

11 August 2021

Charlotte Cook



Via email: Charlotte.Cook@rnz.co.nz

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Whanganui 4540, New Zealand

Tēnā koe Charlotte

Official Information Act Request – OIA 13641 Staff Survey Results

On 16 July 2021, under section 12 of the Official Information Act, you requested the following information from Whanganui District Health Board (WDHB):

“RNZ requests the following under the Official Information Act.

- The latest two staff surveys relating to morale, job safety, security, bullying and harassment and similar from all departments.
- In whatever format or formats it has been communicated to senior leadership.
- Any resulting changes from leadership including emails to staff and/or unions.

Please present all information in a fully searchable format.

If you do not hold the information in the exact way described please send in what format you do hold it in.”

Whanganui District Health Boards response:

- **The latest two staff surveys relating to morale, job safety, security, bullying and harassment and similar from all departments.**

Whanganui DHB have not undertaken a staff survey related to morale, job safety, security, bullying or harassment recently. The previous survey of such a nature was undertaken in 2012.

- a. During 2020 the WDHB invited staff in April and again in December to participate in a COVID-19 Workforce pulse survey. 332 staff completed the April survey (Approximately 27 percent participation rate) and 211 staff completed a follow-up survey in December (Approximately 17 percent participation rate).

The survey broadly covered four areas: safety, resilience, support and communication.

- b. In 2018 WDHB staff participated in a WorkWell wellbeing survey to determine staff wellbeing priorities as a first step introducing the WorkWell programme. More than 44 percent of staff completed the survey.
- **In whatever format or formats it has been communicated to senior leadership.**
 - a. A copy of the summary results of the COVID-19 April survey shared with the Executive Leadership Team is attached as Appendix 1.
 - b. A copy of the summary results of the COVID-19 December survey is attached as Appendix 2.
 - c. A copy of the summary results (Infogram) from the WorkWell survey shared with executives and all staff is attached as Appendix 3.

Chief Executive | Phone 06 348 3140

▪ **Any resulting changes from leadership including emails to staff and/or unions.**

- a. The COVID-19 survey feedback were shared with all staff and union partners in the weekly CE newsletter, 24 July 2020. Staff were invited to share any ideas for improvement.

Extract of CE newsletter below:

In late April WDHB staff participated in a Covid-19 workforce pulse survey.

The survey was completed by 332 people, representing approximately 27 percent of staff. The survey broadly covered four areas: safety, resilience, support and communication.

The responses to most questions were positive. One aspect, namely the effectiveness of communication across teams during the crisis, highlights an opportunity for improvement.

Twenty four percent of staff disagreed or strongly disagreed that this aspect was working well whilst fifty percent of staff agreed or strongly agreed that this aspect was working well.

*The Executive Leadership Team invites your ideas on how we can further improve our internal communication, specifically between teams and when dealing with challenging situations such as a pandemic. We ask that teams discuss this and share your ideas for improvement via email with **(Name deleted to protect privacy of individual)***

- b. Wellbeing champions shared the WorkWell wellbeing survey feedback with staff in their areas and suggestions and ideas from staff were used to determine wellbeing actions in relation to healthy eating, physical exercise and mental wellbeing.

WDHB partners with Sport Whanganui and encourages staff participation in local activities such as the walk/run around the bridges, cycle month and Masters Games.

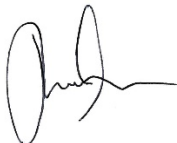
Healthy eating is underpinned by a national policy and food items sold at our cafeteria. Drinking water is promoted.

WDHB together with the other DHBs promote mental wellbeing through a shared Kāhui Oranga – wellbeing for health website. Local wellbeing resources are shared on the WDHB intranet and the EAP programme and 1737 txt / phone line is also actively promoted.

WDHB is currently exploring different options to strengthen our organisational culture and wellbeing support. Feedback from surveys and lessons learnt from the programmes will contribute to next steps.

