel a strong personal attachment to my organisation



#### I am proud to work in my organisation



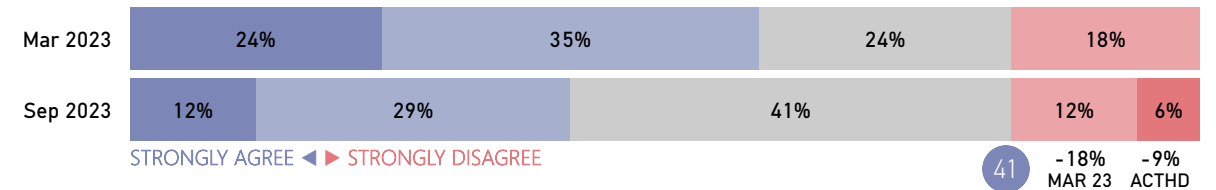
#### I would recommend my organisation as a good place to work



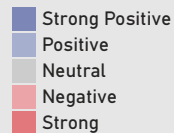
#### I believe strongly in the purpose and objectives of my organisation



#### 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, but may be responses that disagree with a negative 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**.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The **MAR 23** benchmark is a comparison to Office of the Director-General'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.

# Key Drivers

## Office of the Director-General

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.

98%

Inclusivity

82%

Innovation

76%

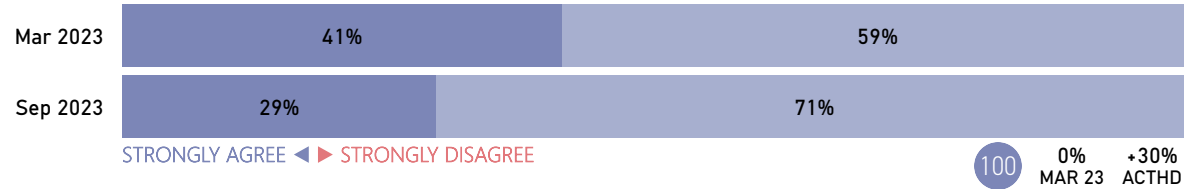
Intrinsic Rewards

88%

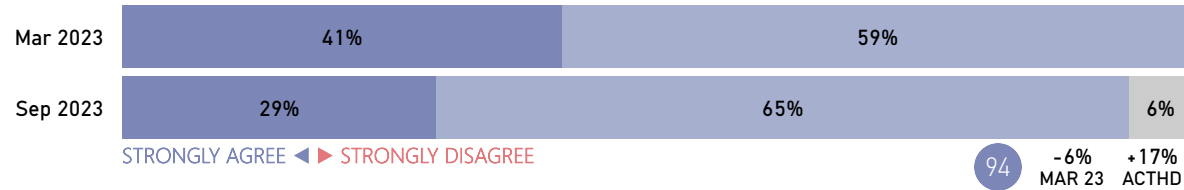
Job-Skills Match

### 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



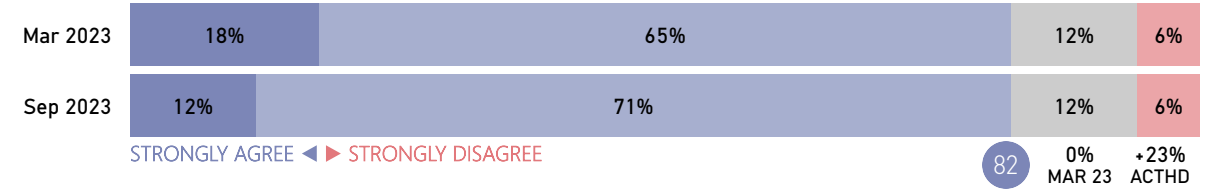
#### I do not face unfair barriers in accessing opportunities



### INNOVATION

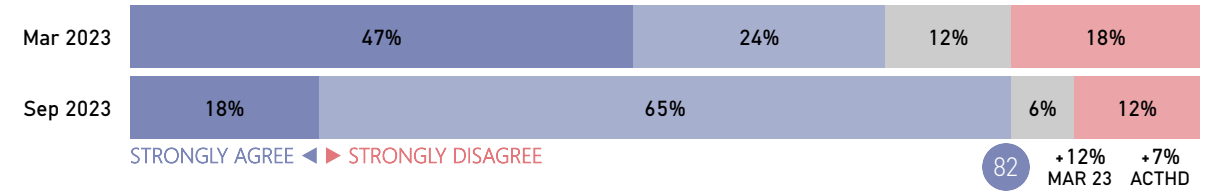
51

#### My organisation promotes innovation and creativity



### INTRINSIC REWARDS

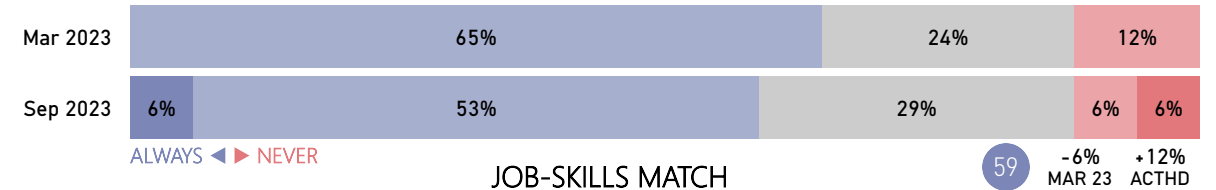
#### The work I do gives me a sense of accomplishment



#### 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



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.

Strong Positive  
Positive  
Neutral  
Negative  
Strong

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, but may be responses that disagree with a negative statement. To provide context, the strong positive and strong negative responses for each question are shown next to the <img alt="arrow icon" data-bbox="215 945 225 955"/> <img alt="arrow icon" data-bbox="225 945 235 955"/> 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.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The MAR 23 benchmark is a comparison to Office of the Director-General'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.

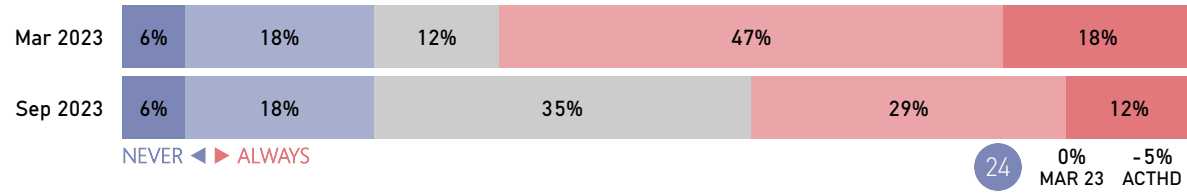
# Workload Management

## Office of the Director-General

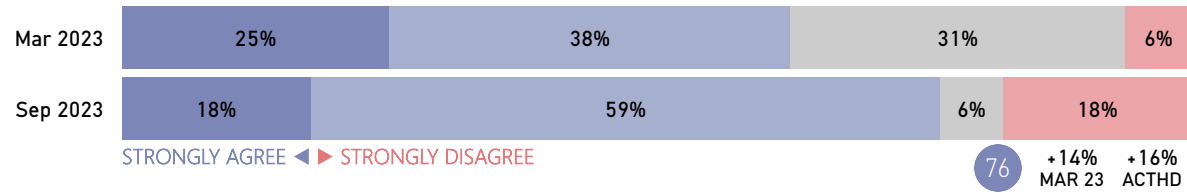
The 2023 ACTPS Employee Survey identified **Workload Management** as a key area of focus for the Directorate. To support business areas in monitoring trends, the four survey questions used to measure this Factor were included in the September 2023 Pulse Survey, as well as additional questions asking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

**57%**  
Workload Management

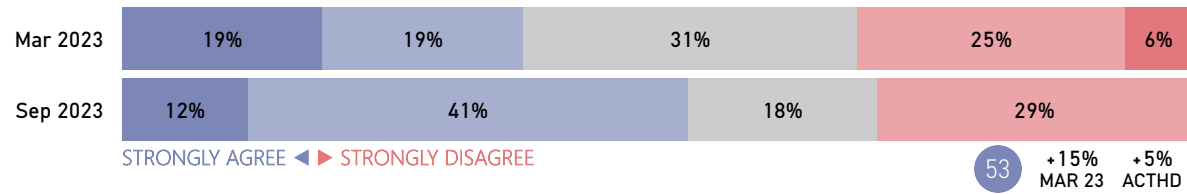
### I have unrealistic time pressures



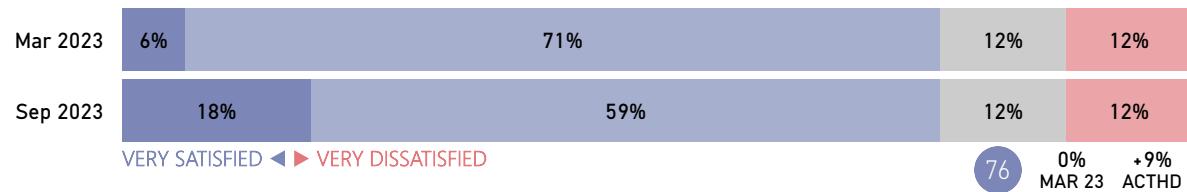
### The workload I have is appropriate for my role



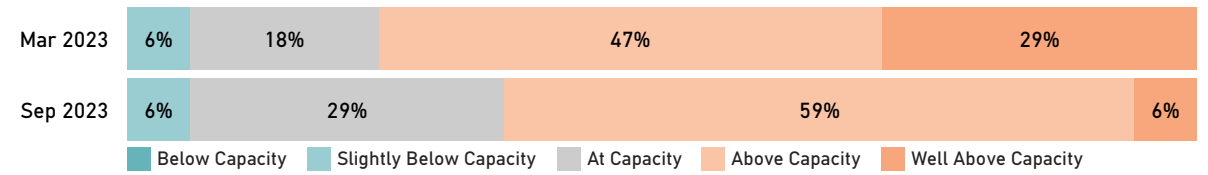
### I have enough time during my work hours to do my job effectively



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



### 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



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.

Strong Positive  
Positive  
Neutral  
Negative  
Strong

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, but may be responses that disagree with a negative 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.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The MAR 23 benchmark is a comparison to Office of the Director-General'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.

# Work Impact on Wellbeing

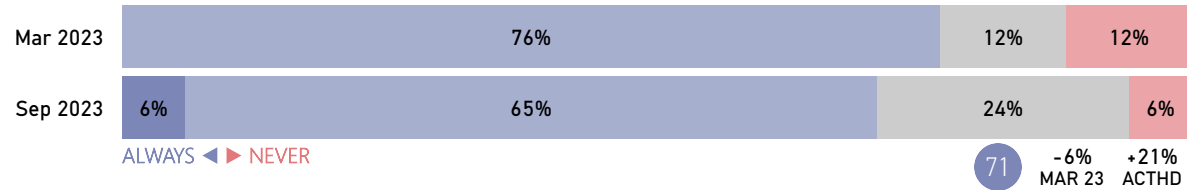
## Office of the Director-General

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.

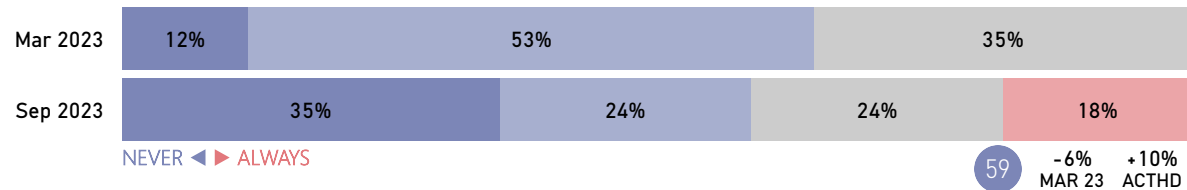
**62%**  
Work Impact on Wellbeing

### In the last three months, how often has your work made you feel...

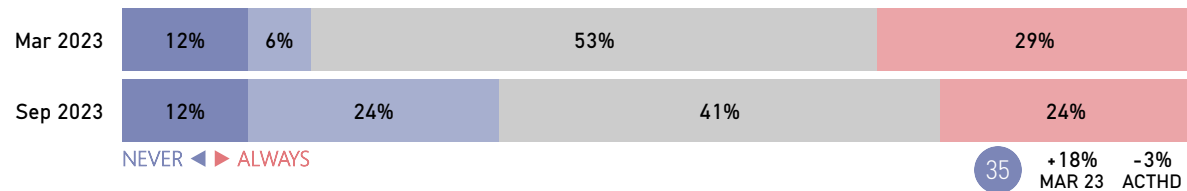
#### Happy?



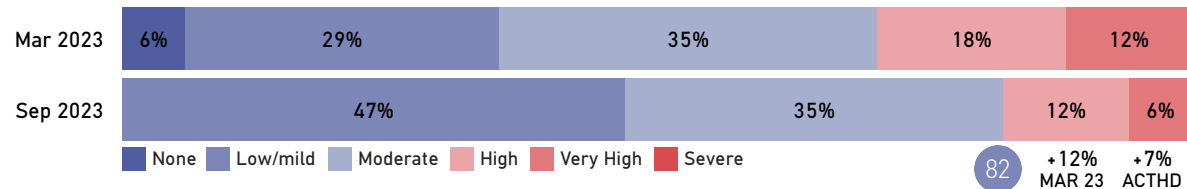
#### Miserable?



