



You said. We did.

Outcomes from the 2016 People Matter Survey

You said:	We did...
Strategy and clear direction are important to you	<ul style="list-style-type: none"> Worked with KDH staff and the KDH community to develop the new Strategic Plan that focuses on our people, services and partnerships, infrastructure, leadership and governance. KDH have used the Strategic plan to form the agenda for all Operational meetings. The CEO has presented at the KDH Professional development day's on the values. The Values are displayed throughout the organisation, and all performance appraisals and position descriptions relate back to them.
Bullying in the workplace has decreased, but is still a problem	<ul style="list-style-type: none"> Implemented 'Above & Below the line behaviours' across the organisation. Discussing standards of behaviour will help us to address poor behaviours that lead to bullying. We are also commencing training about how to 'call behaviours' and hold each other accountable for our behaviours. We now have trained Contact Officers, available to all KDH staff for support in addressing bullying behaviours.
We can improve how we communicate across the organisation	<ul style="list-style-type: none"> We have introduced more opportunities for regular discussion and feedback, including monthly organisation wide staff meetings for all staff with the CEO, weekly team huddles with Dept Heads and maintained a bi-monthly KDH newsletter for staff. We have improved our Annual Performance Appraisal process to ensure that your achievements and future development are a focus.
We could improve on impartiality and ensure that all staff feel protected from redress if they raise grievances	<ul style="list-style-type: none"> Our Grievance policy and process has been reviewed and improved and training for all staff has been provided through PD Day 2016. Introduction of a Contact Officer who was trained into the position.
It is important for you to see your leaders modelling the KDH values	<ul style="list-style-type: none"> The 2017 PD Day has a section dedicated to the new KDH values, presented by the CEO Values are being brought to life through 'Above & Below the line behaviours'
Accountability	<ul style="list-style-type: none"> No blame culture has been fostered and promoted. Emailing of minutes to all staff on the Terms of Reference list for committees We said we would recognise excellence and we introduced the \$20 DES (Driving Excellent Service) award.

It is important for us to continue focusing on making KDH an even better place to work into the future, so we look forward to your feedback on how we can continue this great work in 2017/2018.