



Frequently Asked Questions

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When is the survey open?

The 2020 employee experience survey is open from Monday 24 August and closes Friday 11 September.

Why are staff asked to complete a survey?

Healthscope are committed to listening to the voice of our staff, even in difficult times. This survey will provide an opportunity for everyone to share their views about their experience of working at Healthscope. This information will be used to develop actions at a team, site and organisation wide level. Our leadership teams are committed to not only listening to our staff but taking action to continue to make Healthscope a great place to work.

Does the survey matter?

Yes - this is your opportunity to speak up, be heard and make a difference. Your feedback helps us to better understand our strengths as a workplace and identify some of the areas that we can improve. The Executive Leadership team are committed to responding to this feedback with actions that make a difference.

What is in it for me?

As an employee there are numerous benefits in completing the survey.

- An opportunity to share your opinion,
- Your feedback will be a catalyst for improvement in the things that matter, and
- For every response to the survey Healthscope is donating a dollar to charity!

Who will be conducting the survey?

The survey will be administered online by Willis Towers Watson, an independent consulting firm (www.willistowerswatson.com) engaged by Healthscope to coordinate, design, collect and process responses.

Who can participate in the survey?

Full time, part time, casual and contract staff across Healthscope and ACHA, who commenced before 14 June, 2020, have the opportunity to participate in the online survey. Anyone who commenced after the 14 June, 2020 will have an opportunity to have their voice heard through the employee entry survey, which all new employees are invited to complete.



Is the survey confidential?

Yes, all individual responses will remain completely confidential. **Willis Towers Watson will only create reports for distribution which include groups of 10 or more respondents.**

The survey is accessed through Willis Towers Watson's secure external server which ensures that any data transmitted through the system cannot be intercepted, viewed, or blocked by unauthorised parties.

Will my manager see my responses?

Managers (or anyone) will not see individual responses, only aggregate/ group data. The managers of departments/ teams, who get responses of more than 10 will get a report that highlights aggregate data. Free text responses will be seen by managers but they will not know which individual that response is from.

Who sees the feedback?

Healthscope is committed to openness and transparency in sharing the Employee Experience Survey reports with all employees. There are three types of reports produced for Healthscope.

- One, an *all of Healthscope report* which groups the response of all employees from Healthscope. A summary of this report will be shared with all employees a few weeks after the survey closes. It will also be made available on the intranet.
- Two, a *hospital report* which groups the response of all employees from a hospital. A summary of this report will also be shared with staff at the site and made available on the intranet.
- Three, a *department/ward/ team report* which groups the response of all employees from a department/ward/ team, if a minimum of 10 responses have been received. Managers will share a summary of this report with staff at a local level.

I shared some personal feedback that I want actioned. How can I be reassured it will be actioned?

As Healthscope only see's aggregate/ group data we cannot action individual responses. If you have personal feedback that you want to share, this will need to be done through the usual channels of manager, or one up manager in the instance that your manager has not be able to respond.



When and how can I access the survey?

The survey is open from Monday 24th August to Friday 11th September

Willis Towers Watson will send an email to all staff in Healthscope/ACHA who have a company email address inviting them to take part in the survey. The email will include instructions on how to access the survey.

You will need your Employee Number to access the survey.

For staff who do not have a company email address they can still complete the survey online at

The survey can be accessed 24/7 via computer, iPad/tablets and Smartphones

Who do I contact if I cannot log in or have difficulties accessing the online survey?

For all technical problems contact Towers Watson via email at

EmployeeSurveySupport@willistowerswatson.com

How long will the survey take to complete?

Approximately 12 minutes. There are no right or wrong answers. This survey is seeking your honest opinion based on your experience and perception of the way your workplace operates.

What should I do if I don't get time at work to complete the Survey?

Speak with your manager to arrange a time to complete the Survey. You can access the survey from a computer, mobile or iPad at work or from home. You can open the survey from the link that has been emailed to your Healthscope email address, a link on the intranet or by scanning the QR code that can be found on the posters throughout the hospitals. Click here for instructions on how to use a [QR code](#).

Why are we asking for Employee Numbers?

In the past employees were asked to enter their work location and department. In some instances some departments and sites received over 100% participation rates. To increase accuracy of the team reports and also to ensure the right support and investment of time and effort of both leadership and staff is placed in the correct areas, the decision was taken to use employee numbers as a pre-coded so that responses go to the correct department.

Please be assured that, with the survey being administered by our external partner Willis Towers Watson, Healthscope does not know who is responding to the survey. We are only aware of completion rates. And again, a report cannot be generated for groups less than 10 respondents. If there are less than 10 responses, the responses are combined with site reports (*for example*).



[I didn't receive my survey.](#)

If you have a company email address and commenced working at Healthscope prior to 15 June, 2020 and haven't received your invitation to complete the survey please try accessing the survey via the intranet link or by scanning a QR code on a poster throughout the hospital. To login to the survey please enter your employee number. If you cannot login to the survey please contact your People Representative, who will escalate your concern.

[I don't know my employee number? Is it required to complete the survey?](#)

Yes, you need to enter your employee number to complete the survey. You can find your employee number on your payslip or by logging into KRONOS or Employee Self Service (where applicable).

[Where can I find out my employee number?](#)

You can find your employee number on your payslip or by logging into KRONOS or Employee Self Service (where applicable).

[What questions will be included in the Survey?](#)

The survey questions cover a range of categories about your experience with your work and your workplace including leadership and management; communication, quality, workplace health and safety, well-being, training and career development, rewards and recognition and the workplace culture.

[Why do you ask demographic questions?](#)

The first part of the survey, About You, asks for information such as where you work in the organisation, your length of service, your gender etc. The purpose of these questions is to make it possible to review people's attitudes in similar groupings. This data will only be reported if there are at least ten responses in a specific group. In examples where there are, for example, less than 10 females in a work group, the report would not provide the results by gender, ensuring the confidentiality of your results.

[Is the survey valid?](#)

Willis Towers Watson adopts a rigorous, empirically-based approach to our measurement and consulting services that can give you confidence that the survey results will guide focused action to enhance organisational performance. Willis Towers Watson's Employee Engagement Framework is grounded in organisation theory and has been validated by our work with over 350 organisations annually, including surveying more than 40 high-performing organisations each year.



How will the results be communicated?

The CEO, will share the high level results of the survey to all staff within two weeks of the survey closing. Following this all managers will get access to the Willis Towers Watson platform and they will be asked to share the results of their team with their staff.

What can I expect to happen following the survey?

After the feedback of results to all staff has been communicated, key priorities and action plans will be developed and implemented over the following months. Site leaders and managers will keep you up to date on their development, implementation and opportunities to participate.

What are some examples of actions that took place following the 2019 survey?

I started at Healthscope after the 14 June, 2020 can I complete the survey?

The employee experience survey is only open to staff who started before 14 June, 2020. Hearing the voice of new staff is captured in the Healthscope entry survey, which new starters are asked to complete at day 90 of employment.

Can VMOs complete the survey?

The employee experience survey is only open to Healthscope employees who started before 14 June, 2020. VMOs are invited to participate in the annual VMO experience survey and are always encouraged to share any feedback with their hospital leadership team.