#### Burned out?



### How would you rate your current level of work-related stress?



### Participants experiencing at least some level of work-related stress (n = 17) were asked:

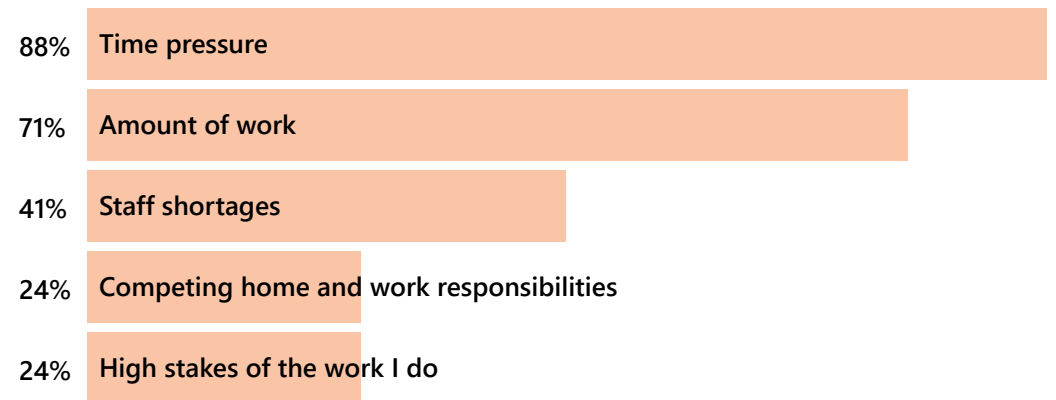
#### What are the main causes of your work-related stress?

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

#### March 2023



#### September 2023



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.

Strong Positive  
Positive  
Neutral  
Negative  
Strong

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, but may be responses that disagree with a negative 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.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The MAR 23 benchmark is a comparison to Office of the Director-General'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.

# Other Workplace Factors

## Office of the Director-General

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**.

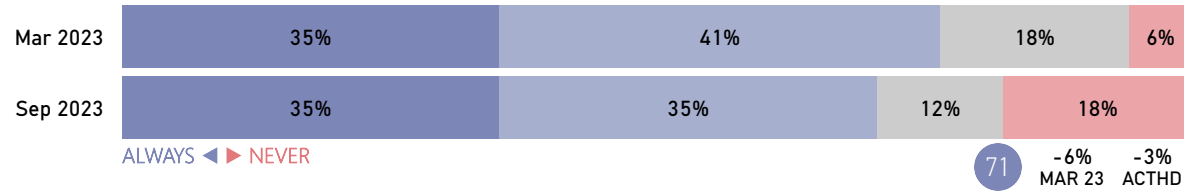
\*Note that only participants with direct responsibility for managing staff were asked the questions about Managing Teams.

**8**  
participants have direct responsibility for managing staff

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

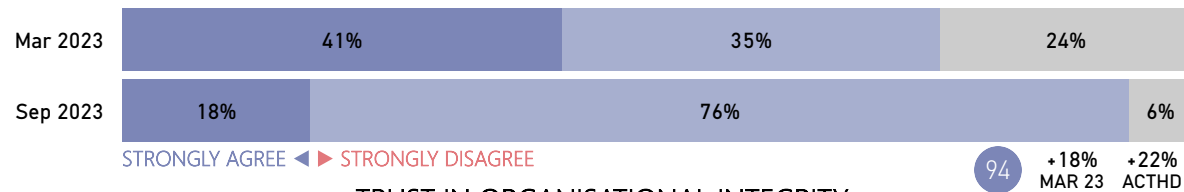
### AUTONOMY

**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**



### 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**



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.

- Strong Positive
- Positive
- Neutral
- Negative
- Strong

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, but may be responses that disagree with a negative 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**.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The **MAR 23** benchmark is a comparison to Office of the Director-General'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.



# Inappropriate Behaviours | Office of the Director-General

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



## Discrimination

### Yes, personally experienced



## Sexual Harrasment

### Yes, personally experienced

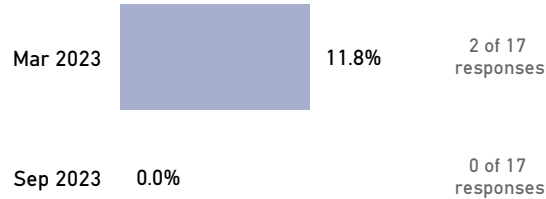


## Aggression or Violence

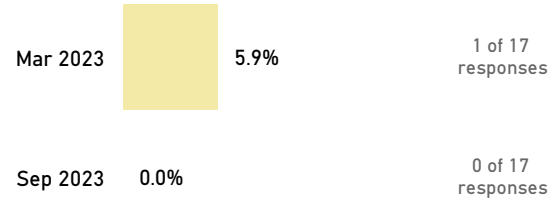
### Yes, personally experienced



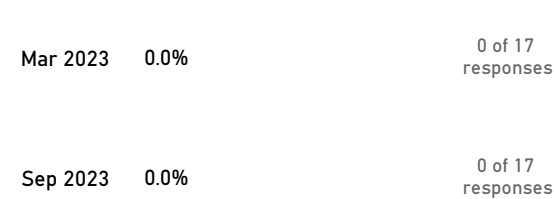
### Yes, witnessed it happening to someone else



### Yes, witnessed it happening to someone else



### Yes, witnessed it happening to someone else



### Yes, witnessed it happening to someone else



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

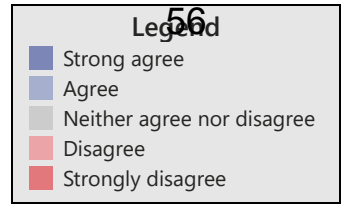
Results for some questions can not be shown as there were fewer than 10 responses.

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

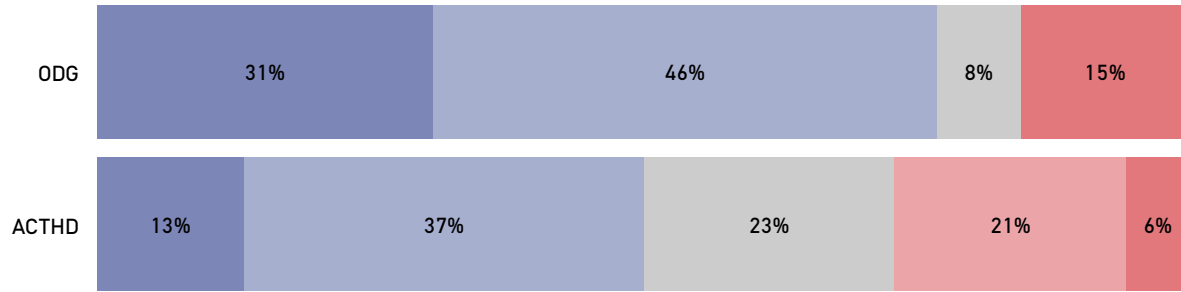
Results for some questions can not be shown as there were fewer than 10 responses.

# Survey Follow-up | Office of the Director-General

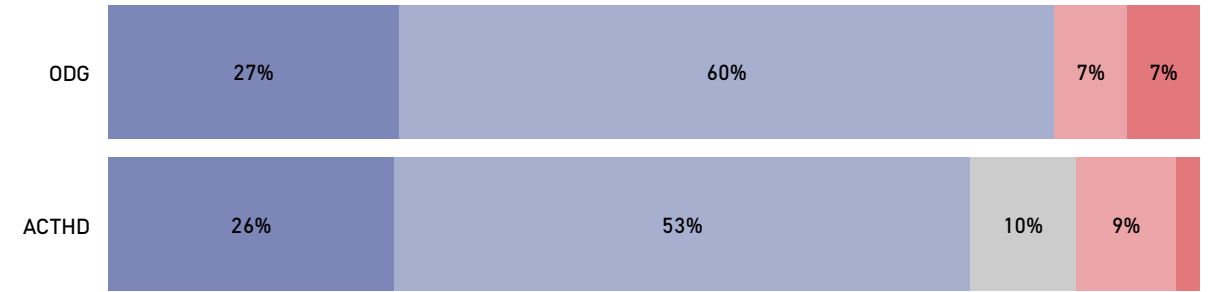
The September 2023 Pulse Survey included four new questions about the follow-up to the results from the ACTPS Employee Survey, which was conducted six months earlier in March 2023. As there is no March 2023 benchmark for these questions, this page displays relevant directorate/division/branch results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



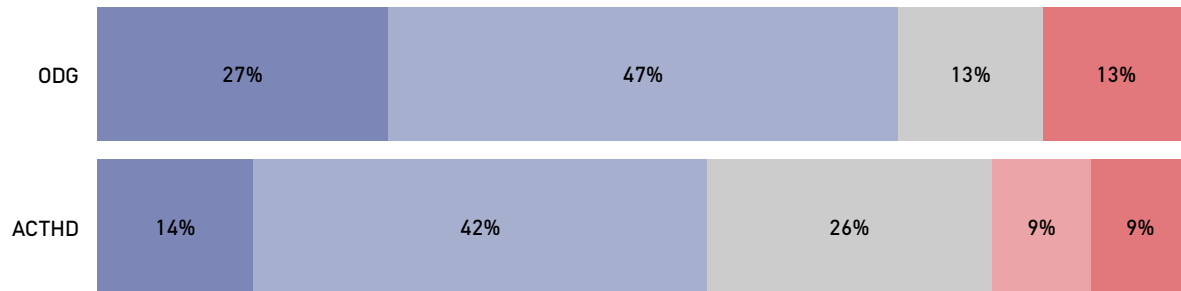
**Our team developed an action plan to address issues raised by the results of the last staff survey**



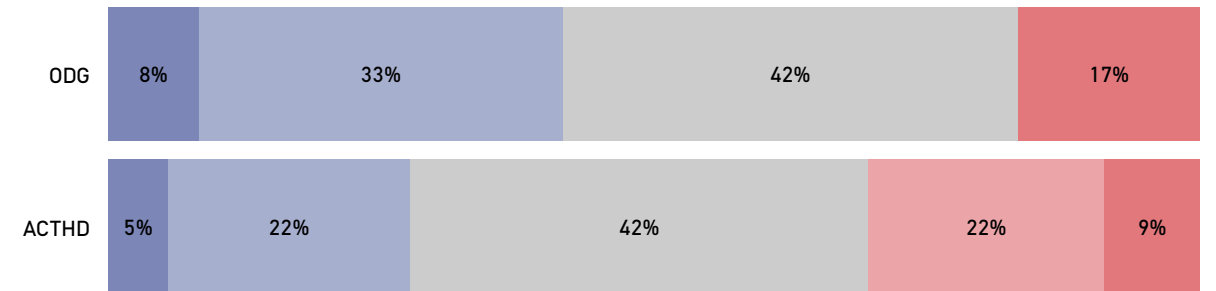
**My manager shared the results of the last staff survey with our team**



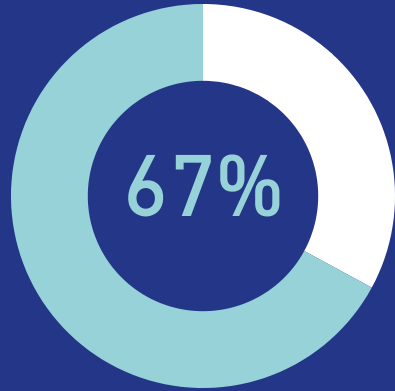
**I believe that senior leadership is committed to responding to the results of staff surveys**



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

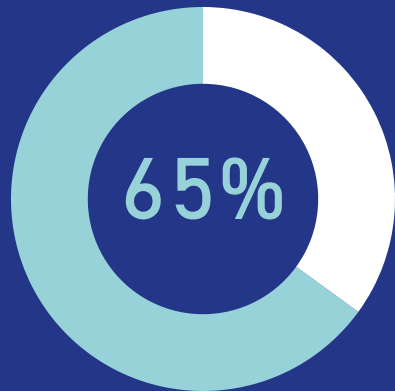


**Key Outcome Measures Score**



0% +1%  
 Mar 23 ACTHD

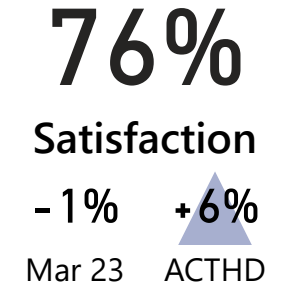
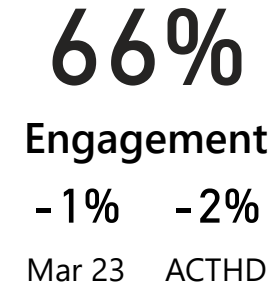
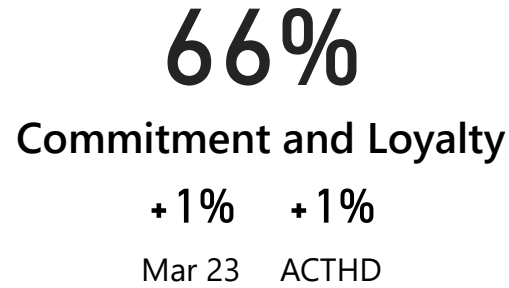
**Participation**



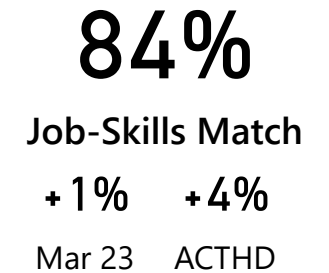
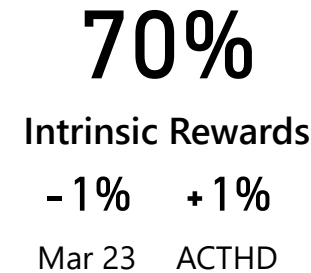
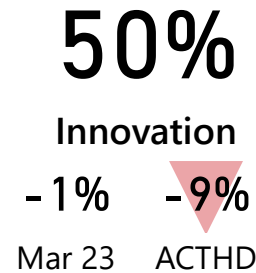
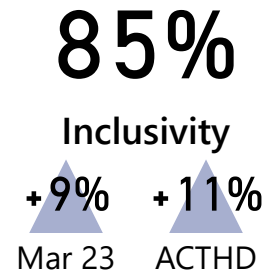
-19% -5%  
 Mar 23 ACTHD

**Workplace Factors and Survey Summary**

Key Outcomes

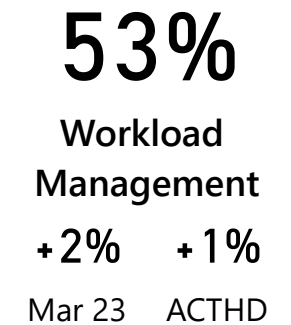
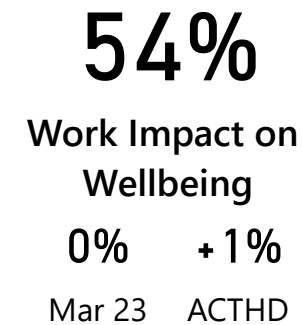
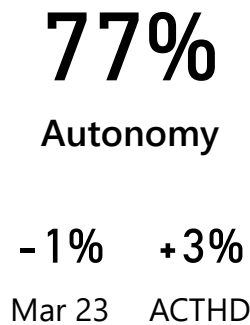


Key Drivers



A total of 70 staff from Policy Partnerships and Programs participated in the September 2023 Pulse Survey. If all participants answered a question, one participant will equal 1.4% of the question response.

