



Inquiry into Annual and Financial Reports 2023–2024

Answer to question taken on notice

Asked by: Ms Leanne Castley MLA

Addressed to: Mr Dave Pepper, Chief Executive Officer, Canberra Health Services

In relation to: Culture survey results

Hearing: 20 February 2025

Uncorrected Proof Transcript p 56

Transcript provided: 27 February 2025

Answer Due: 6 March 2025 5:00PM

Mr Pepper took on notice the following question:

MS CASTLEY: Thank you. Great. Yes. I would like to talk about staff morale. I know there is often culture surveys. I am wondering where the most recent one is at with regard to Canberra Health staff. You know, what they think about the workplace and how they are treated by superiors and all that sort of stuff, where we are at. The most recent one.

Mr Pepper: Thank you. So we undertake a culture survey every two years, and then on the year in between, we do a sort of a short fire pulse survey, which does not have the depth of questioning and that sort of thing. It is really just to check in to see how people are going. The survey results landed in December of last year. It showed our engagement rating dropped 1 per cent.

The headline question about, "Does CHS provide a great place to work," remains static. So that is still at 60 per cent saying yes, 40 per cent saying no. For us, that still says we have got a lot of work to do. We would love that number to be a lot higher. So that was the pulse survey. We released the results of that survey to all of our workforce. That is up on our intranet, so that they can access the results for their division.

MS CASTLEY: So would I be able to see that as well? Can I access the intranet?

Mr Pepper: I am not sure if you would have access to the intranet, but we could take it on notice and provide the survey results.

MINISTER FOR HEALTH: The answer to the Member's question is as follows:

An overview of the results from the CHS 2024 Workplace Culture Pulse Survey can be found at [Attachment A](#).

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Approved for circulation to the Standing Committee on Social Policy

Signature:

A handwritten signature in blue ink, appearing to be 'R. Stephen-Smith', written in a cursive style.

Date:

3/3/25

By the Minister for Health, Rachel Stephen-Smith