



# Your Say Survey 2023 Frequently Asked Questions

# Summary

Our people are the heart of our organisation and we are committed to ensuring we are improving your work experience so we can achieve our ambition of being the best place to care and the best place to work.

The 2023 Your Say Survey will provide an opportunity for our people to share their views about their experiences working at Healthscope/ACHA. Through this feedback, we can identify our key strengths, as well as the areas for opportunity across the organisation.

We are committed to on-going employee listening and we want you to know it never stops being a priority.

These are some Frequently Asked Questions you may encounter before and during the survey.



## **Why are staff asked to complete a survey?**

Your feedback can make a real difference in this year's Your Say Survey. We are asking Healthscope/ACHA people to tell us about their experiences working for the organisation. We want to know what we are doing well and our areas for improvement. Direct feedback from our people helps us work towards our goal of becoming the best place to work and receive care in Australian Healthcare.

## **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 results also provide valuable information about the level of employee engagement across the business. The survey helps to identify if our teams feel that they are engaged, enabled and energised to perform their best.



## Who will be conducting the survey?

The survey will be administered online by Qualtrics (<https://www.qualtrics.com>) engaged by Healthscope to coordinate, design, collect and process responses.

## Who can participate in the survey?

Full time, part time and casual staff across Healthscope and ACHA have the opportunity to participate in the online survey.

New employees who joined Healthscope less than a month ago may not receive a link to complete the survey. If you fall into this category and would like to complete the survey please contact [organisational.development@healthscope.com.au](mailto:organisational.development@healthscope.com.au)

## Is the survey confidential?

Yes, all individual responses will remain completely confidential. The Qualtrics reports generated from Healthscope/ACHA feedback data will not contain any individual identifiers. **Qualtrics will only create reports of the survey results for distribution which include groups of 5 or more respondents.**

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



## **When and how can I access the survey?**

**The survey is open from Monday 16<sup>th</sup> October to Sunday 29<sup>th</sup> October 2023**

Qualtrics will send an email to all staff in Healthscope/ACHA to their personal and company email addresses inviting them to take part in the survey. The email will include instructions on how to access the survey and an individualised link.

You will also receive a text message inviting you to complete the survey.

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

## **Do I need my Employee Number?**

No you do not need your employee number to complete the survey. Qualtrics will be sending all Healthscope/ACHA employees an individualized survey link that is connected to your employee data. This means you will not be required to input any demographic data yourself. You will be required to complete the survey using your individualised link, not someone else's.

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

For all queries contact [Organisational.Development@healthscope.com.au](mailto:Organisational.Development@healthscope.com.au).



### **How long will the survey take to complete?**

Approximately 7 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 coverage while you complete the Survey at work where possible. You can open the survey on your computer, mobile phone or tablet by clicking on your individualised link provided to you in the launch email and text message.

### **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, workplace health and safety, well-being, training and career development, rewards and recognition and the workplace culture.



## **How will the results be communicated?**

The high level results of the survey will be communicated to all staff following the survey. Following this all managers will get access to the Qualtrics platform and they will be able to share the results of their team.

We will share overall Healthscope results through our usual channels (HINT, Healthscope Ready, Healthscope Experience). More detailed results will be shared locally through site leadership.

## **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.





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