Other Workplace Factors



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.

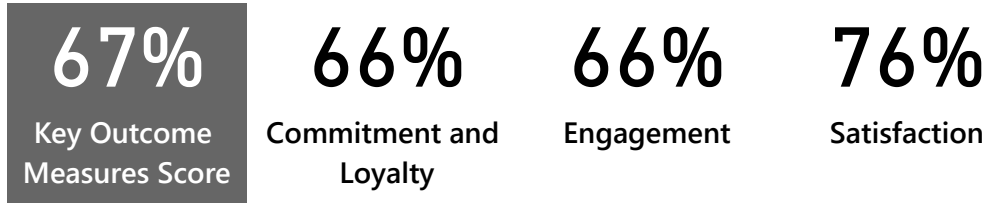
Benchmarks provide a comparison for Workplace Factors between the Pulse Survey and a previous survey or a parent business area. A plus sign indicates the Factor is higher than the benchmark, while a minus sign indicates it is lower. The **MAR 23** benchmark is a comparison to Policy Partnerships and Programs'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

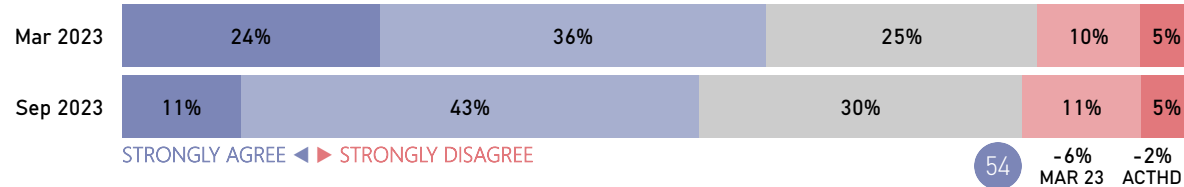
## Policy Partnerships and Programs

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.

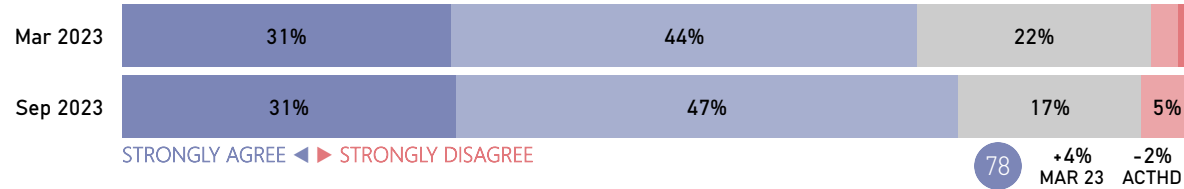


### ENGAGEMENT

#### My job inspires me

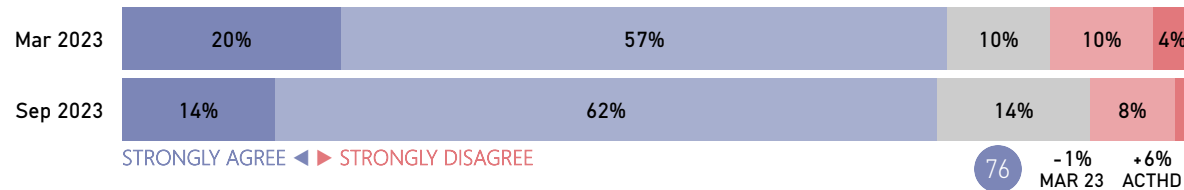


#### I work beyond what is required in my job to help my organisation achieve its objectives



### SATISFACTION

#### Overall, I am satisfied with my job



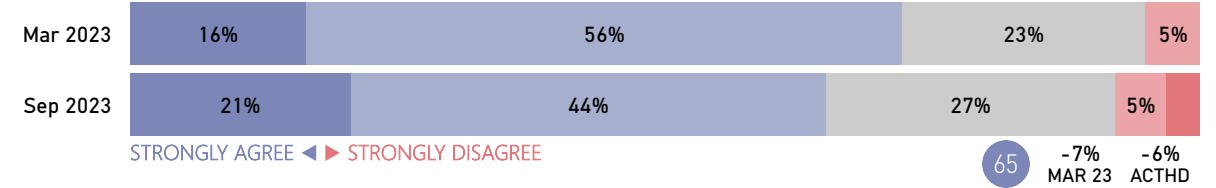
### COMMITMENT AND LOYALTY

58

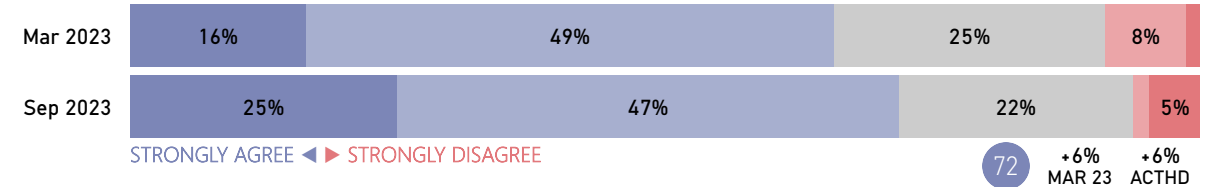
#### I feel a strong personal attachment to my organisation



#### I am proud to work in my organisation



#### I would recommend my organisation as a good place to work



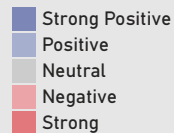
#### I believe strongly in the purpose and objectives of my organisation



#### 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, but may be responses that disagree with a negative 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**.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The **MAR 23** benchmark is a comparison to Policy Partnerships and Programs' 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.

# Key Drivers

## Policy Partnerships and Programs

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.

85%

Inclusivity

50%

Innovation

70%

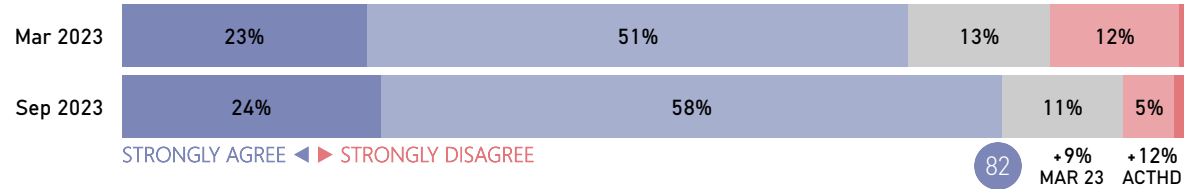
Intrinsic Rewards

84%

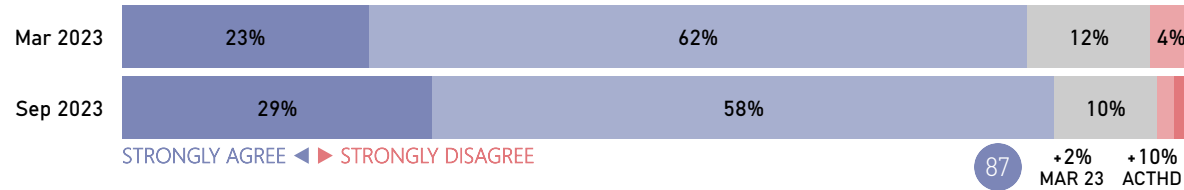
Job-Skills Match

### INCLUSIVITY

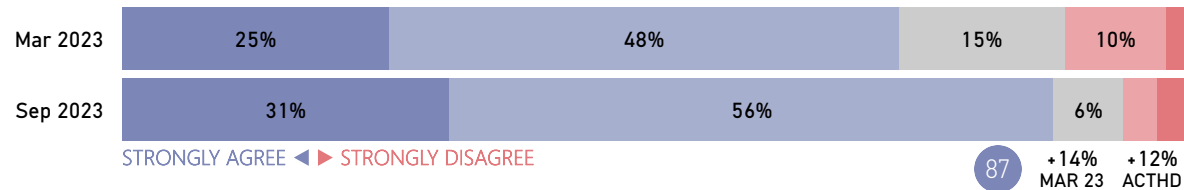
#### ACT Health fosters an environment where staff are treated fairly and with respect



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



#### I do not face unfair barriers in accessing opportunities



### INNOVATION

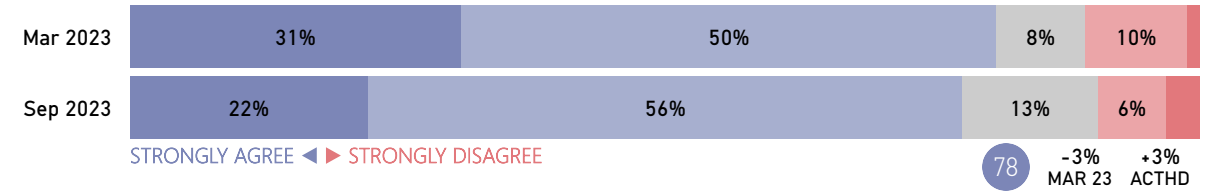
59

#### My organisation promotes innovation and creativity



### INTRINSIC REWARDS

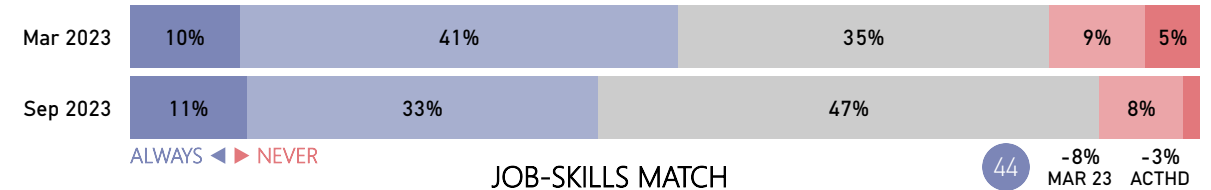
#### The work I do gives me a sense of accomplishment



#### 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



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.

Strong Positive  
Positive  
Neutral  
Negative  
Strong

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, but may be responses that disagree with a negative statement. To provide context, the strong positive and strong negative responses for each question are shown next to the <img alt="arrow icon" data-bbox="215 945 225 955"/> <img alt="arrow icon" data-bbox="225 945 235 955"/> 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.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The MAR 23 benchmark is a comparison to Policy Partnerships and Programs'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.

