



Ambulance Employees Association of Western Australia



The AEAWA 2021 SJA Cultural Survey Results

As you would be aware SJA management decided that the organisational cultural survey would not be conducted 'in the near future' (that statement came from a meeting over 6-months ago), and no reason why was provided.

These Culture Surveys were designed to address a number of recommendations contained in three external reports into the workplace culture at St John. These reports were the **Pheonix Report**, the **Independent Oversight Panel Report**, and the **Chief Psychiatrist Review** (all can be viewed on www.aeawa.com.au/documents).

The recommendations from those reports were to undertake REGULAR surveys to ensure our organisation is a safe and supportive workplace.

The AEAWA believe that surveys such as these are vital in showing the relationship between senior management and employees.

As a committee we wrote to SJA senior management to address this some months ago, we are still awaiting the response.... So in an effort to assist and allow our colleagues to have their say, we released our own. The questions are the same as the last one, so we could draw a comparison.

As you can see the results speak for themselves.....

So while your working this weekend, with limited resources and reduced response capabilities, make time to have a quick cuppa to read the results and remember.... Your representative group is working hard to address these issues for a more enjoyable and sustainable workforce.

The AEAWA



Contact Us

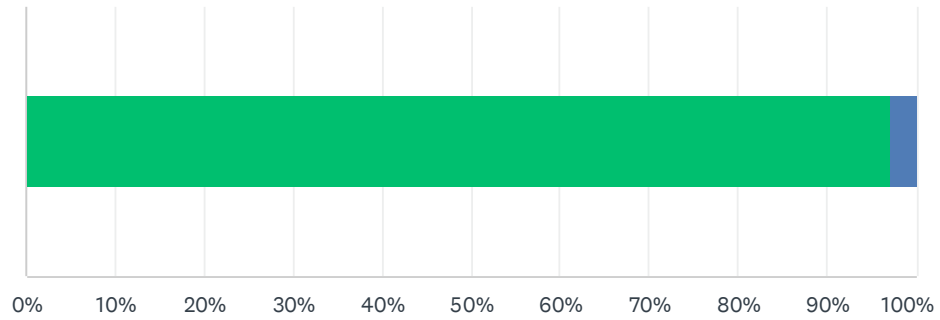
Email: info@aeawa.com.au

Ambulance Employees Association of Western Australia
PO Box 1007,
Joondalup 6919

ABN: 66 550 017 640

Q1 Are you currently a member of the AEAWA?

Answered: 480 Skipped: 6



Yes No

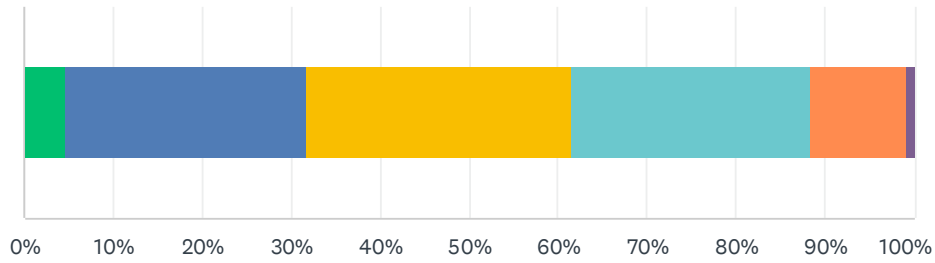
ANSWER CHOICES	RESPONSES	
Yes	97.08%	466
No	2.92%	14
TOTAL		480

Q2 For the purposes of quality control over survey data, you may choose to provide your AP number. This is not compulsory, but please be assured that the AEAWA will NEVER disclose the AP number of a survey participant to SJA or to ANY other party.

Answered: 241 Skipped: 245

Q3 What is your age?

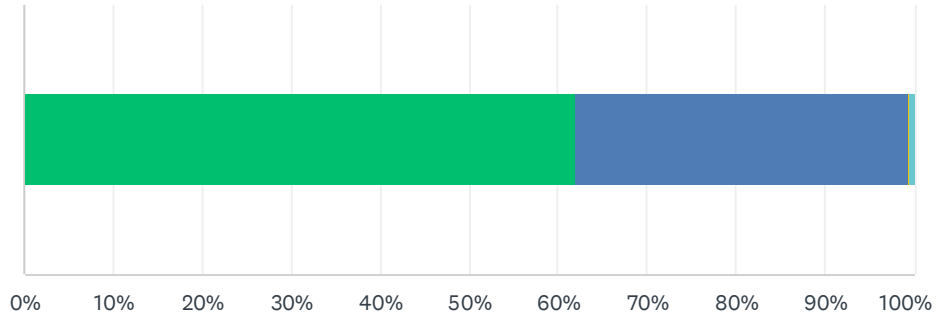
Answered: 482 Skipped: 4



ANSWER CHOICES	RESPONSES	
18-24	4.77%	23
25-34	26.97%	130
35-44	29.88%	144
45-54	26.76%	129
55-64	10.79%	52
65-74	0.83%	4
75 or older	0.00%	0
TOTAL		482

Q4 What is your gender?

Answered: 483 Skipped: 3

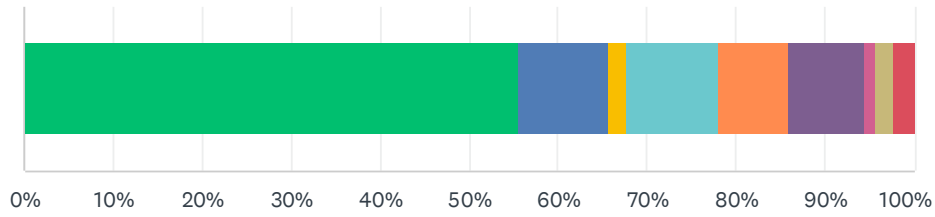


■ Male
 ■ Female
 ■ Other
 ■ Prefer not to say

ANSWER CHOICES	RESPONSES	
Male	61.90%	299
Female	37.47%	181
Other	0.21%	1
Prefer not to say	0.41%	2
TOTAL		483

Q5 What is your job role?

Answered: 484 Skipped: 2

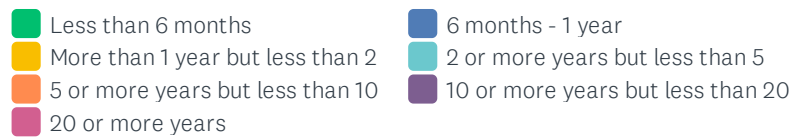
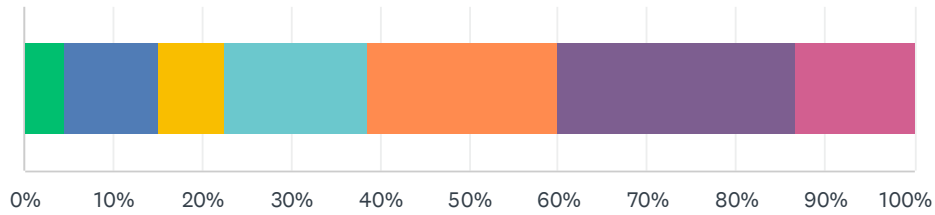


- Paramedic (Metro)
- Community Paramedic
- Patient Transport Officer
- Manager
- Other (please specify)
- Paramedic (Country)
- Ambulance Officer (Trainee)
- Communications Officer
- Technical Support Administration

ANSWER CHOICES	RESPONSES	
Paramedic (Metro)	55.58%	269
Paramedic (Country)	10.12%	49
Community Paramedic	2.07%	10
Ambulance Officer (Trainee)	10.33%	50
Patient Transport Officer	7.85%	38
Communications Officer	8.47%	41
Manager	1.24%	6
Technical Support Administration	2.07%	10
Other (please specify)	2.27%	11
TOTAL		484

Q6 How long have you worked in your current role?