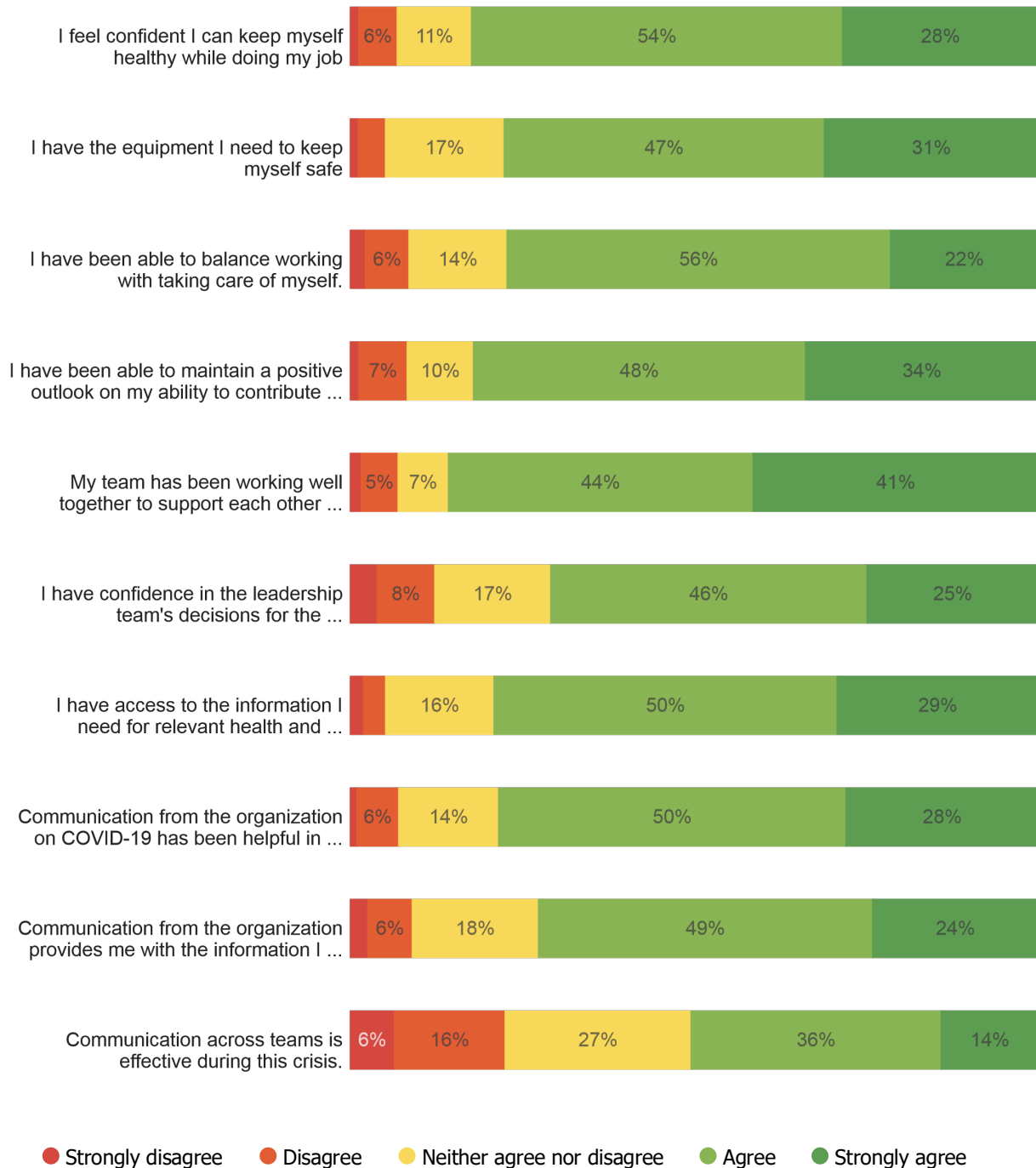
Should you have any further queries about the above information, please contact our OIA co-ordinator Anne Phoenix at anne.phoenix@wdhb.org.nz

