

9<sup>th</sup> December 2021

Dear colleagues,

I write following the article in the most recent edition of the *Alexandra Standard*. I want to address the results of the People Matter survey upfront.

Let me start by acknowledging your dedication and commitment to the continued improvement of our health service.

Our entire team at ADH has banded together remarkably to keep our community safe. I am full of pride and gratitude when I see the wonderful work our team does, day in, day out, in the face of the COVID-19 pandemic.

We're all in this together, so it's important we all come together. It's also vital that we listen, and act on your feedback raised in the survey. We will do that.

As many of you are aware, the annual People Matter survey, independently run by the Victorian Public Sector Commission, provides all organisations in the Victoria public sector a snapshot in time of their performance by surveying staff and benchmarking against comparative organisations and the Victorian public sector as a whole.

This survey ultimately aims to provide results that help organisations build a positive workplace culture, and we welcome mechanisms that allow us to improve.

Pleasingly, 76 per cent of our staff participated in this survey, giving us representative data to assess and learn from.

While ordinarily an annual survey, the most recent survey was conducted in 2019, in what was a very different time to what we live in today for obvious reasons. The pandemic has changed healthcare. Every service in the state is facing challenges relating to workforce and burnout.

Needless to say, we take a zero-tolerance approach to bullying, harassment and violence in our service. These findings enable us to review our operations and take measures to ensure we stamp out this behaviour.

I wish to make it clear that violence and aggression to any staff has no place in our health service, no matter who they are. ADH serves to keep the community safe, and this behaviour from some people in the community towards you is unacceptable.

Sadly, this is not a problem confined to ADH – it's a state-wide issue. While there are no easy solutions, we'll do all we can to stop this from happening.

We will meet with each of our staff within their workgroups to review the results in a collaborative way. We will review the areas where we do really well, as well as the areas where we can make some improvements.

The past two years have placed enormous pressure on our hardworking staff. We recognise that this period has been hard for us all, and we're working to ensure we continue to provide support to our people as we move ahead to a new normal.

Again, I'm very proud of our team at ADH. It is up to us now to work through the results together, to ensure we continually make improvements to our health service to ultimately deliver the best care for our community.

Yours sincerely,



Debbie Rogers  
Chief Executive Officer  
Alexandra District Health