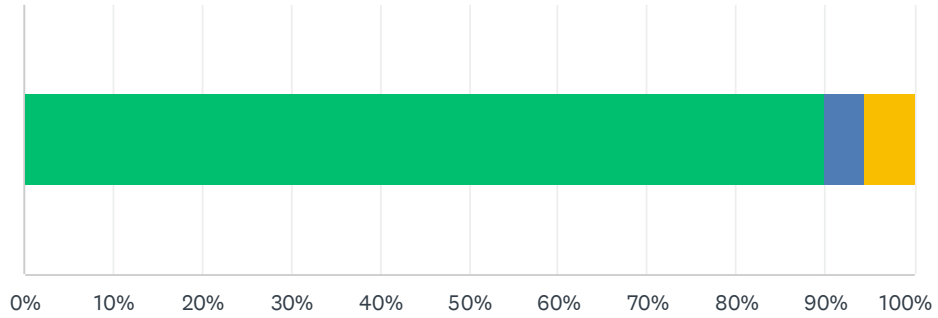
Answered: 484 Skipped: 2



ANSWER CHOICES	RESPONSES	
Less than 6 months	4.55%	22
6 months - 1 year	10.54%	51
More than 1 year but less than 2	7.44%	36
2 or more years but less than 5	16.12%	78
5 or more years but less than 10	21.28%	103
10 or more years but less than 20	26.86%	130
20 or more years	13.22%	64
TOTAL		484

Q7 I like the kind of work that I do

Answered: 485 Skipped: 1

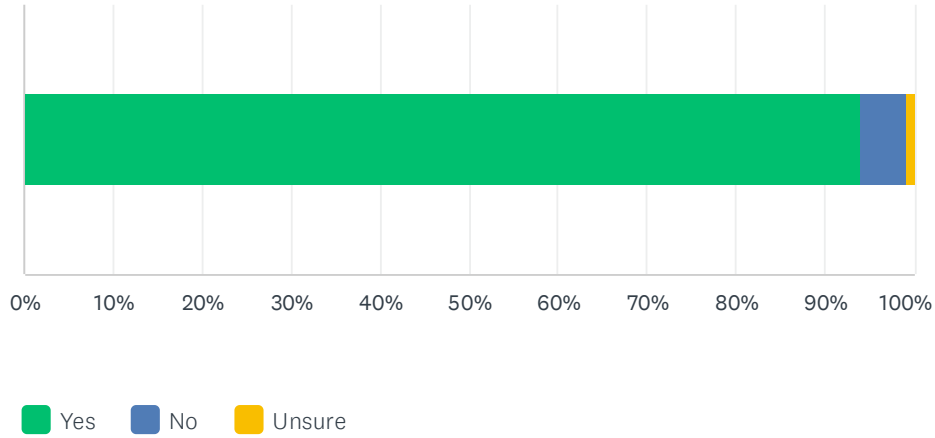


■ Yes
 ■ No
 ■ Unsure

ANSWER CHOICES	RESPONSES	
Yes	89.90%	436
No	4.54%	22
Unsure	5.57%	27
TOTAL		485

Q8 I am aware of the wellbeing support that is available and how I can access it

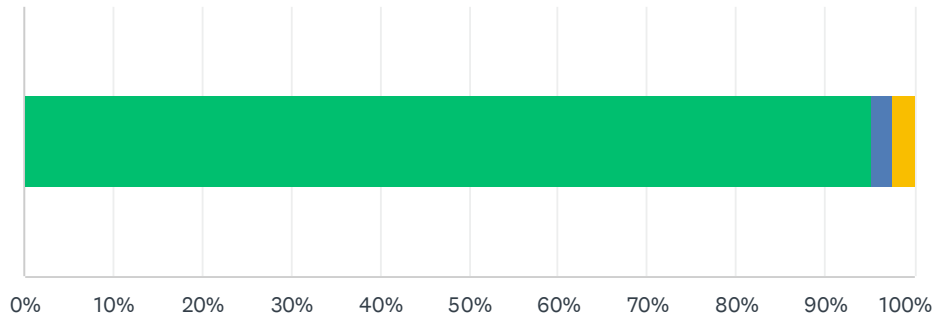
Answered: 485 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	94.02%	456
No	5.15%	25
Unsure	0.82%	4
TOTAL		485

Q9 I have good working relationships with my co-workers

Answered: 485 Skipped: 1

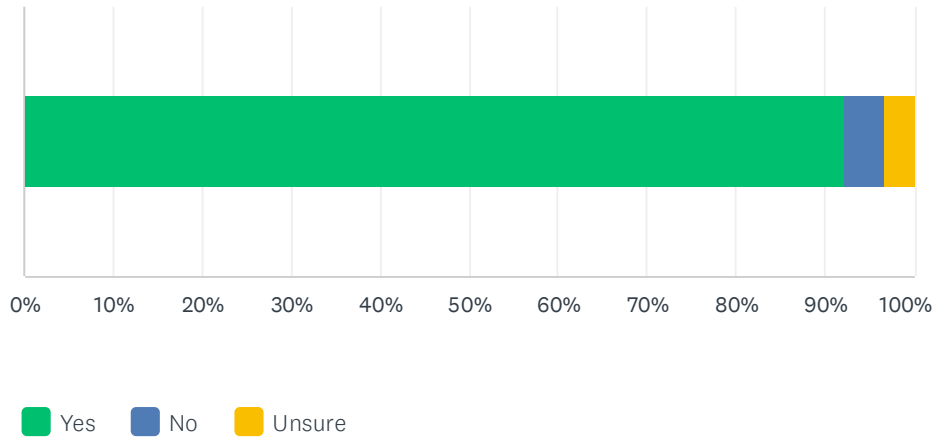


■ Yes
 ■ No
 ■ Unsure

ANSWER CHOICES	RESPONSES	
Yes	95.26%	462
No	2.27%	11
Unsure	2.47%	12
TOTAL		485

Q10 I understand my goals and objectives and what is required of me in my job

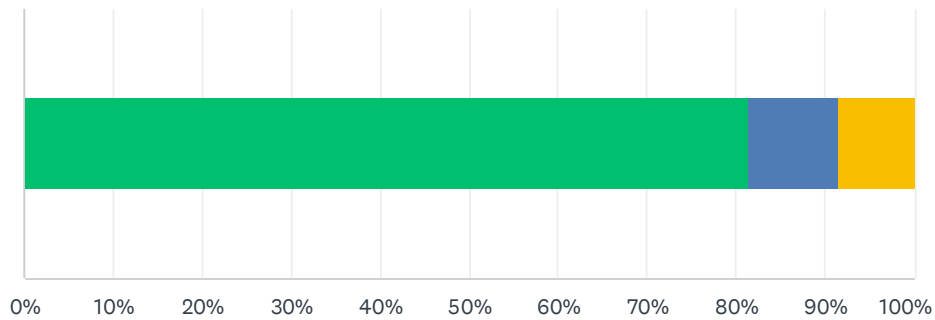
Answered: 486 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	92.18%	448
No	4.53%	22
Unsure	3.29%	16
TOTAL		486