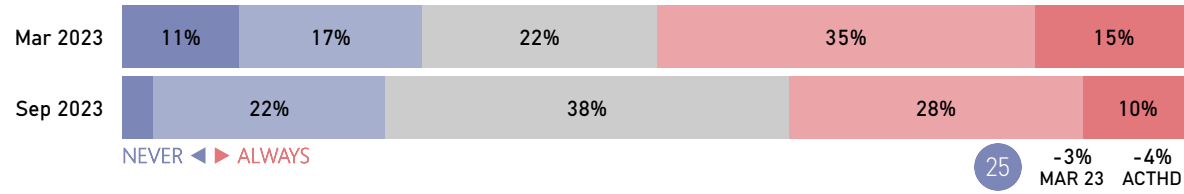
# Workload Management

## Policy Partnerships and Programs

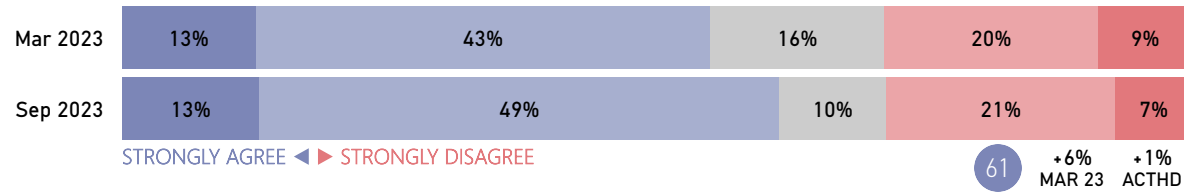
The 2023 ACTPS Employee Survey identified **Workload Management** as a key area of focus for the Directorate. To support business areas in monitoring trends, the four survey questions used to measure this Factor were included in the September 2023 Pulse Survey, as well as additional questions asking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

**53%**  
Workload Management

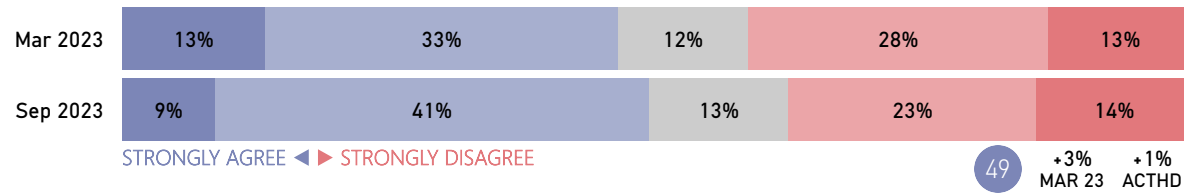
### I have unrealistic time pressures



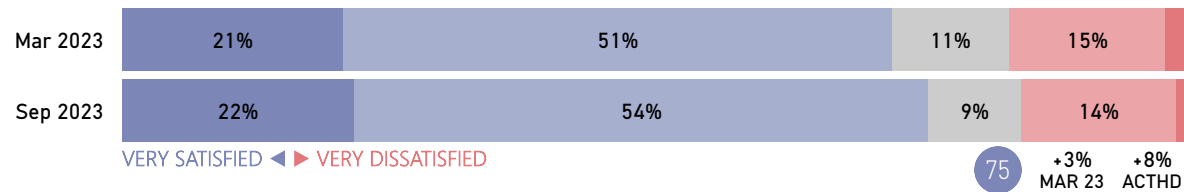
### The workload I have is appropriate for my role



### 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?



**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.

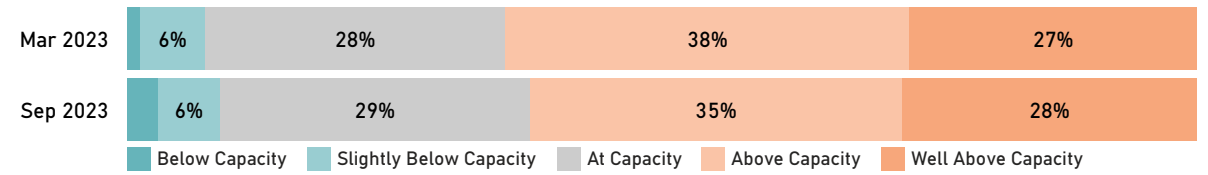
- Strong Positive
- Positive
- Neutral
- Negative
- Strong

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, but may be responses that disagree with a negative 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**.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The **MAR 23** benchmark is a comparison to Policy Partnerships and Programs 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.

### 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

## Policy Partnerships and Programs

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.

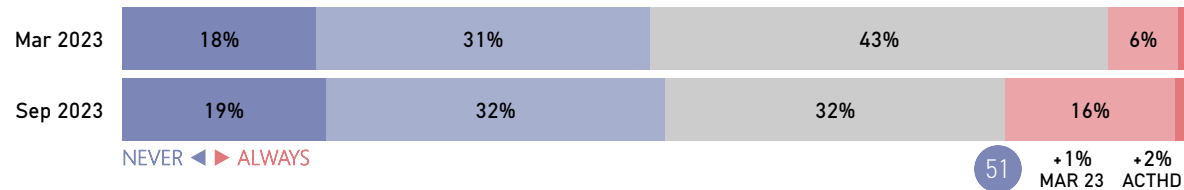
**54%**  
Work Impact on Wellbeing

### In the last three months, how often has your work made you feel...

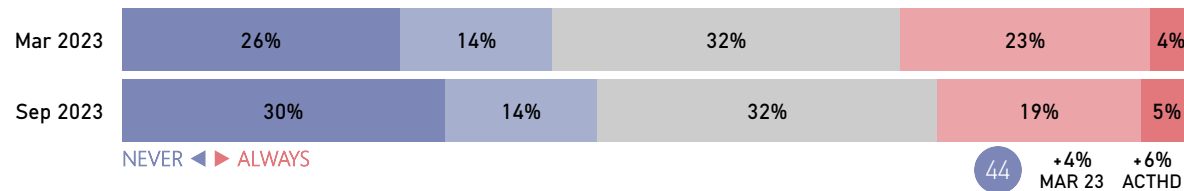
#### Happy?



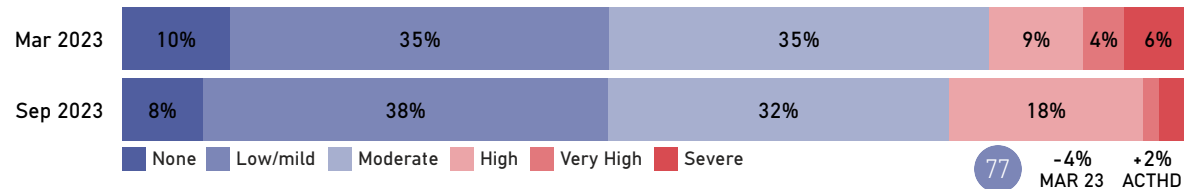
#### Miserable?



#### Burned out?



### How would you rate your current level of work-related stress?



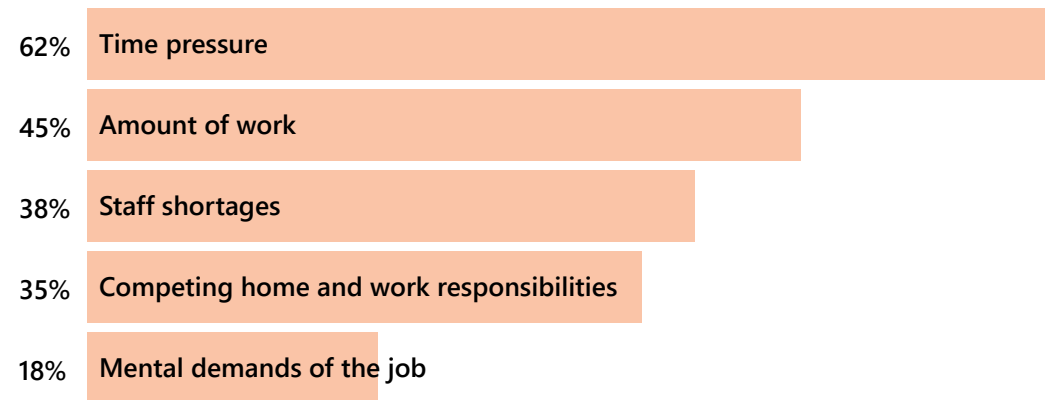
### Participants experiencing at least some level of work-related stress (n = 61) were asked: What are the main causes of your work-related stress?

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

#### March 2023



#### September 2023



**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.

Strong Positive  
Positive  
Neutral  
Negative  
Strong

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, but may be responses that disagree with a negative 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**.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The **MAR 23** benchmark is a comparison to Policy Partnerships and Programs'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.

# Other Workplace Factors

## Policy Partnerships and Programs

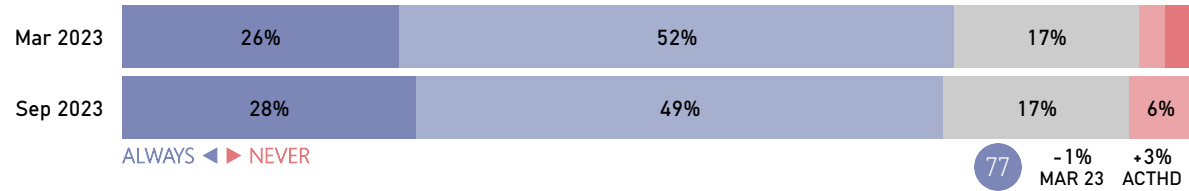
Additional workplace factors included in the September 2023 Pulse Survey were **Autonomy**, **Support for Health and Wellbeing**, and **Trust in Organisational Integrity**. In the Pulse Survey, the latter two factors were abbreviated to one survey item each and, therefore, have not been included on the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

**33**  
participants have direct responsibility for managing staff

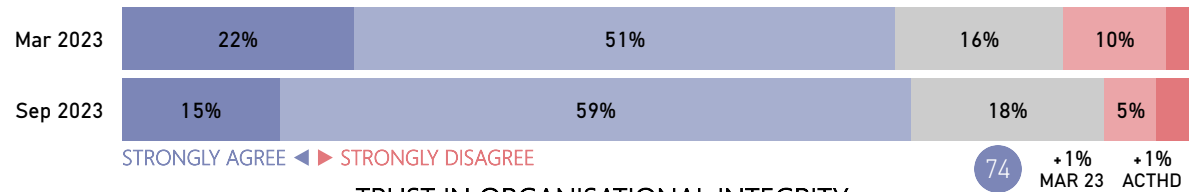
### AUTONOMY

#### I have a choice in deciding how I do my work



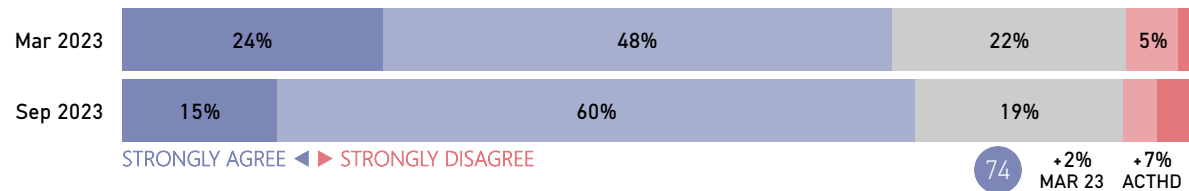
### SUPPORT FOR HEALTH AND WELLBEING

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



### TRUST IN ORGANISATIONAL INTEGRITY

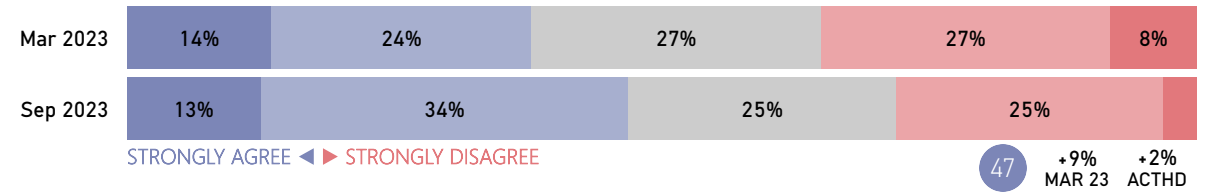
#### ACT Health operates with a high level of integrity



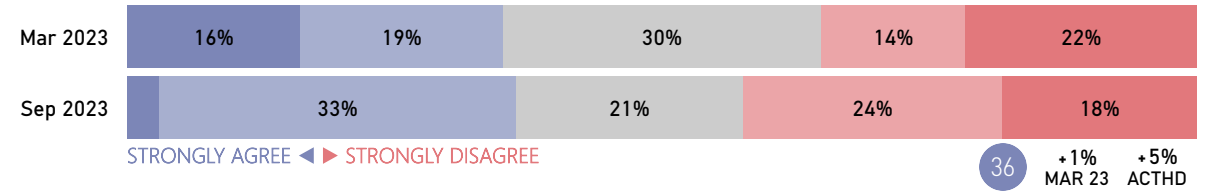
### MANAGING TEAMS\*

62

#### I find it easy to manage team resourcing



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

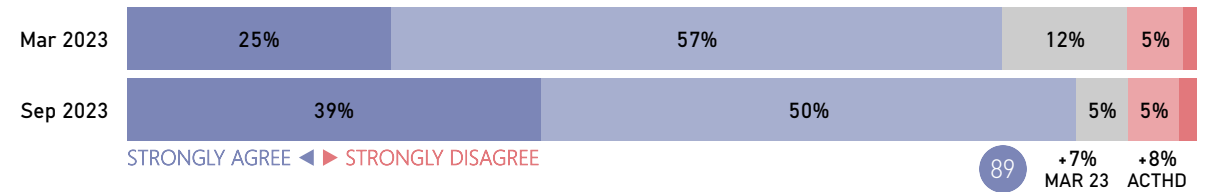


#### I feel supported by my supervisor to manage any issues that arise in my team

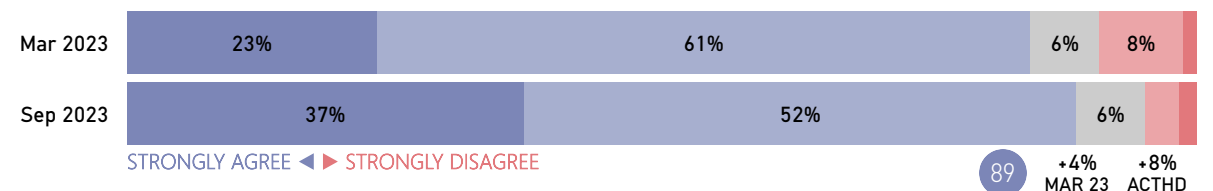


### PSYCHOLOGICAL SAFETY

#### 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



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.

