

Gold Coast Health Connecting our workforce

Employee Engagement Strategy 2023 – 2026

Engagement at Gold Coast Health means our staff at every level feel empowered and encouraged to get involved and provide feedback on the design and delivery of every aspect of our health service. We all have an important role to help transition engagement from a strategy to an embedded tradition we can be proud of.

This Employee Engagement Strategy outlines through three focus areas how we will involve staff in the planning, implementation, and evaluation of services to realise our vision of having the best health outcomes in Australia.



The success of the Strategy will be demonstrated by:

Focus Area 1 Our Service

- Improvement in the percentage of staff engaged in the workplace in the Going for Gold survey results.
- Clinician representation on committees that inform decisions on workforce, and service design and delivery.

Focus Area 2 Our People

- Participation in new and established initiatives/ programs that support staff wellbeing, accountability, diversity, development and an increase in training completion.
- Review of data and above average benchmarking for our employees and workplace in the Going for Gold survey results.

Focus Area 3 Our Culture and Teamwork

- Review of data and above average benchmarking for our culture, values and how we do things in the Going for Gold survey results.
- Participation in new and established initiatives/ programs that support staff wellbeing, accountability, diversity, development, and an increase in training completion.

Plan for engagement success

Focus Area	How we will do this
<p>Our Service Healthcare Design, Planning and Innovation: <i>Empowering employees to contribute to the design of service model, role and business delivery by increasing employee voices and feedback to drive development and innovation in workforce planning.</i></p>	<ul style="list-style-type: none"> • Determine all service design in accordance with the Workforce Design and Consultation Framework. • Develop Strategic Workforce Plans in professional streams to support and guide localised planning that aligns with overarching workforce planning. • Include clinician representation on every workforce planning or service delivery committee, specifically for capital infrastructure projects and changes to model of care. • Ensure opportunity for consultation through platforms that foster innovation and engagement.
<p>Our People Building a Culture of Success: <i>Continue to create a strong, values-driven, inclusive culture which fosters accountability, transparency and trust at all levels of the organisation.</i></p> <p>Leadership Capability Development: <i>Shape and enhance the leadership capabilities of the workforce, investing time and resources to develop capacity to steer the organisation into the future.</i></p>	<ul style="list-style-type: none"> • Invest in our people – wellbeing and succession/leadership planning. • Lead change initiatives and programs based on Going for Gold survey feedback. • Improve visibility and access to Executive and Leaders. • Build the leadership capabilities of all staff, empowering employees to lead themselves and others through change. • Continue the Magnet Program commitment. • Provide staff support programs such as the Always There Peer Support Program. • Provide staff access to Professionalism Programs.
<p>Our culture and teamwork Communication and Collaboration: <i>Build our ability to communicate by seeking diverse viewpoints which increase interpersonal cooperation and facilitate team collaboration.</i></p>	<ul style="list-style-type: none"> • Promote and celebrate the creation of a safe, inclusive, diverse and empowering culture. • Build the capacity to communicate with a culturally diverse workforce. • Tailor and evolve communication methods/strategies to individual staff groups and emerging technology. • Provide staff access to feedback on performance. • Consult with staff to address any issues arising from the design or management of work, a work environment, plant or equipment, workplace interactions and behaviours.

Sharing our success

A report will be provided to the Executive Workforce, Strategy and Safety Committee, Board, Clinical Council, and staff annually. Leaders will regularly monitor progress of Plan for Success via existing operational reporting processes.