Q11 I understand how my job contributes to the overall success of St John

Answered: 485 Skipped: 1

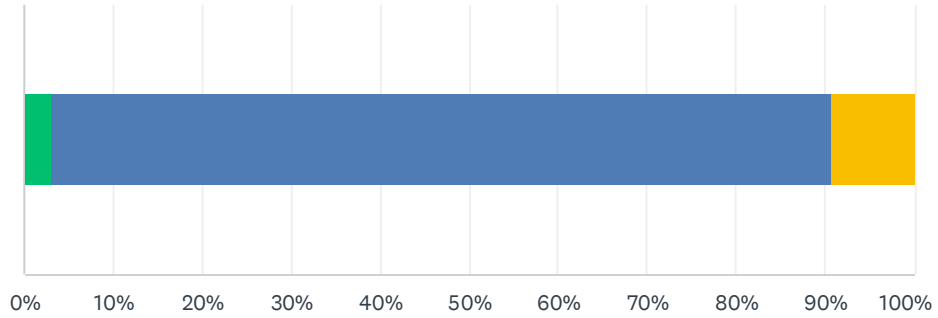


■ Yes
 ■ No
 ■ Unsure

ANSWER CHOICES	RESPONSES	
Yes	81.44%	395
No	10.10%	49
Unsure	8.45%	41
TOTAL		485

Q12 Change is handled well at St John

Answered: 486 Skipped: 0

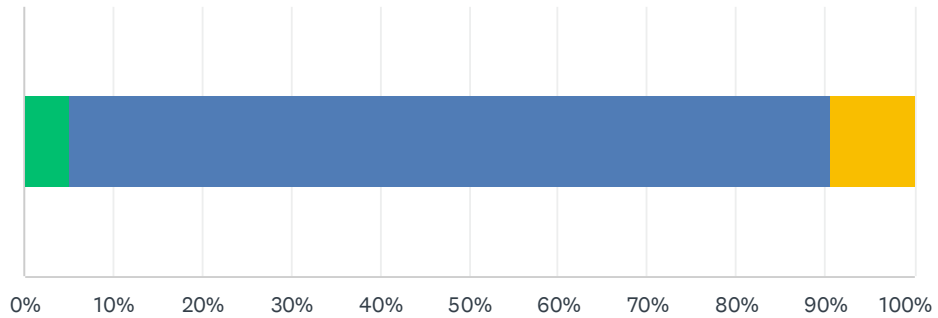


■ Yes
 ■ No
 ■ Unsure

ANSWER CHOICES	RESPONSES	
Yes	3.09%	15
No	87.65%	426
Unsure	9.26%	45
TOTAL		486

Q13 There is cooperation between different sections in St John

Answered: 485 Skipped: 1

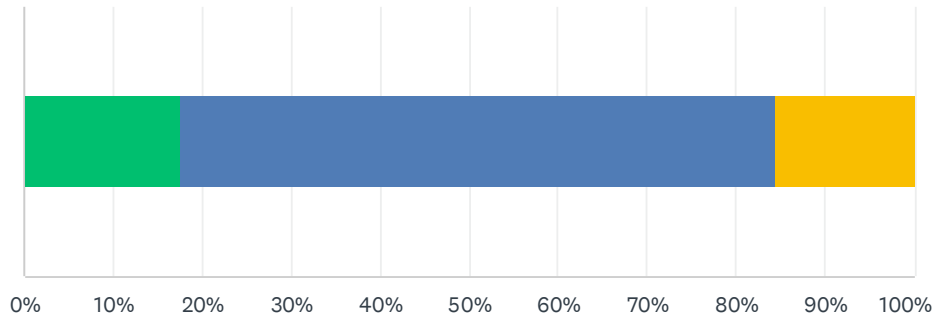


■ Yes
 ■ No
 ■ Unsure

ANSWER CHOICES	RESPONSES	
Yes	5.15%	25
No	85.36%	414
Unsure	9.48%	46
TOTAL		485

Q14 There are enough opportunities for my career to progress in St John

Answered: 486 Skipped: 0

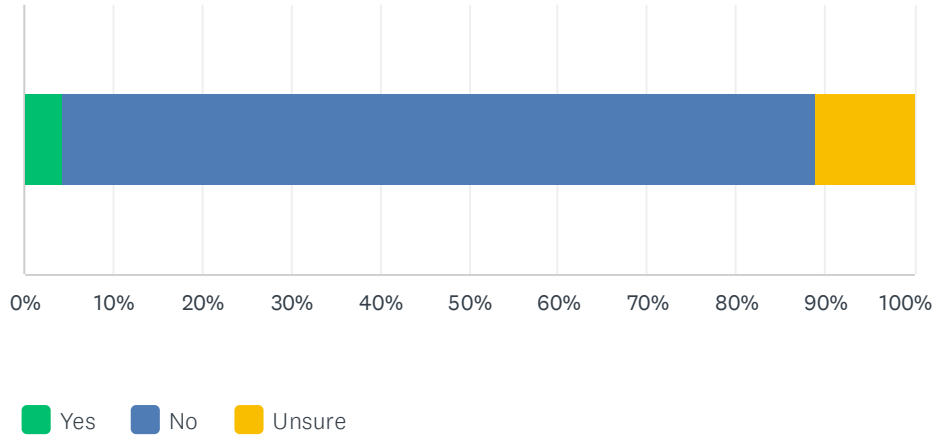


■ Yes
 ■ No
 ■ Unsure

ANSWER CHOICES	RESPONSES	
Yes	17.49%	85
No	66.87%	325
Unsure	15.64%	76
TOTAL		486

Q15 Senior management (Operations Managers/General Managers/Directors) listen to staff

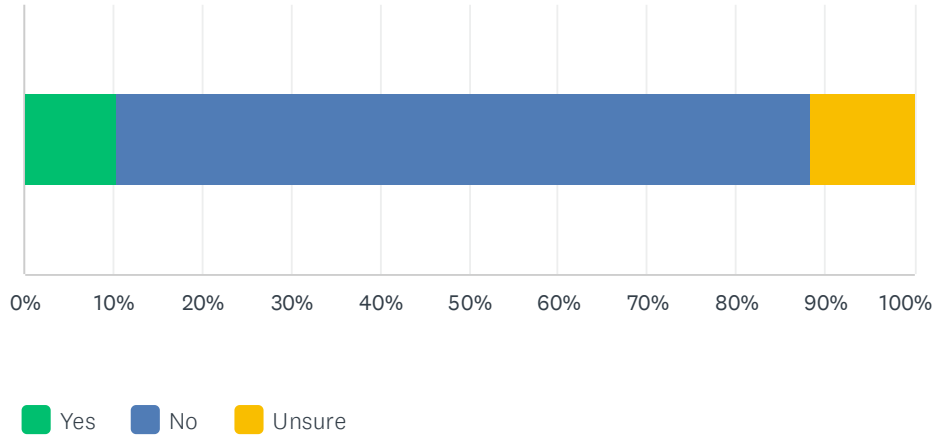
Answered: 486 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	4.32%	21
No	84.57%	411
Unsure	11.11%	54
TOTAL		486

Q16 I am aware of the vision senior management (Operations Managers/General Managers/Directors) have for the future of St John

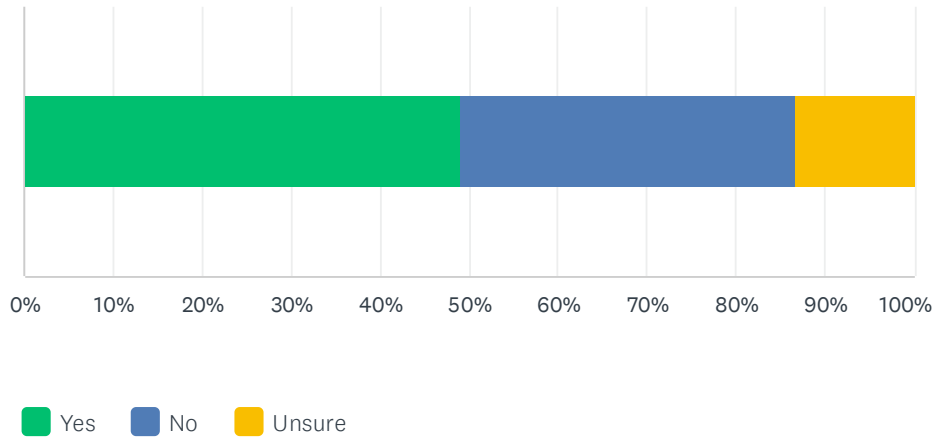
Answered: 485 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	10.52%	51
No	77.73%	377
Unsure	11.75%	57
TOTAL		485

Q17 I am satisfied with the support for wellbeing that is available to me and my family

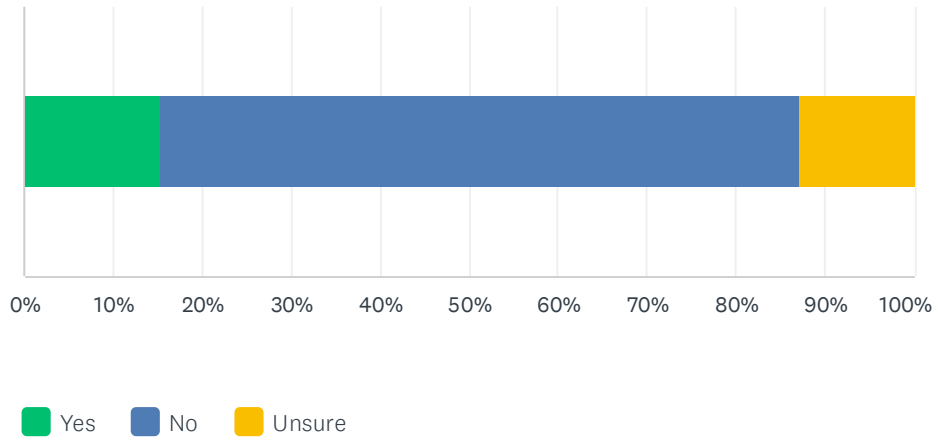
Answered: 485 Skipped: 1



ANSWER CHOICES	RESPONSES
Yes	49.07% 238
No	37.73% 183
Unsure	13.20% 64
TOTAL	485

Q18 Ours is a supportive and emotionally safe work environment

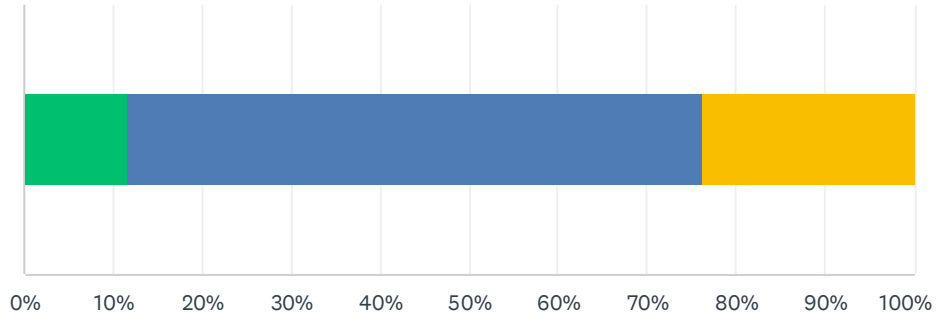
Answered: 484 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	15.29%	74
No	71.90%	348
Unsure	12.81%	62
TOTAL		484