Strong Positive  
Positive  
Neutral  
Negative  
Strong

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, but may be responses that disagree with a negative statement. To provide context, the strong positive and strong negative responses for each question are shown next to the <img alt="arrow left icon" data-bbox="215 945 225 955"/> <img alt="arrow right icon" data-bbox="225 945 235 955"/> 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.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The MAR 23 benchmark is a comparison to Policy Partnerships and Programs' 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.

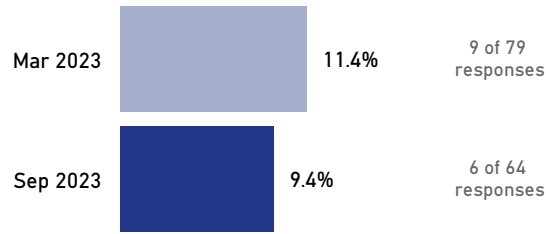


# Inappropriate Behaviours | Policy Partnerships and Programs

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.

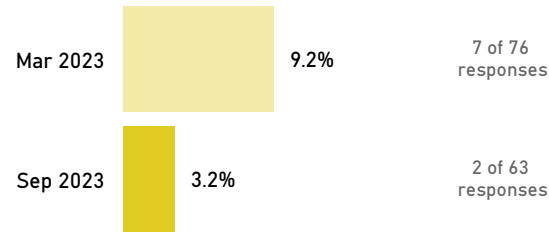
## Bullying

### Yes, personally experienced



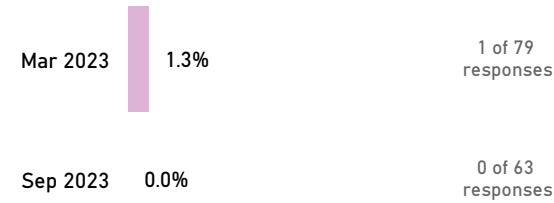
## Discrimination

### Yes, personally experienced



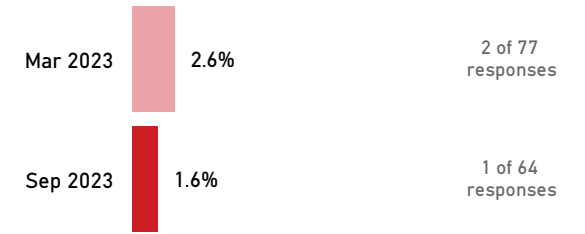
## Sexual Harrasment

### Yes, personally experienced

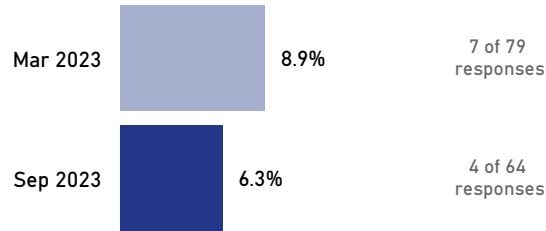


## Aggression or Violence

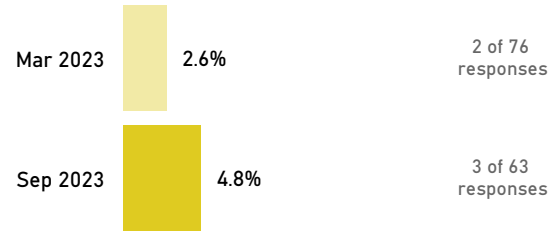
### Yes, personally experienced



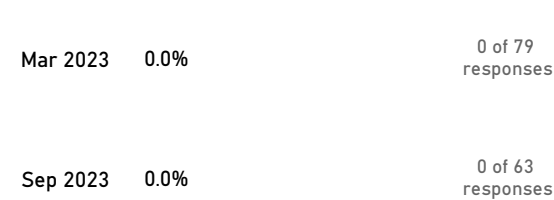
### Yes, witnessed it happening to someone else



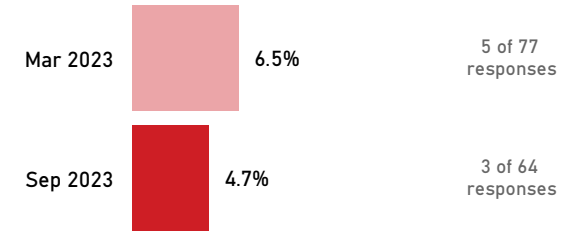
### Yes, witnessed it happening to someone else



### Yes, witnessed it happening to someone else



### Yes, witnessed it happening to someone else



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

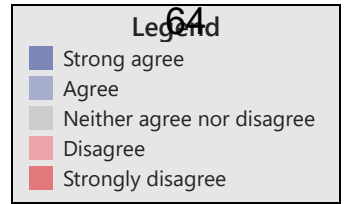
Results for some questions can not be shown as there were fewer than 10 responses.

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

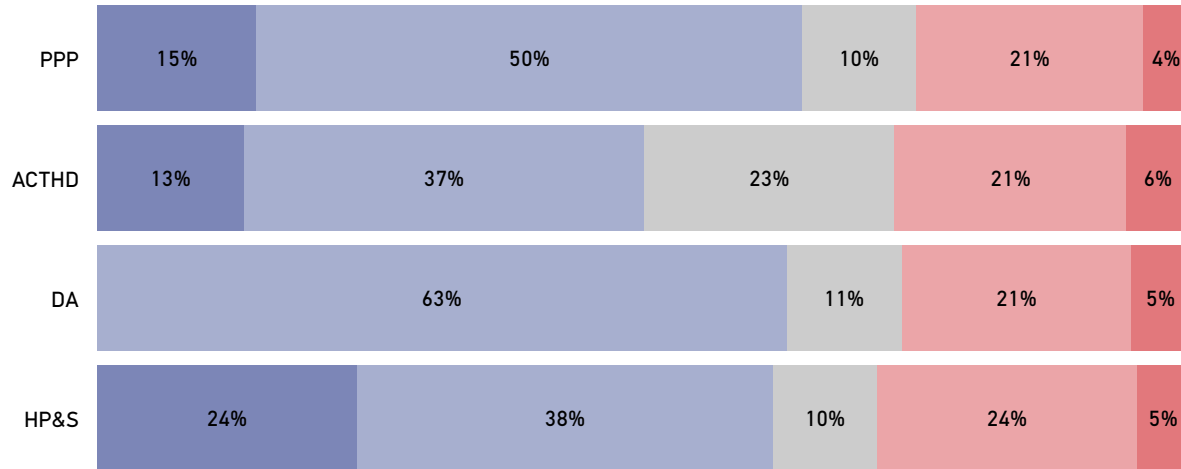
Results for some questions can not be shown as there were fewer than 10 responses.

# Survey Follow-up | Policy Partnerships and Programs

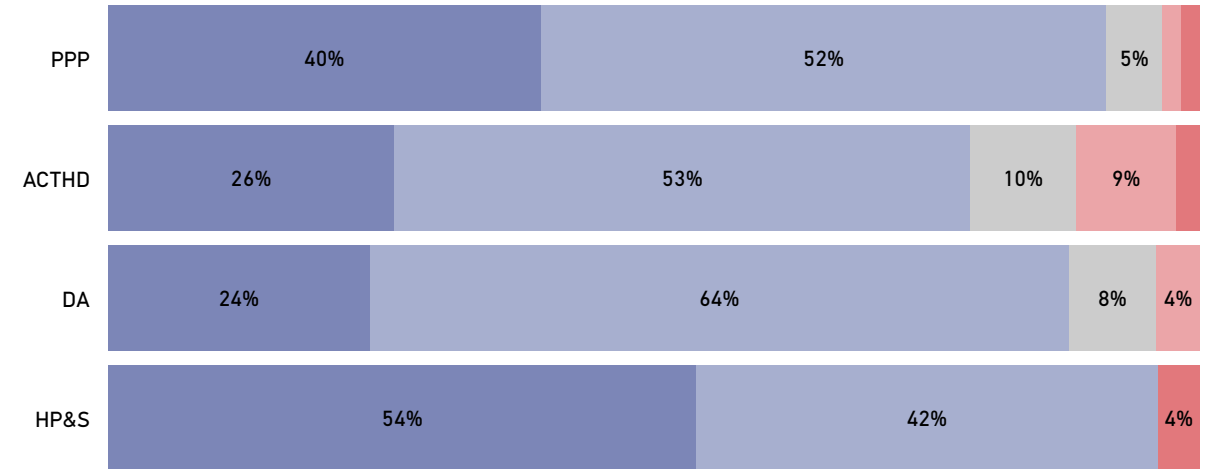
The September 2023 Pulse Survey included four new questions about the follow-up to the results from the ACTPS Employee Survey, which was conducted six months earlier in March 2023. As there is no March 2023 benchmark for these questions, this page displays relevant directorate/division/branch results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



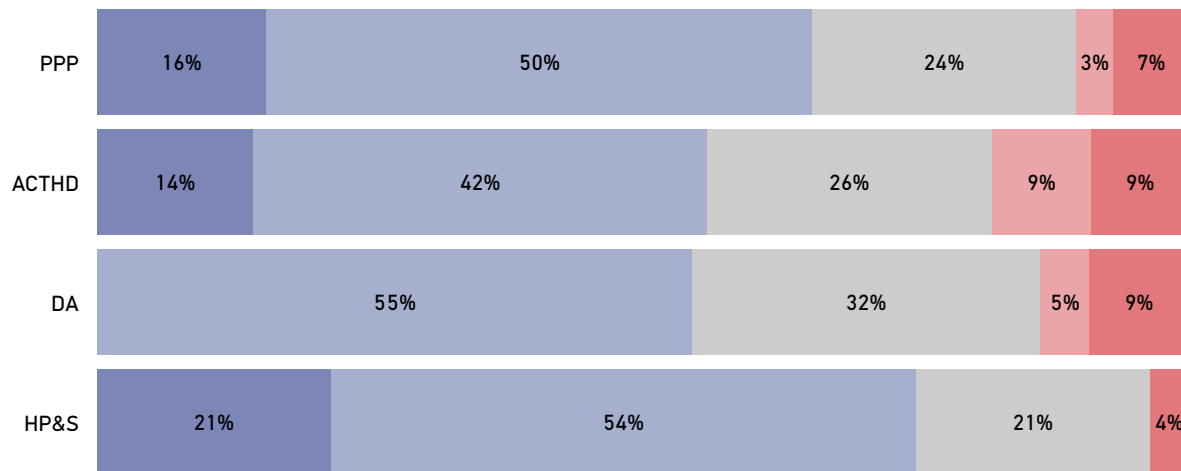
**Our team developed an action plan to address issues raised by the results of the last staff survey**



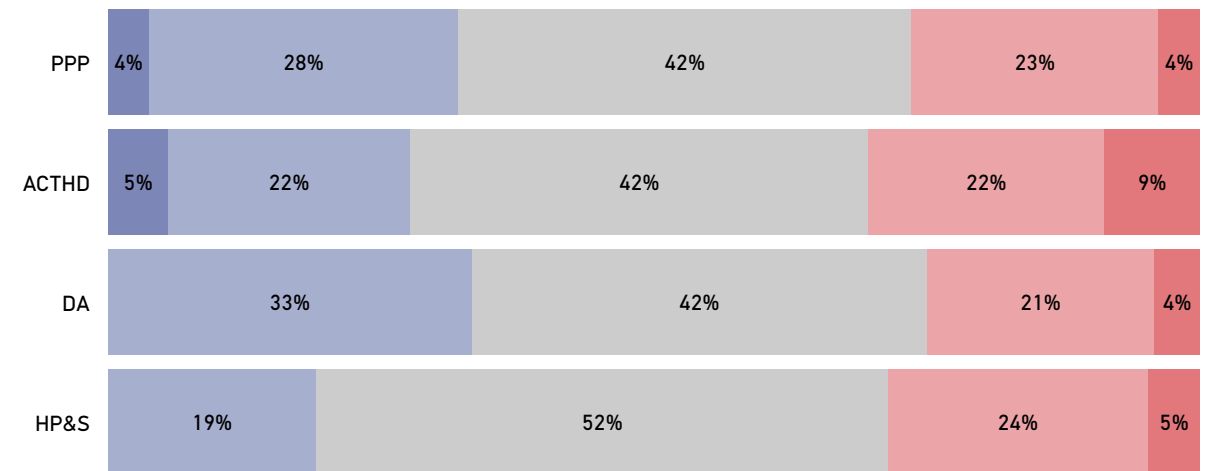
**My manager shared the results of the last staff survey with our team**



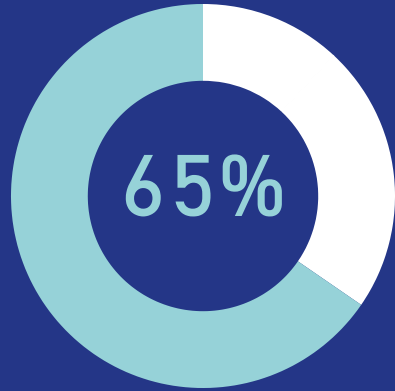
**I believe that senior leadership is committed to responding to the results of staff surveys**