Ngā mihi



Russell Simpson
Chief Executive

Appendix 1: WDHB Workforce Healthcare Pulse Report – April 2020



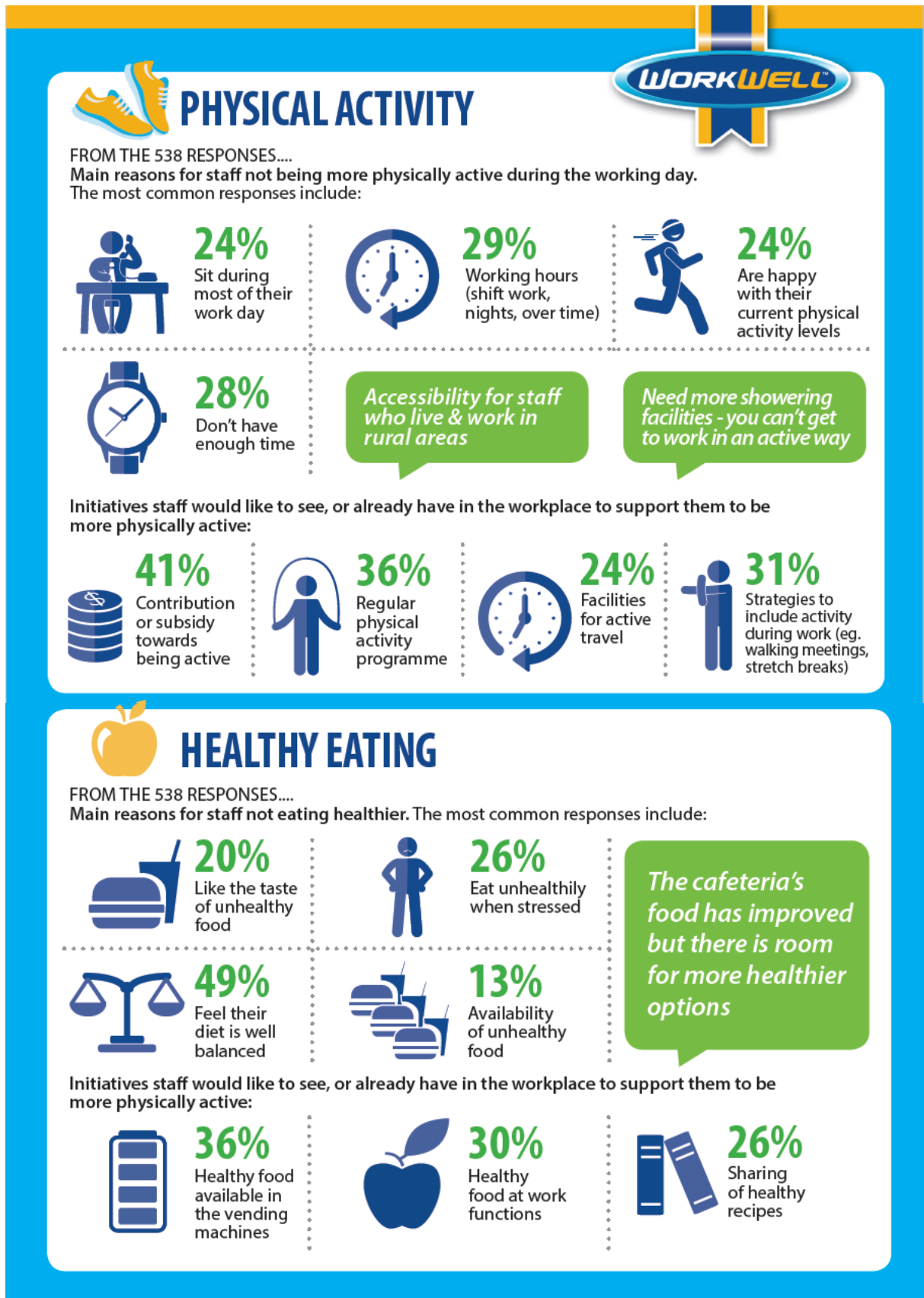
Appendix 2: WDHB Workforce Healthcare Pulse Report – December 2020

| | |
|---|--|
| I feel confident I can keep myself healthy while doing my job | |
| I have the equipment (Personal Protective Equipment (PPE), Masks, Gloves, Sanitiser, etc.) I need to keep myself safe | |
| I have been able to balance working with taking care of myself | |
| I have been able to maintain a positive outlook on my ability to contribute | |
| My team has been working well together to support each other | |
| I have confidence in the leadership team's decisions for the organisation | |
| I have access to the information I need for relevant health and wellness support | |
| Communication from the organisation has been helpful in understanding resources and support available | |
| Communication from the organisation provides me with the information I need to continue to work safely in my role | |
| Communication across teams is effective | |
| Since the beginning of the pandemic the WDHB has listened more to employees | |
| Since the beginning of the pandemic the WDHB provided more ways and opportunity for employees to share their concerns | |