Q19 St John is socially responsible

Answered: 486 Skipped: 0

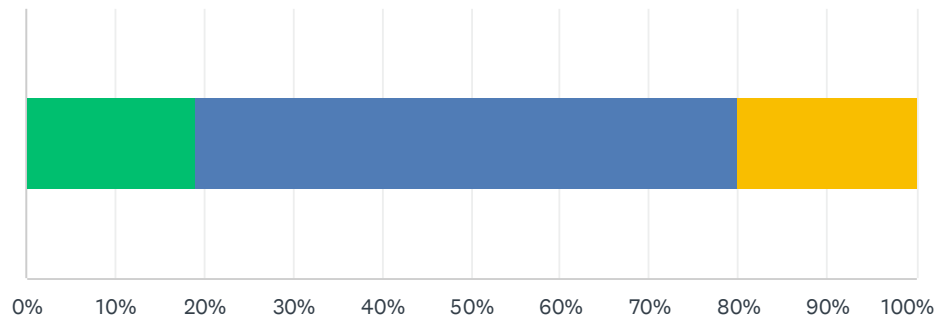


■ Yes
 ■ No
 ■ Unsure

ANSWER CHOICES	RESPONSES	
Yes	11.73%	57
No	64.61%	314
Unsure	23.66%	115
TOTAL		486

Q20 Bullying and abusive behaviours are prevented and discouraged

Answered: 485 Skipped: 1

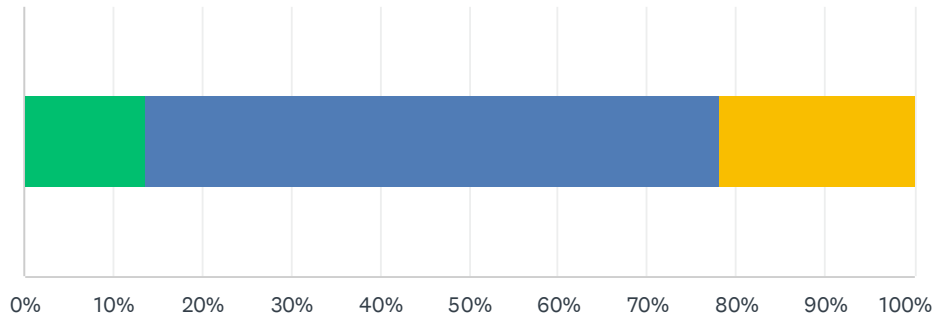


■ Yes
 ■ No
 ■ Unsure

ANSWER CHOICES	RESPONSES	
Yes	18.97%	92
No	61.03%	296
Unsure	20.00%	97
TOTAL		485

Q21 St John is ethical

Answered: 484 Skipped: 2

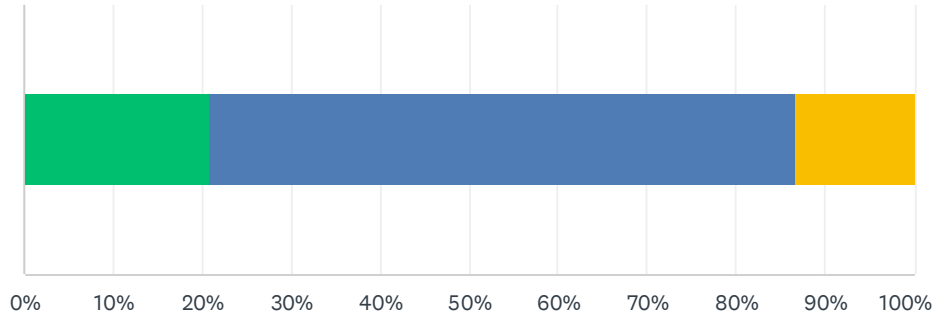


■ Yes
 ■ No
 ■ Unsure

ANSWER CHOICES	RESPONSES	
Yes	13.64%	66
No	64.46%	312
Unsure	21.90%	106
TOTAL		484

Q22 St John makes good use of technology

Answered: 484 Skipped: 2

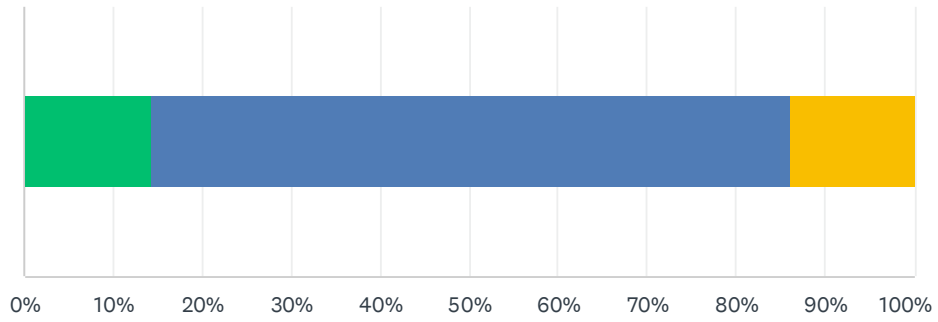


■ Yes
 ■ No
 ■ Unsure

ANSWER CHOICES	RESPONSES	
Yes	20.87%	101
No	65.91%	319
Unsure	13.22%	64
TOTAL		484

Q23 The technology used at St John is kept up-to-date

Answered: 485 Skipped: 1

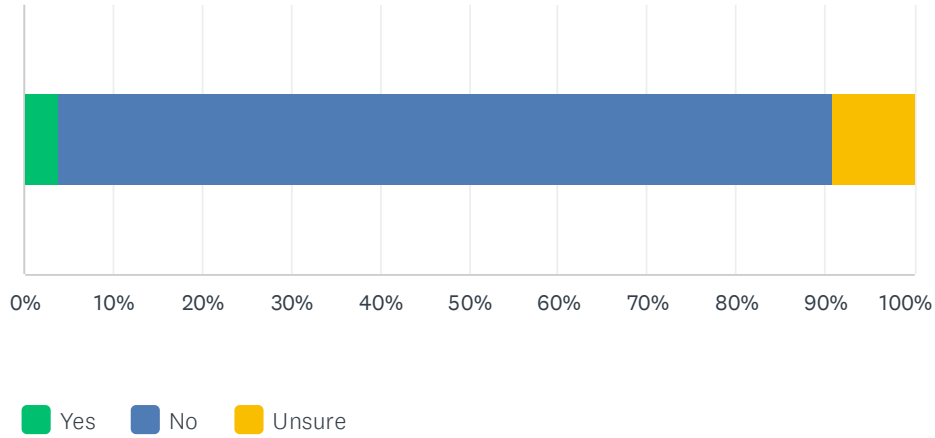


■ Yes
 ■ No
 ■ Unsure

ANSWER CHOICES	RESPONSES	
Yes	14.23%	69
No	71.96%	349
Unsure	13.81%	67
TOTAL		485

Q24 I trust senior management (Operations Managers/General Managers/Directors) to implement the best decisions for me

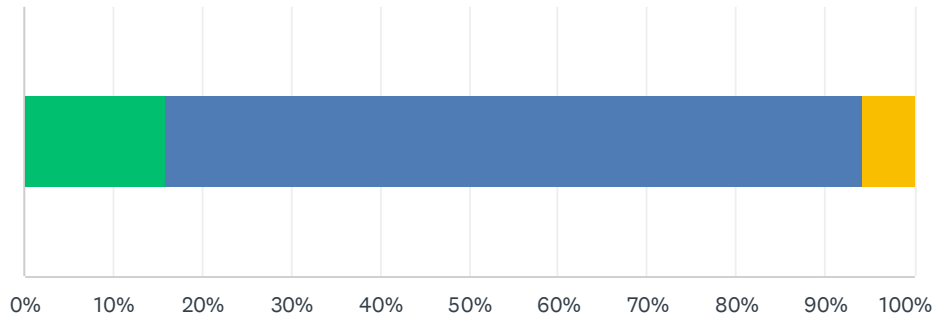
Answered: 486 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	3.91%	19
No	86.83%	422
Unsure	9.26%	45
TOTAL		486