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

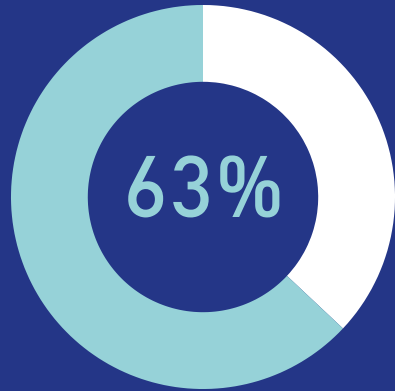


**Key Outcome Measures Score**



-4% -1%  
 Mar 23 ACTHD

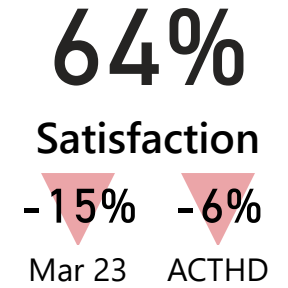
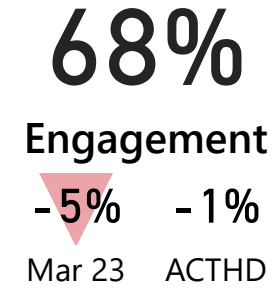
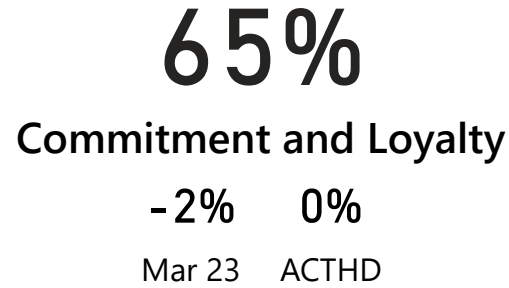
**Participation**



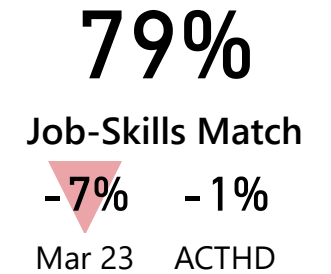
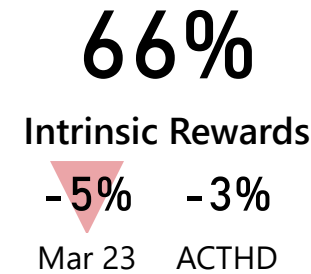
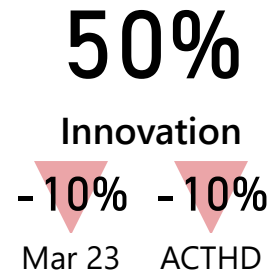
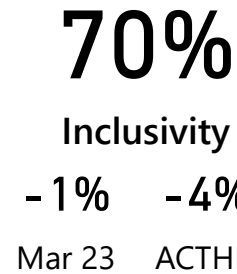
-11% -7%  
 Mar 23 ACTHD

**Workplace Factors and Survey Summary**

Key Outcomes

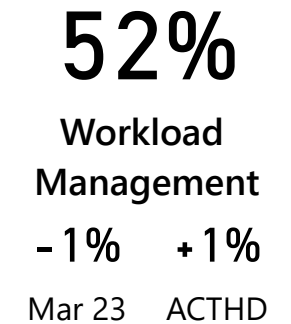
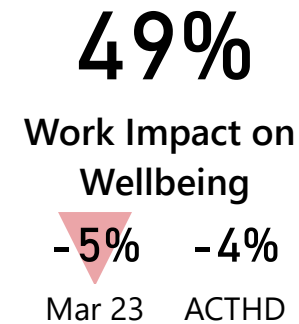
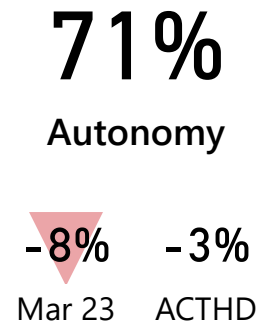


Key Drivers





A total of 136 staff from Population Health participated in the September 2023 Pulse Survey. If all participants answered a question, 1% of the question response will represent approximately 1.4 participants.

Other Workplace Factors



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.

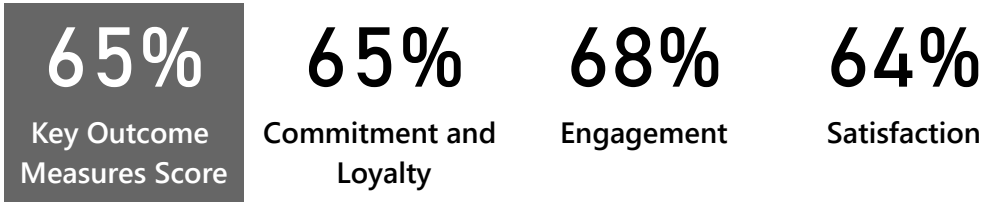
Benchmarks provide a comparison for Workplace Factors between the Pulse Survey and a previous survey or a parent business area. A plus sign indicates the Factor is higher than the benchmark, while a minus sign indicates it is lower. The **MAR 23** benchmark is a comparison to Population Health's results 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

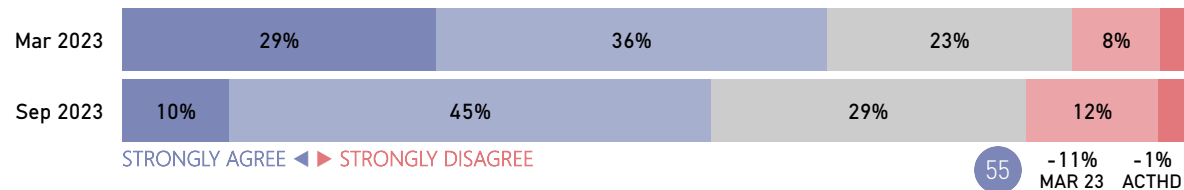
## Population Health

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.

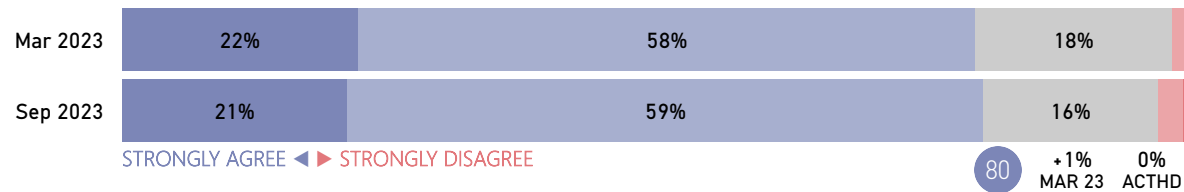


### ENGAGEMENT

#### My job inspires me

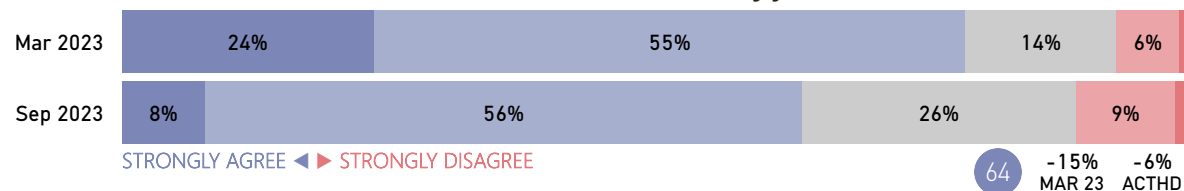


#### I work beyond what is required in my job to help my organisation achieve its objectives



### SATISFACTION

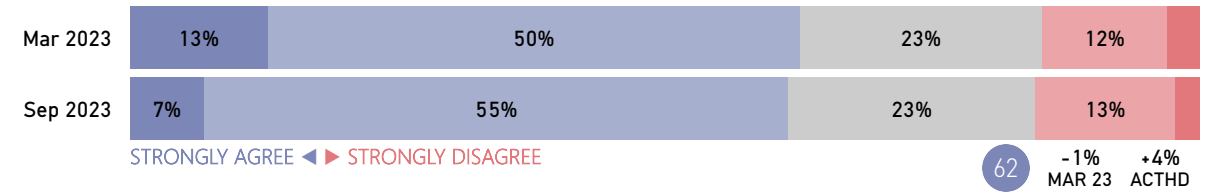
#### Overall, I am satisfied with my job



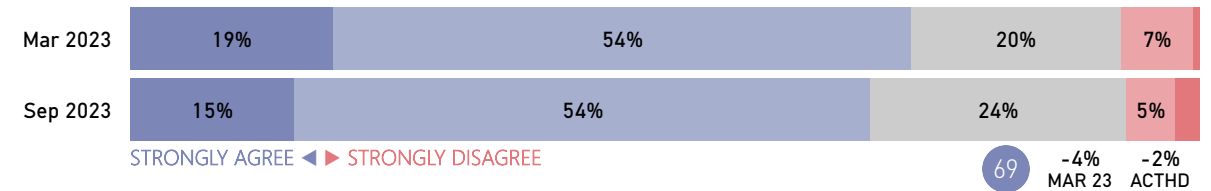
## COMMITMENT AND LOYALTY

66

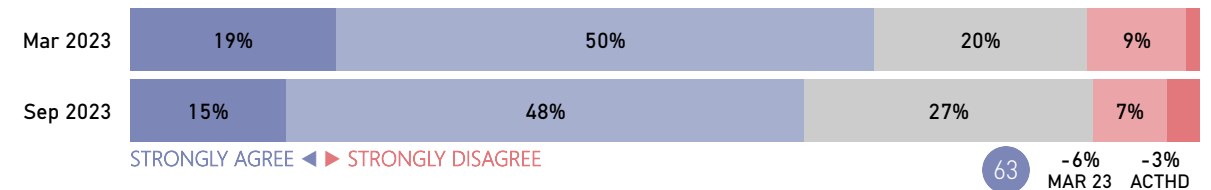
#### I feel a strong personal attachment to my organisation



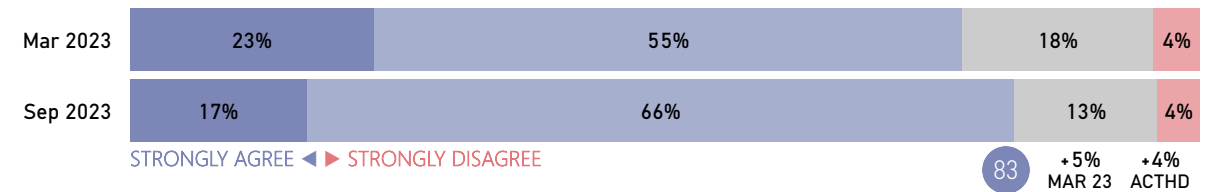
#### I am proud to work in my organisation



#### 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.

- Strong Positive
- Positive
- Neutral
- Negative
- Strong

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, but may be responses that disagree with a negative 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**.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The **MAR 23** benchmark is a comparison to Population Health'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.

# Key Drivers

## Population Health

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.

**70%**

Inclusivity

**50%**

Innovation

**66%**

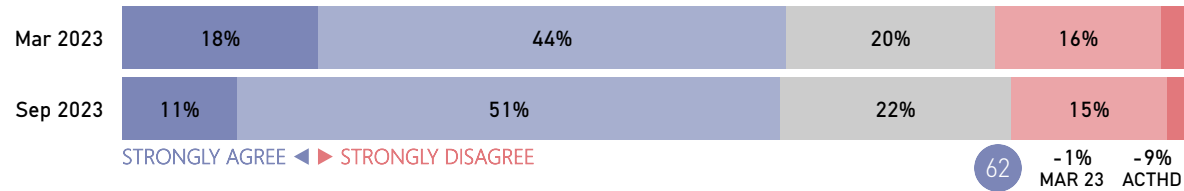
Intrinsic Rewards

**79%**

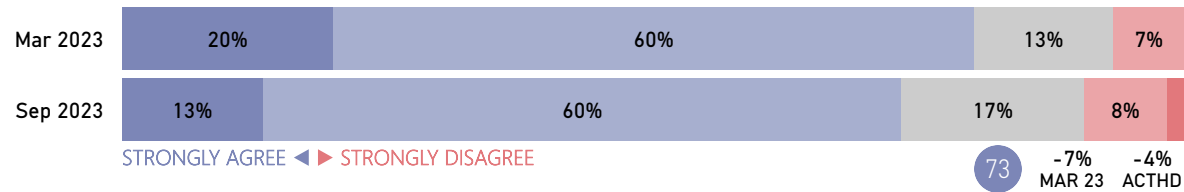
Job-Skills Match

### INCLUSIVITY

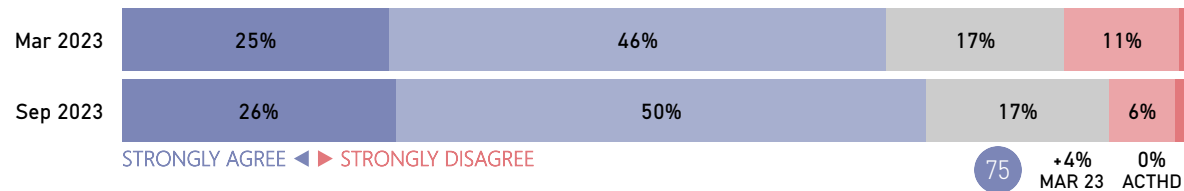
#### ACT Health fosters an environment where staff are treated fairly and with respect



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



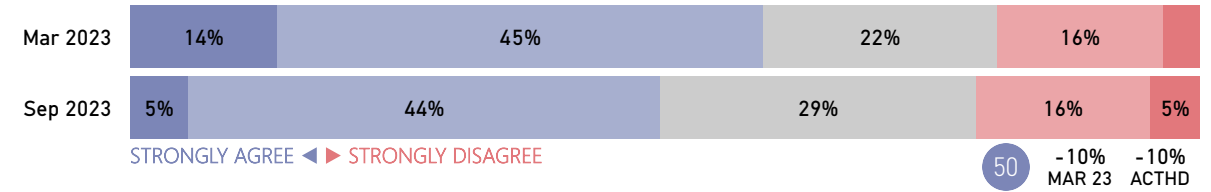
#### I do not face unfair barriers in accessing opportunities