| <p>Since the beginning of the pandemic the WDHB provided more ways and opportunity for employees to provide feedback</p> | <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly agree</td> <td>7%</td> </tr> <tr> <td>Agree</td> <td>27%</td> </tr> <tr> <td>Neither agree nor disagree</td> <td>46%</td> </tr> <tr> <td>Disagree</td> <td>16%</td> </tr> <tr> <td>Strongly disagree</td> <td>3%</td> </tr> </tbody> </table> | Response | Percentage | Strongly agree | 7% | Agree | 27% | Neither agree nor disagree | 46% | Disagree | 16% | Strongly disagree | 3% |
|--|--|----------|------------|----------------|----|-------|-----|----------------------------|-----|----------|-----|-------------------|----|
| Response | Percentage | | | | | | | | | | | | |
| Strongly agree | 7% | | | | | | | | | | | | |
| Agree | 27% | | | | | | | | | | | | |
| Neither agree nor disagree | 46% | | | | | | | | | | | | |
| Disagree | 16% | | | | | | | | | | | | |
| Strongly disagree | 3% | | | | | | | | | | | | |
| <p>Since the beginning of the pandemic the WDHB has implemented actions to address employee needs and/or concerns</p> | <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly agree</td> <td>6%</td> </tr> <tr> <td>Agree</td> <td>25%</td> </tr> <tr> <td>Neither agree nor disagree</td> <td>47%</td> </tr> <tr> <td>Disagree</td> <td>16%</td> </tr> <tr> <td>Strongly disagree</td> <td>6%</td> </tr> </tbody> </table> | Response | Percentage | Strongly agree | 6% | Agree | 25% | Neither agree nor disagree | 47% | Disagree | 16% | Strongly disagree | 6% |
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| Neither agree nor disagree | 47% | | | | | | | | | | | | |
| Disagree | 16% | | | | | | | | | | | | |
| Strongly disagree | 6% | | | | | | | | | | | | |
| <p>Since the beginning of the pandemic the WDHB has become faster acting on employee feedback</p> | <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Strongly agree</td> <td>5%</td> </tr> <tr> <td>Agree</td> <td>14%</td> </tr> <tr> <td>Neither agree nor disagree</td> <td>55%</td> </tr> <tr> <td>Disagree</td> <td>20%</td> </tr> <tr> <td>Strongly disagree</td> <td>6%</td> </tr> </tbody> </table> | Response | Percentage | Strongly agree | 5% | Agree | 14% | Neither agree nor disagree | 55% | Disagree | 20% | Strongly disagree | 6% |
| Response | Percentage | | | | | | | | | | | | |
| Strongly agree | 5% | | | | | | | | | | | | |
| Agree | 14% | | | | | | | | | | | | |
| Neither agree nor disagree | 55% | | | | | | | | | | | | |
| Disagree | 20% | | | | | | | | | | | | |
| Strongly disagree | 6% | | | | | | | | | | | | |

● Strongly agree
 ● Agree
 ● Neither agree nor disagree
 ● Disagree
 ● Strongly disagree

Appendix 3: WorkWell wellbeing infographic - 2018





MENTAL WELLBEING



FROM THE 538 RESPONSES...

Staff responses to mental wellbeing indicators relating to their current job.
(Combined responses to 'always' and 'mostly').



80%
feel capable
and useful in
their work



74%
receive help &
support from
co-workers
when needed



72%
satisfied
with their
current job



65%
able to
maintain a
work-life
balance



56%
managing their
workload with
little stress



59%
satisfied with
the amount of
control over
their work



80%
receive regular
& helpful
feedback on
their work
performance

Modern, pleasant office spaces are much needed.

Effective, open communication

Factors that are impacting on mental wellbeing at work.

The most common responses include:



44%
workload
(having too
much or too
little to do)



36%
negative or
unsupportive
working relationships
at work



37%
stress at work



28%
work conditions
(eg. lighting, noise,
office crowding)

Initiatives staff would like to see, or already have in the workplace to support mental wellbeing.

The most common responses include:



43%
regular and
constructive
feedback
between
staff and
management



36%
team building
activities



34%
incorporate plants,
colour, outdoor
spaces or other
calming features into
environment