Q25 My performance is reviewed and I am given feedback often enough

Answered: 485 Skipped: 1

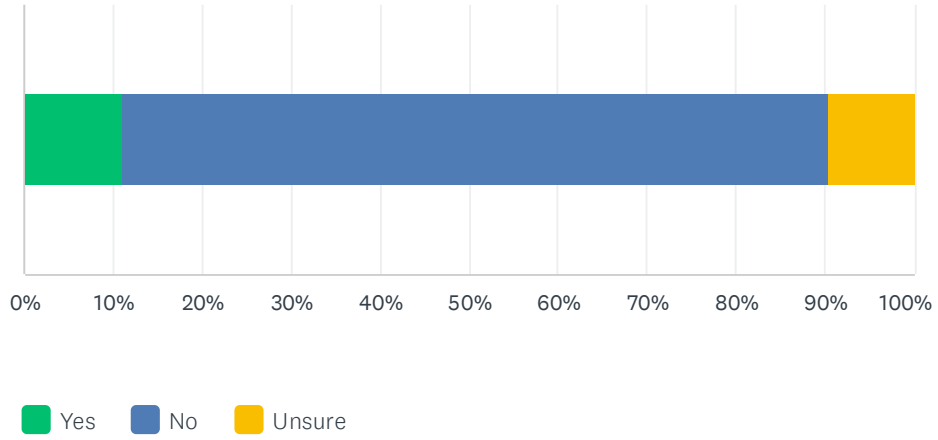


■ Yes
 ■ No
 ■ Unsure

ANSWER CHOICES	RESPONSES	
Yes	15.88%	77
No	78.35%	380
Unsure	5.77%	28
TOTAL		485

Q26 The way my performance is evaluated provides me with clear guidelines for improvement

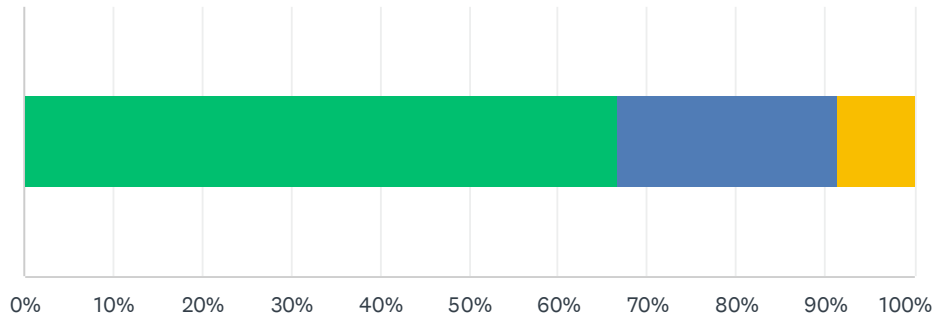
Answered: 484 Skipped: 2



ANSWER CHOICES	RESPONSES
Yes	10.95% 53
No	79.34% 384
Unsure	9.71% 47
TOTAL	484

Q27 My work gives me a feeling of personal accomplishment

Answered: 485 Skipped: 1

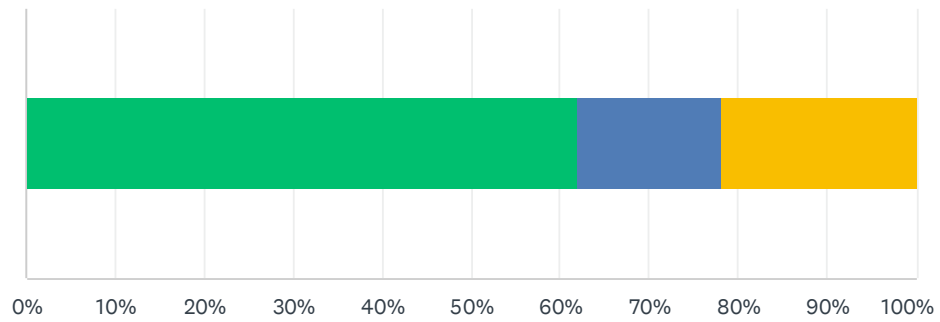


■ Yes
 ■ No
 ■ Unsure

ANSWER CHOICES	RESPONSES	
Yes	66.60%	323
No	24.74%	120
Unsure	8.66%	42
TOTAL		485

Q28 I am likely to still be working at St John in two years' time

Answered: 486 Skipped: 0

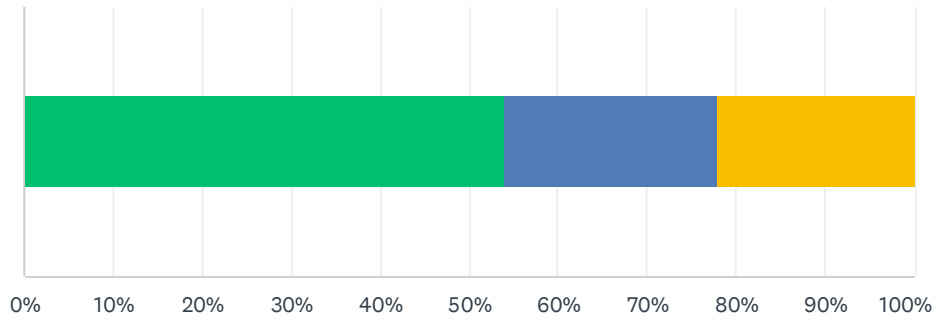


■ Yes
 ■ No
 ■ Unsure

ANSWER CHOICES	RESPONSES	
Yes	61.93%	301
No	16.26%	79
Unsure	21.81%	106
TOTAL		486

Q29 I would like to still be working in St John in five years' time

Answered: 486 Skipped: 0

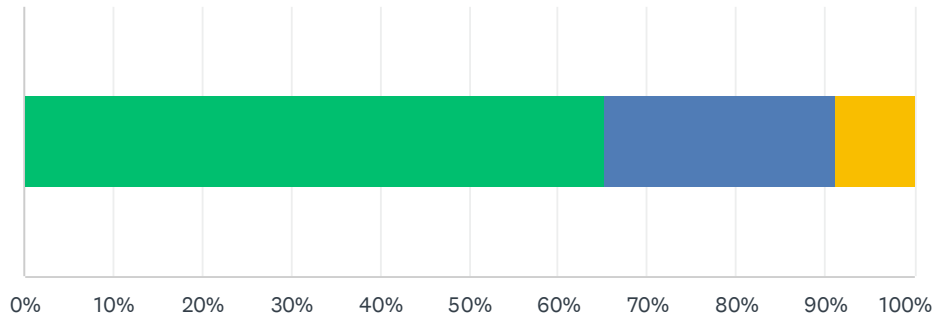


■ Yes
 ■ No
 ■ Unsure

ANSWER CHOICES	RESPONSES	
Yes	53.91%	262
No	24.07%	117
Unsure	22.02%	107
TOTAL		486

Q30 I feel in control and on top of things at work most of the time

Answered: 486 Skipped: 0

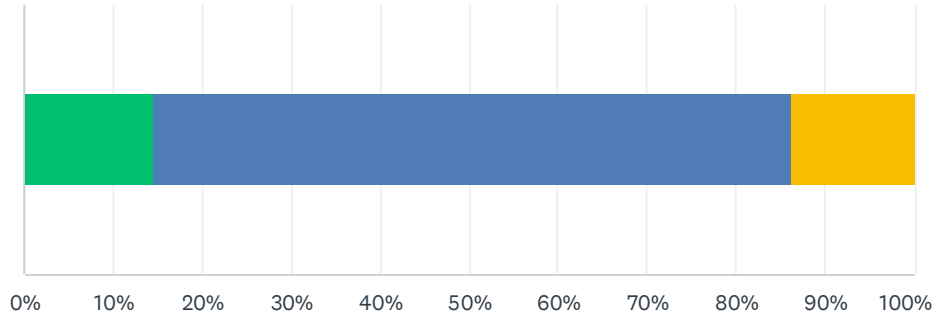


■ Yes
 ■ No
 ■ Unsure

ANSWER CHOICES	RESPONSES	
Yes	65.23%	317
No	25.93%	126
Unsure	8.85%	43
TOTAL		486

Q31 I feel safe reporting personal grievances

Answered: 485 Skipped: 1

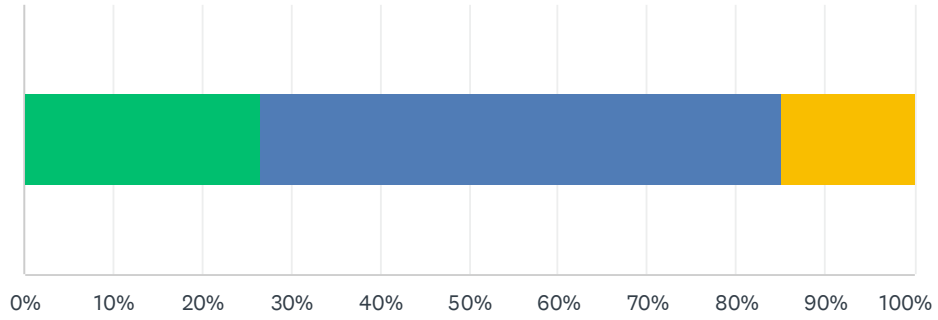


■ Yes
 ■ No
 ■ Unsure

ANSWER CHOICES	RESPONSES	
Yes	14.43%	70
No	71.96%	349
Unsure	13.61%	66
TOTAL		485