### INNOVATION

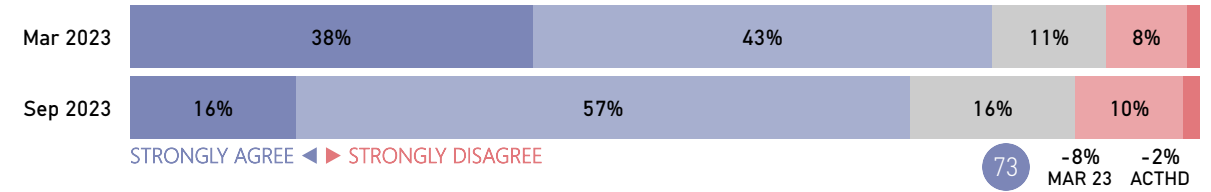
67

#### My organisation promotes innovation and creativity

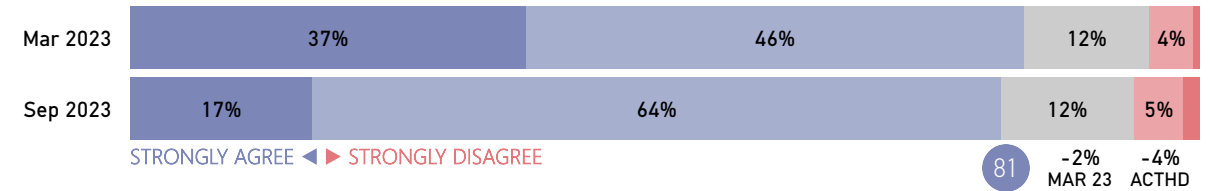


### INTRINSIC REWARDS

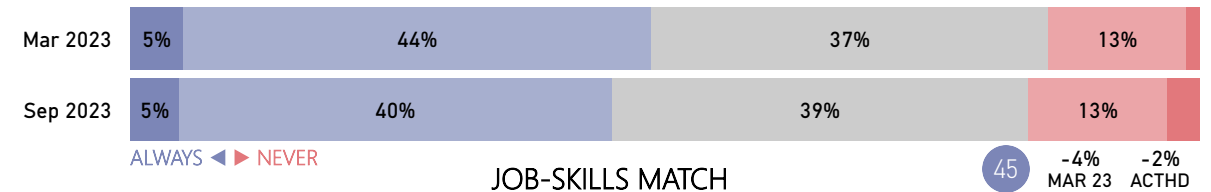
#### The work I do gives me a sense of accomplishment



#### I feel that I can make a worthwhile contribution at work

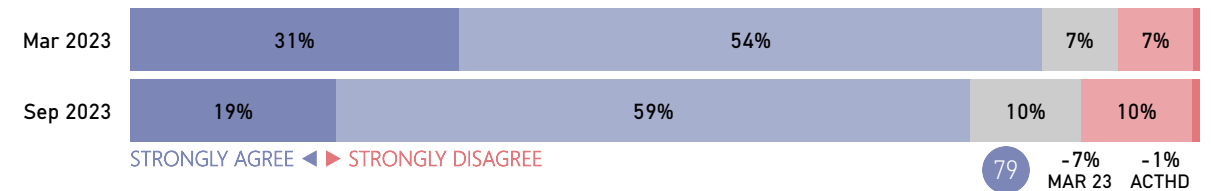


#### In the last three months, how often has your work made you feel enthusiastic?

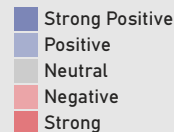


### JOB-SKILLS MATCH

#### My job gives me opportunities to utilise my skills



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, but may be responses that disagree with a negative 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**.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The **MAR 23** benchmark is a comparison to Population Health'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.

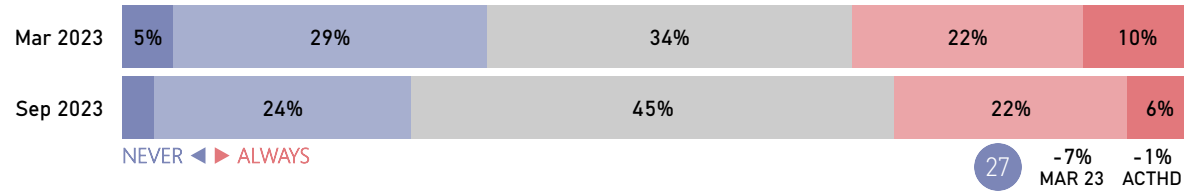
# Workload Management

## Population Health

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.

**52%**  
Workload Management

### I have unrealistic time pressures



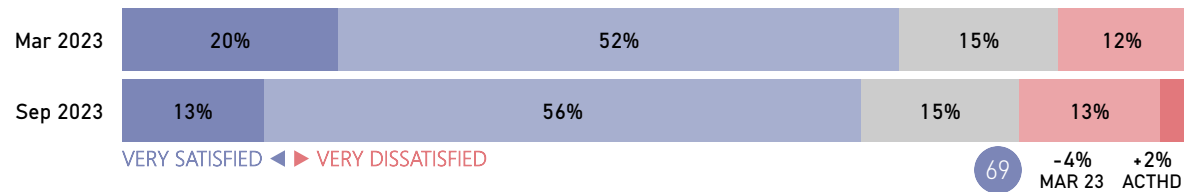
### The workload I have is appropriate for my role



### 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?



**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.

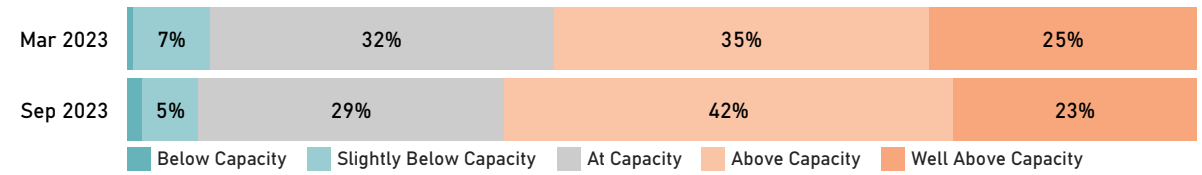
- Strong Positive
- Positive
- Neutral
- Negative
- Strong

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, but may be responses that disagree with a negative 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**.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The **MAR 23** benchmark is a comparison to Population Health'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.

### 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



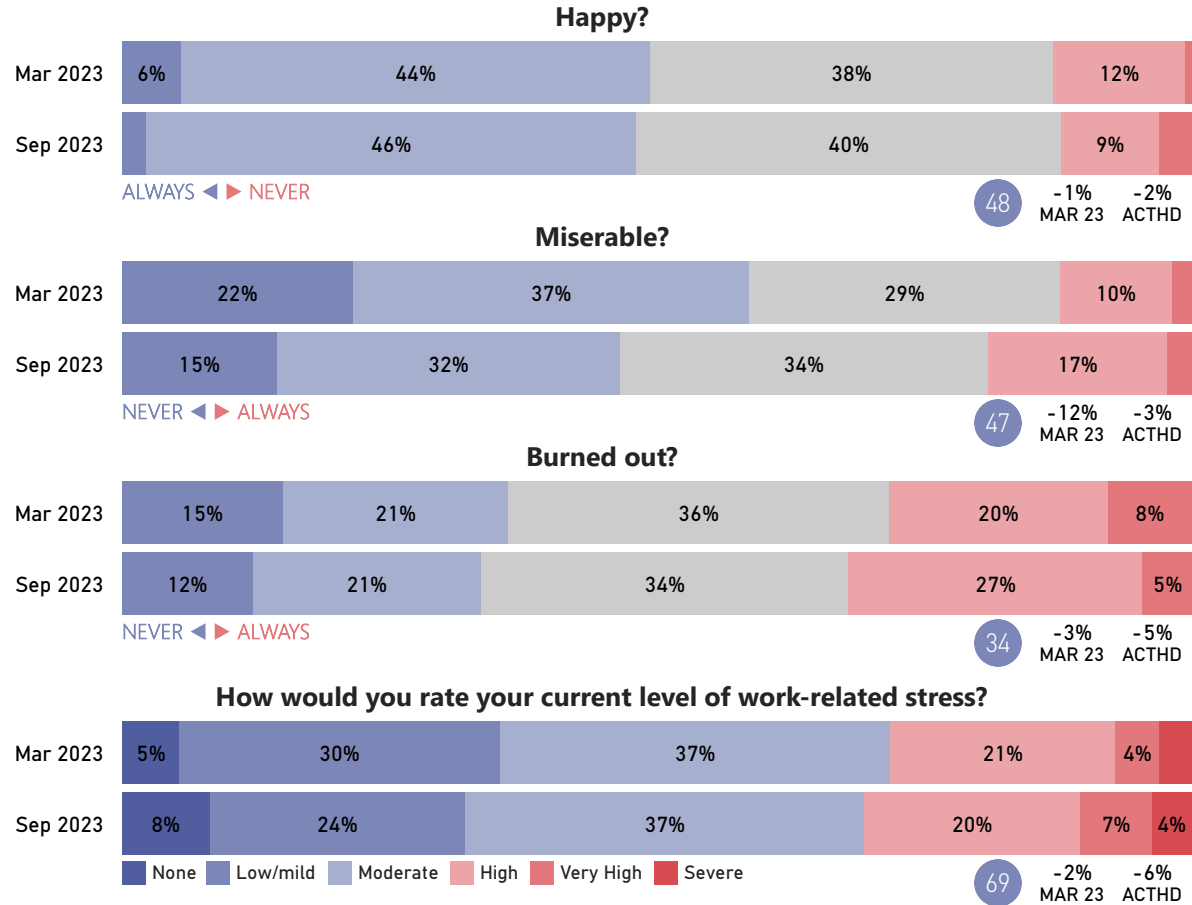
# Work Impact on Wellbeing

## Population Health

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.

**49%**  
Work Impact on Wellbeing

### In the last three months, how often has your work made you feel...



### Participants experiencing at least some level of work-related stress (n = 123) 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.



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.

Strong Positive  
Positive  
Neutral  
Negative  
Strong

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, but may be responses that disagree with a negative statement. To provide context, the strong positive and strong negative responses for each question are shown next to the <img alt="arrow icons" data-bbox="215 945 235 955"/> 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.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The MAR 23 benchmark is a comparison to Population Health'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.

# Other Workplace Factors

## Population Health

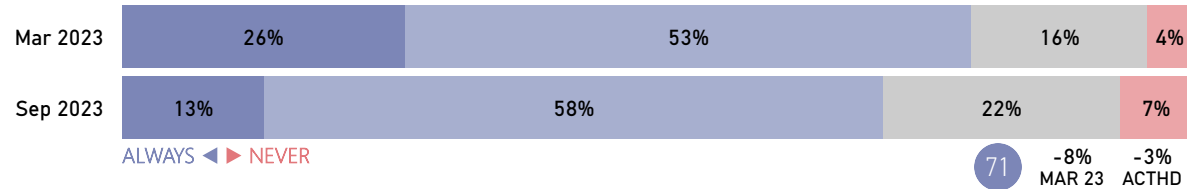
Additional workplace factors included in the September 2023 Pulse Survey were **Autonomy**, **Support for Health and Wellbeing**, and **Trust in Organisational Integrity**. In the Pulse Survey, the latter two factors were abbreviated to one survey item each and, therefore, have not been included on the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

**57**  
participants have direct responsibility for managing staff

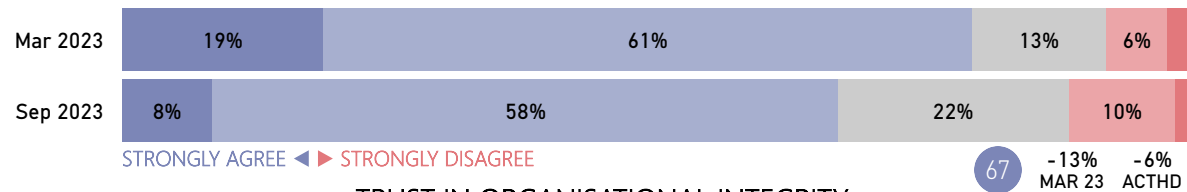
### AUTONOMY

**I have a choice in deciding how I do my work**



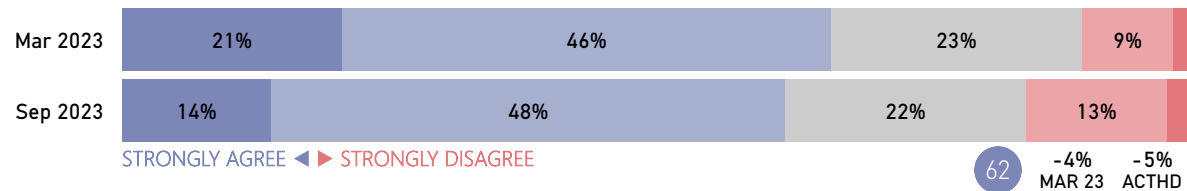
### SUPPORT FOR HEALTH AND WELLBEING

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



### TRUST IN ORGANISATIONAL INTEGRITY

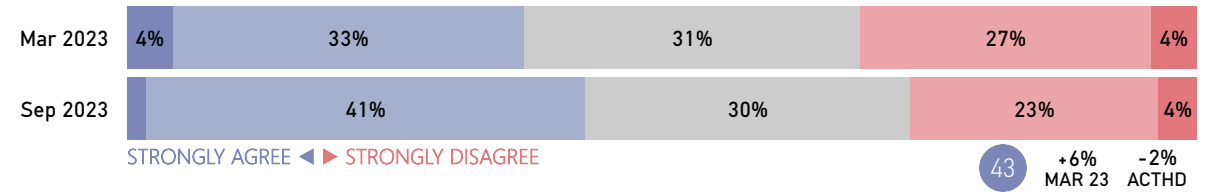
**ACT Health operates with a high level of integrity**