Q32 I feel safe putting forward ideas for improvement

Answered: 483 Skipped: 3

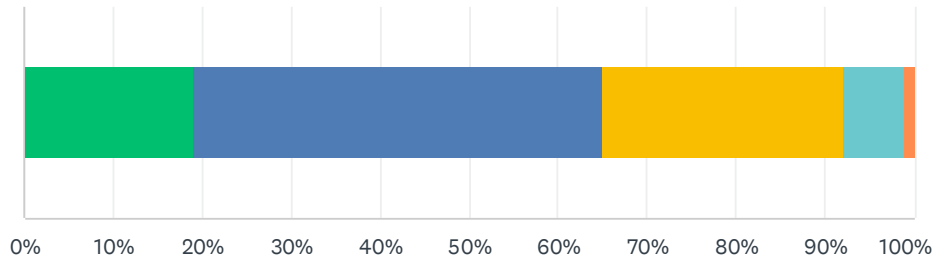


■ Yes
 ■ No
 ■ Unsure

ANSWER CHOICES	RESPONSES	
Yes	26.50%	128
No	58.59%	283
Unsure	14.91%	72
TOTAL		483

Q33 I feel safety reports and hazard reports are investigated without blame

Answered: 485 Skipped: 1

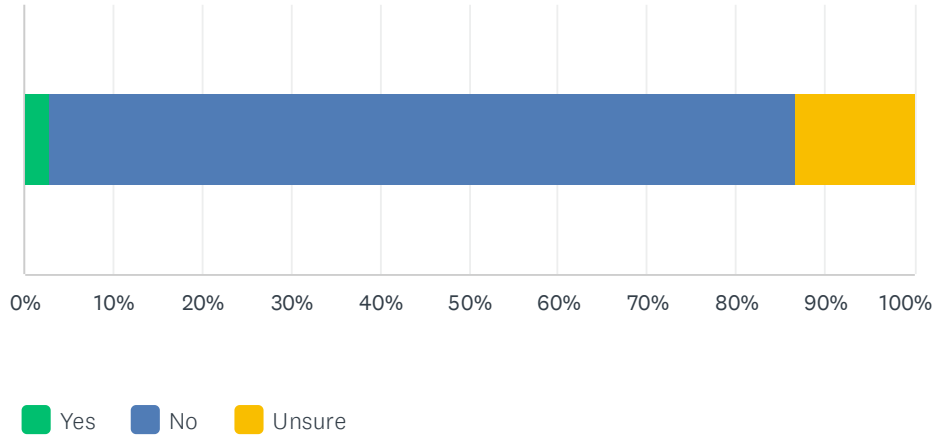


- Neither agree or disagree
- Strongly disagree
- Disagree
- Agree
- Strongly agree

ANSWER CHOICES	RESPONSES	
Neither agree or disagree	18.97%	92
Strongly disagree	45.98%	223
Disagree	27.01%	131
Agree	7.01%	34
Strongly agree	1.03%	5
TOTAL		485

Q34 Senior management listen to staff (i.e. CEO, Directors, General Managers and senior managers)

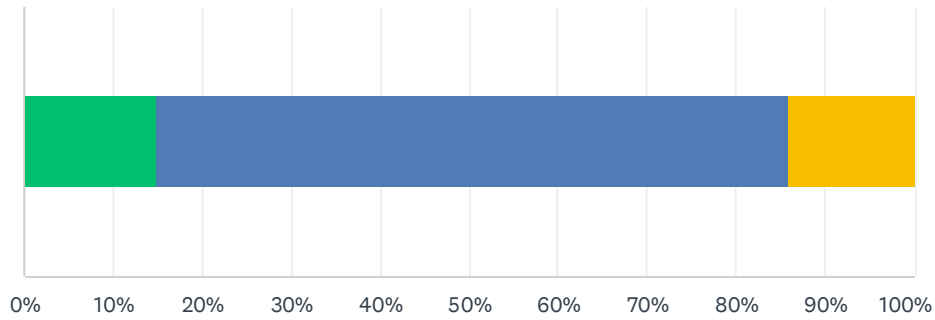
Answered: 486 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	2.88%	14
No	83.74%	407
Unsure	13.37%	65
TOTAL		486

Q35 There is equal opportunity for all staff at St John

Answered: 485 Skipped: 1

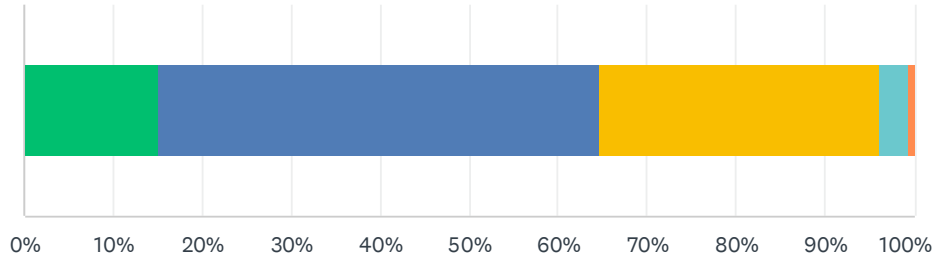


■ Yes
 ■ No
 ■ Unsure

ANSWER CHOICES	RESPONSES	
Yes	14.85%	72
No	71.13%	345
Unsure	14.02%	68
TOTAL		485

Q36 In my workplace senior management (i.e. CEO, Directors, General Managers and senior managers) act quickly to correct problems/issues that affect employees' psychological health?

Answered: 484 Skipped: 2

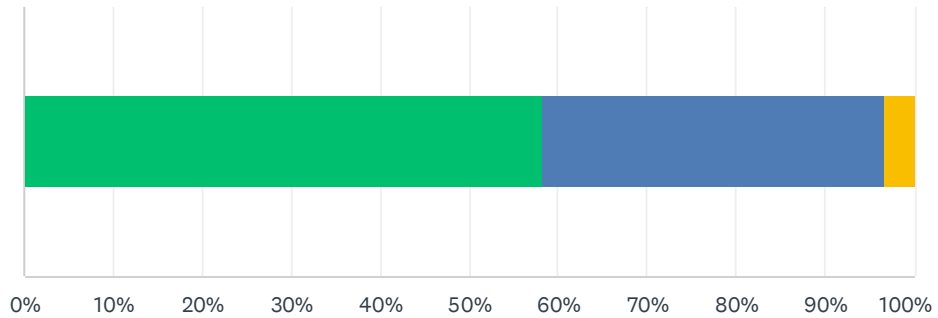


■ Neither agree or disagree ■ Strongly disagree
■ Disagree ■ Agree
■ Strongly agree

ANSWER CHOICES	RESPONSES	
Neither agree or disagree	15.08%	73
Strongly disagree	49.59%	240
Disagree	31.40%	152
Agree	3.31%	16
Strongly agree	0.62%	3
TOTAL		484

Q37 Have you experienced conflict, harassment or bullying at work?

Answered: 485 Skipped: 1

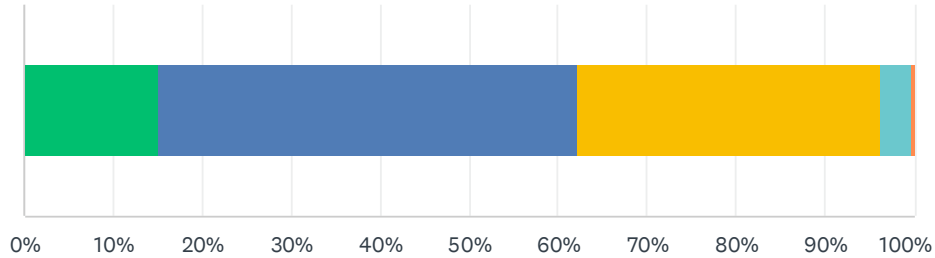


■ Yes
 ■ No
 ■ Unsure

ANSWER CHOICES	RESPONSES	
Yes	58.35%	283
No	38.35%	186
Unsure	3.30%	16
TOTAL		485

Q38 Senior management (i.e. CEO, Directors, General Managers and senior managers) shows support for stress prevention through involvement and commitment

Answered: 484 Skipped: 2

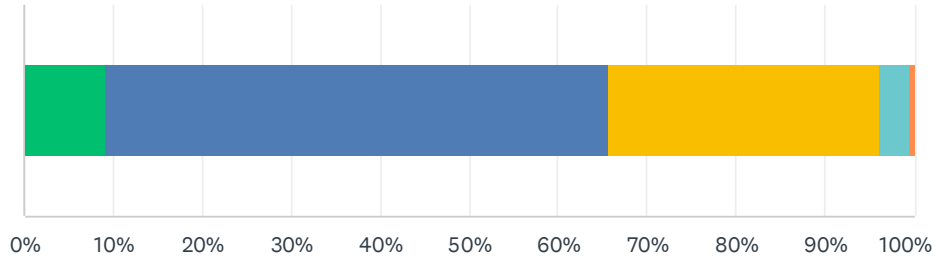


- Neither agree or disagree
- Strongly disagree
- Disagree
- Agree
- Strongly agree

ANSWER CHOICES	RESPONSES	
Neither agree or disagree	15.08%	73
Strongly disagree	47.11%	228
Disagree	34.09%	165
Agree	3.51%	17
Strongly agree	0.21%	1
TOTAL		484

Q39 Senior management (i.e. CEO, Directors, General Managers and senior managers) considers employee psychological health to be as important as productivity

Answered: 485 Skipped: 1

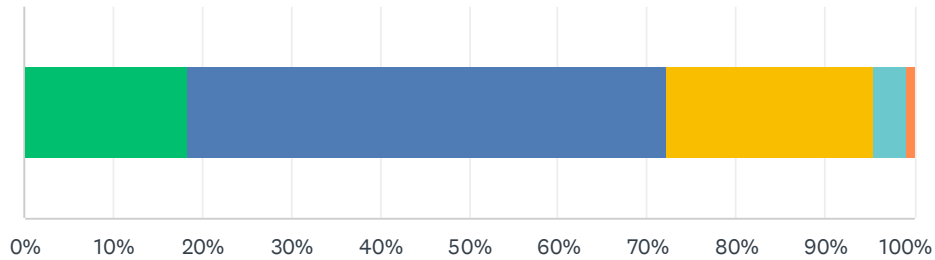


■ Neither agree or disagree ■ Strongly disagree
■ Disagree ■ Agree
■ Strongly agree

ANSWER CHOICES	RESPONSES	
Neither agree or disagree	9.28%	45
Strongly disagree	56.29%	273
Disagree	30.52%	148
Agree	3.51%	17
Strongly agree	0.41%	2
TOTAL		485

Q40 On the whole, St John has improved since leadership changes in March 2018

Answered: 486 Skipped: 0

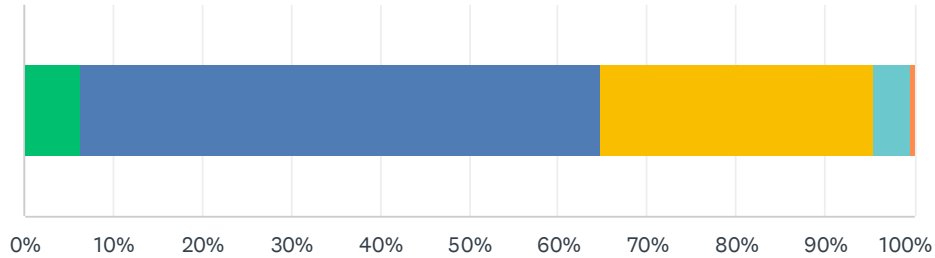


■ Neither agree or disagree ■ Strongly disagree
■ Disagree ■ Agree
■ Strongly agree

ANSWER CHOICES	RESPONSES	
Neither agree or disagree	18.31%	89
Strongly disagree	53.91%	262
Disagree	23.25%	113
Agree	3.70%	18
Strongly agree	0.82%	4
TOTAL		486

Q41 St John consults with staff prior to the introduction of change to my workplace

Answered: 486 Skipped: 0

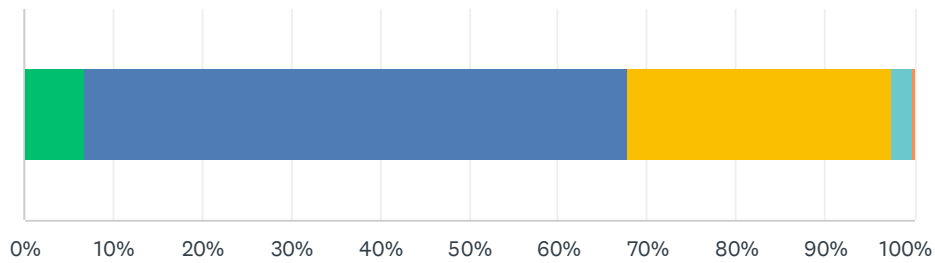


■ Neither agree or disagree ■ Strongly disagree
■ Disagree ■ Agree
■ Strongly agree

ANSWER CHOICES	RESPONSES	
Neither agree or disagree	6.38%	31
Strongly disagree	58.44%	284
Disagree	30.66%	149
Agree	4.12%	20
Strongly agree	0.41%	2
TOTAL		486

Q42 St John listens to the views of staff when implementing change

Answered: 486 Skipped: 0

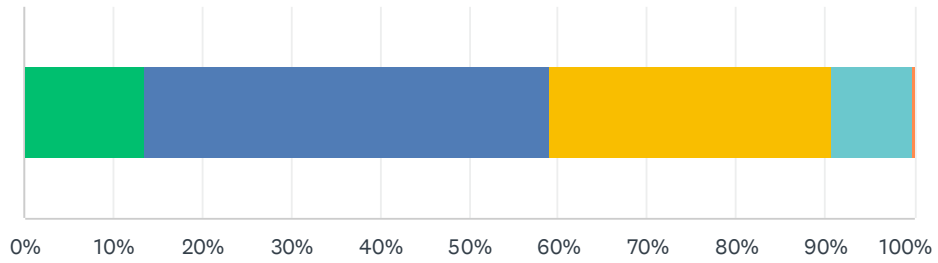


■ Neither agree or disagree ■ Strongly disagree
■ Disagree ■ Agree
■ Strongly agree

ANSWER CHOICES	RESPONSES	
Neither agree or disagree	6.79%	33
Strongly disagree	61.11%	297
Disagree	29.63%	144
Agree	2.26%	11
Strongly agree	0.21%	1
TOTAL		486

Q43 I feel valued as an employee by St John

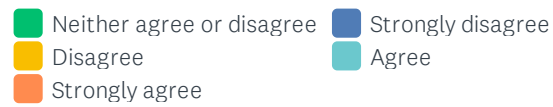
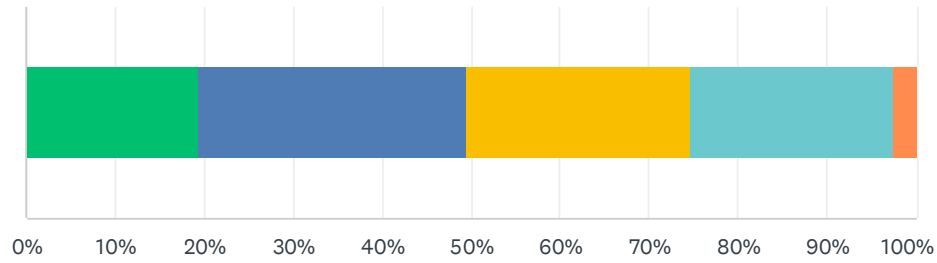
Answered: 486 Skipped: 0



ANSWER CHOICES	RESPONSES	
Neither agree or disagree	13.58%	66
Strongly disagree	45.47%	221
Disagree	31.69%	154
Agree	9.05%	44
Strongly agree	0.21%	1
TOTAL		486

Q44 I feel proud of the organisation I work for

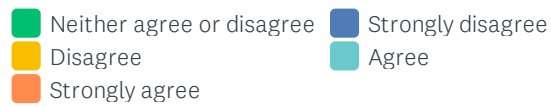
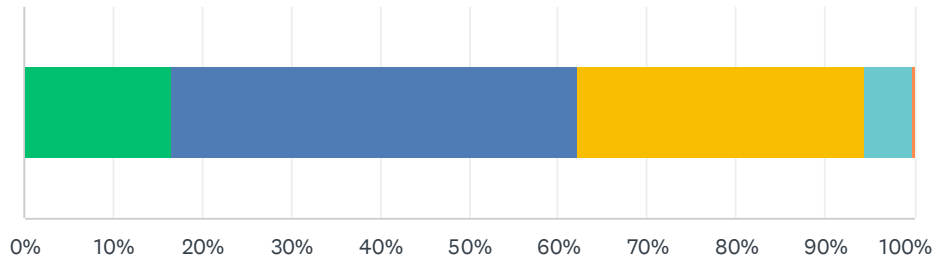
Answered: 486 Skipped: 0