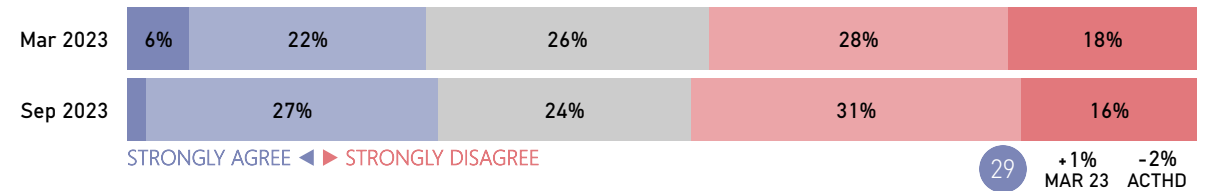
### MANAGING TEAMS\*

70

**I find it easy to manage team resourcing**



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

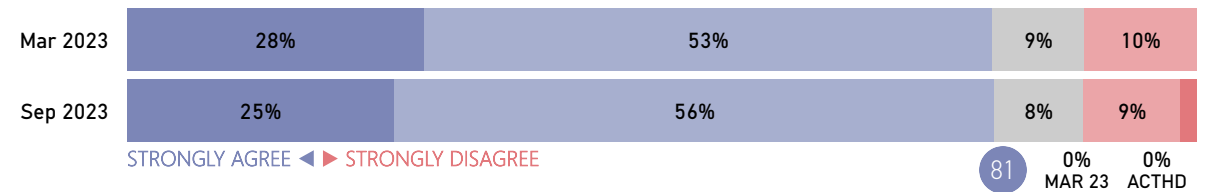


**I feel supported by my supervisor to manage any issues that arise in my team**

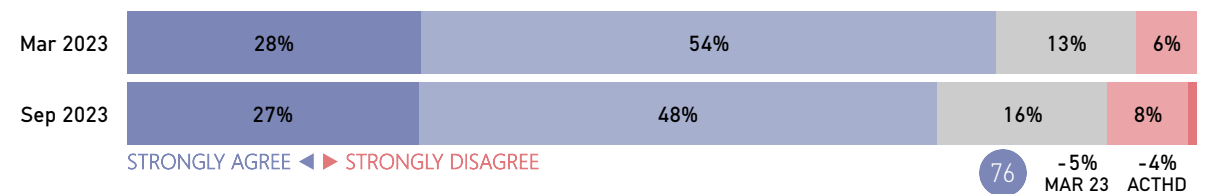


### PSYCHOLOGICAL SAFETY

**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**



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.

Strong Positive  
Positive  
Neutral  
Negative  
Strong

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, but may be responses that disagree with a negative statement. To provide context, the strong positive and strong negative responses for each question are shown next to the <img alt="arrow icon" data-bbox="215 945 225 955"/> <img alt="arrow icon" data-bbox="225 945 235 955"/> icons.

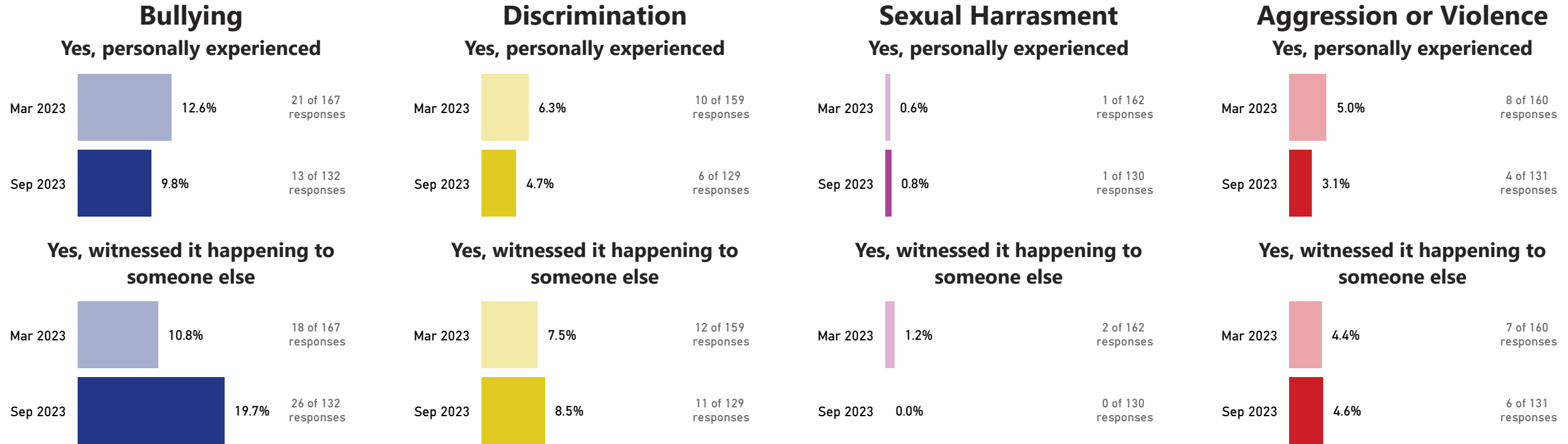
A blue circle shows the positive response, defined as the proportion of positive or strong positive responses, to each question from the September 2023 Pulse Survey.

Benchmarks provide a comparison between the September 2023 positive response and either a previous survey or a parent business area. A plus sign indicates that September 2023 positive response is higher than the benchmark, while a minus sign indicates it is lower. The MAR 23 benchmark is a comparison to Population Health'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.



# Inappropriate Behaviours | Population Health

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.

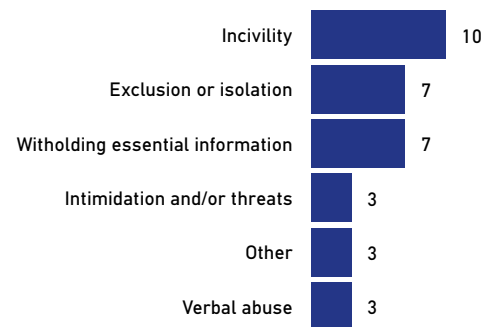


**Participants who experienced bullying were asked:**

**What type of bullying did you experience?**

Participants were able to select multiple responses.

Results shown are the top five from September 2023.



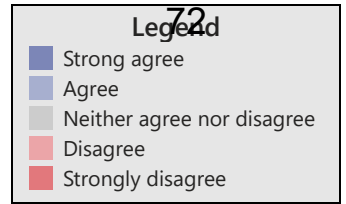
Results for some questions can not be shown as there were fewer than 10 responses.

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

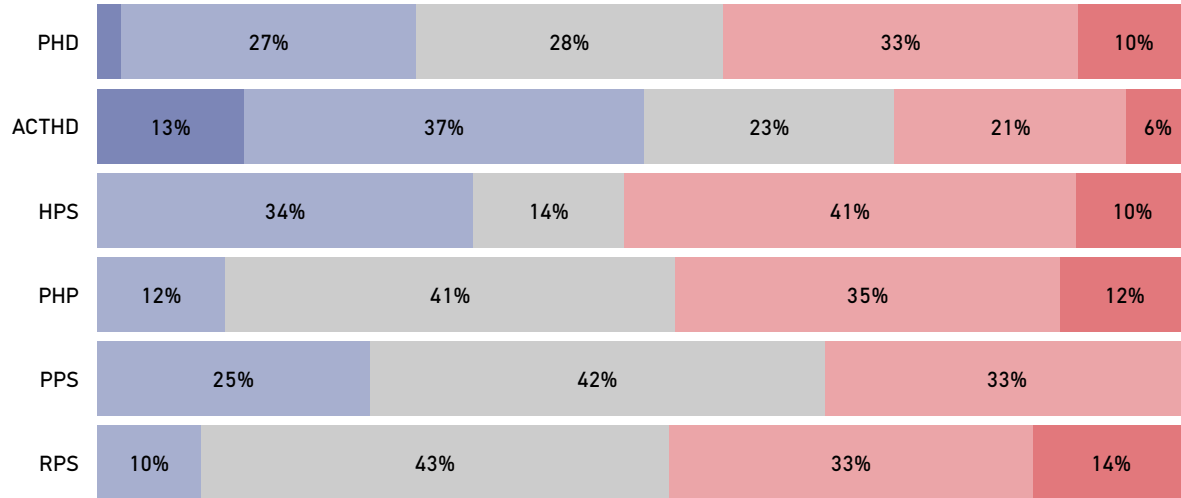
Results for some questions can not be shown as there were fewer than 10 responses.

# Survey Follow-up | Population Health

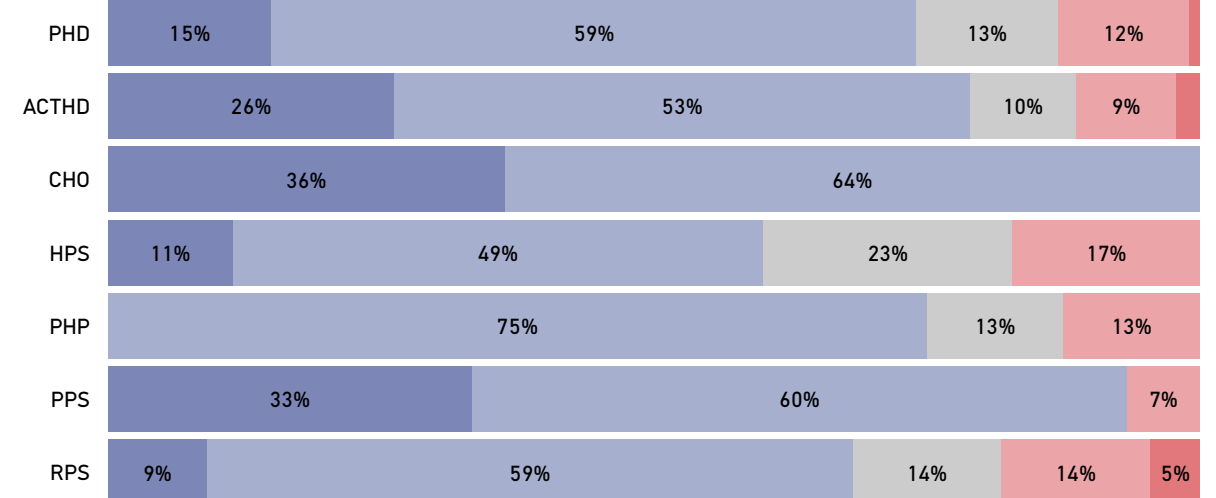
The September 2023 Pulse Survey included four new questions about the follow-up to the results from the ACTPS Employee Survey, which was conducted six months earlier in March 2023. As there is no March 2023 benchmark for these questions, this page displays relevant directorate/division/branch results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



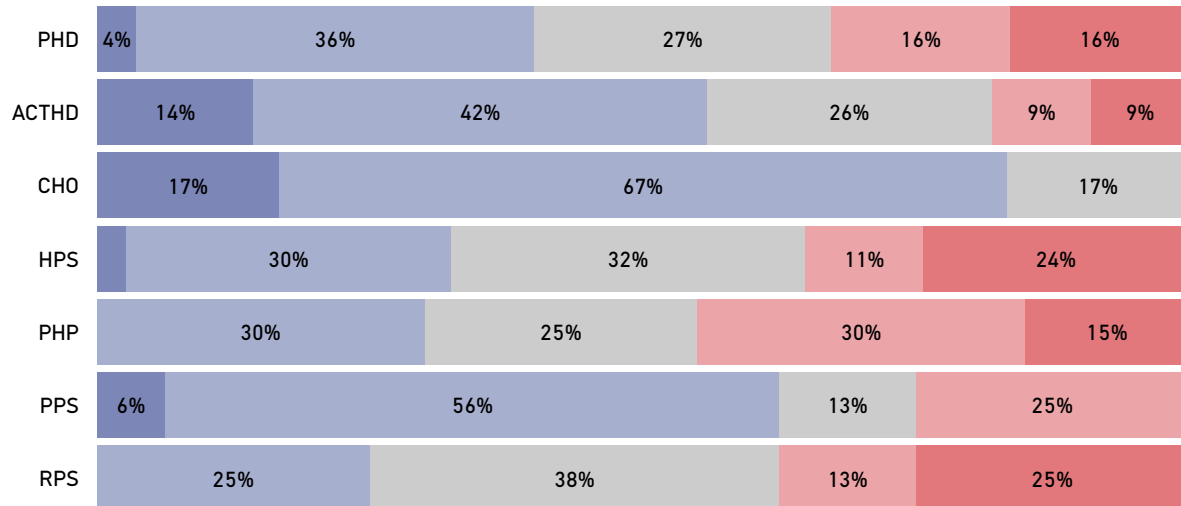
## Our team developed an action plan to address issues raised by the results of the last staff survey



## 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