ANSWER CHOICES	RESPONSES	
Neither agree or disagree	19.34%	94
Strongly disagree	30.25%	147
Disagree	25.10%	122
Agree	22.84%	111
Strongly agree	2.47%	12
TOTAL		486

Q45 I trust the organisation I work for

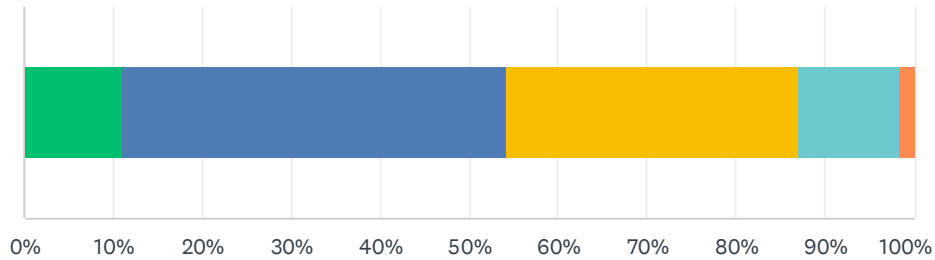
Answered: 486 Skipped: 0



ANSWER CHOICES	RESPONSES	
Neither agree or disagree	16.67%	81
Strongly disagree	45.47%	221
Disagree	32.30%	157
Agree	5.35%	26
Strongly agree	0.21%	1
TOTAL		486

Q46 St John consider the ambulance service to be the most critical part of its operations

Answered: 485 Skipped: 1

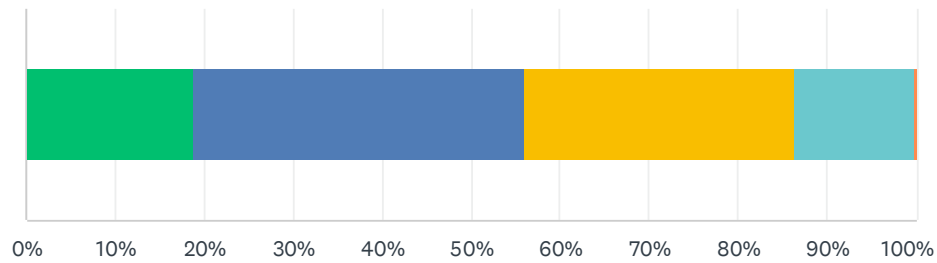


■ Neither agree or disagree ■ Strongly disagree
■ Disagree ■ Agree
■ Strongly agree

ANSWER CHOICES	RESPONSES	
Neither agree or disagree	11.13%	54
Strongly disagree	43.09%	209
Disagree	32.99%	160
Agree	11.13%	54
Strongly agree	1.65%	8
TOTAL		485

Q47 St John care about my wellbeing at work

Answered: 485 Skipped: 1

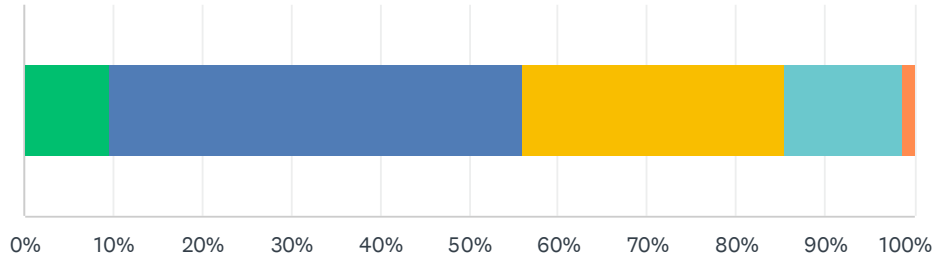


■ Neither agree or disagree ■ Strongly disagree
■ Disagree ■ Agree
■ Strongly agree

ANSWER CHOICES	RESPONSES	
Neither agree or disagree	18.76%	91
Strongly disagree	37.32%	181
Disagree	30.31%	147
Agree	13.40%	65
Strongly agree	0.21%	1
TOTAL		485

Q48 St John senior management (Operations Managers/General Managers/Directors) are aware of the operational pressures I face

Answered: 484 Skipped: 2

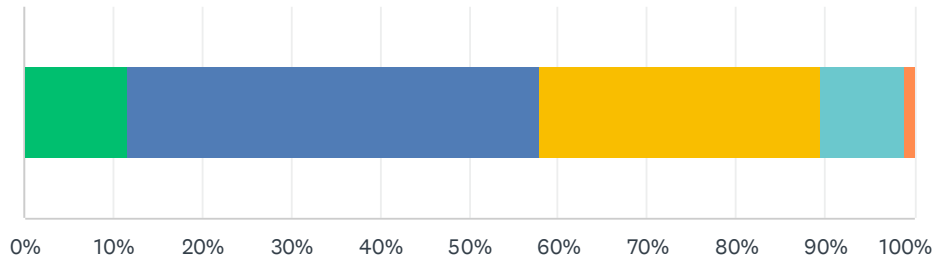


■ Neither agree or disagree ■ Strongly disagree
■ Disagree ■ Agree
■ Strongly agree

ANSWER CHOICES	RESPONSES	
Neither agree or disagree	9.71%	47
Strongly disagree	46.28%	224
Disagree	29.55%	143
Agree	13.22%	64
Strongly agree	1.24%	6
TOTAL		484

Q49 St John care about the quality of service to the community as much as I do

Answered: 484 Skipped: 2

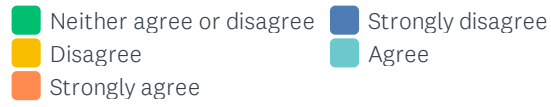
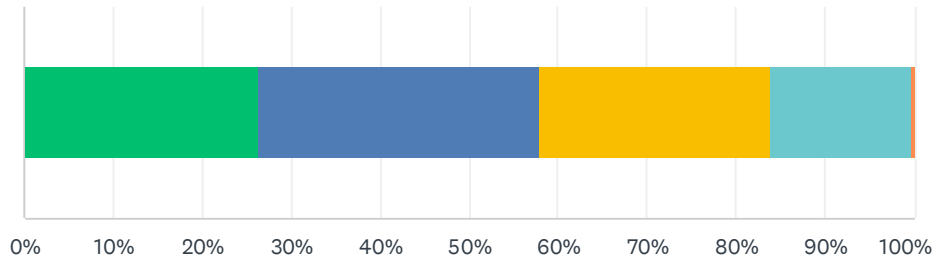


■ Neither agree or disagree ■ Strongly disagree
■ Disagree ■ Agree
■ Strongly agree

ANSWER CHOICES	RESPONSES	
Neither agree or disagree	11.57%	56
Strongly disagree	46.28%	224
Disagree	31.82%	154
Agree	9.30%	45
Strongly agree	1.03%	5
TOTAL		484

Q50 St John are a good employer

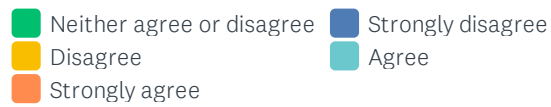
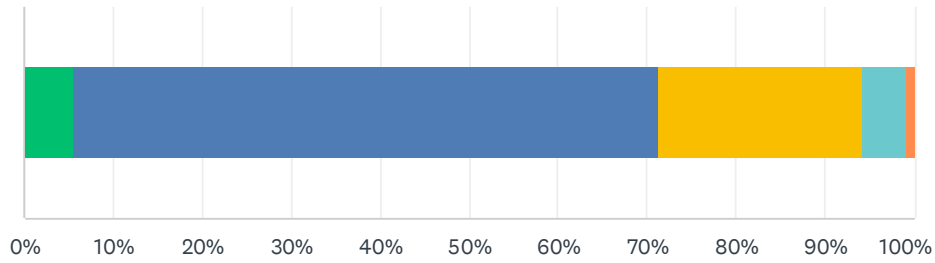
Answered: 484 Skipped: 2



ANSWER CHOICES	RESPONSES	
Neither agree or disagree	26.45%	128
Strongly disagree	31.40%	152
Disagree	26.03%	126
Agree	15.91%	77
Strongly agree	0.21%	1
TOTAL		484

Q51 St John requires more managers to support operational staff

Answered: 485 Skipped: 1



ANSWER CHOICES	RESPONSES	
Neither agree or disagree	5.57%	27
Strongly disagree	65.77%	319
Disagree	22.89%	111
Agree	4.95%	24
Strongly agree	0.82%	4
TOTAL		485