

# ACU myVoice Casual/Sessional Staff Survey 2019

report: ACU Casual/Sessional Overall Report

start: 18 Sep 2019

close: 08 Oct 2019

responses: 480 (response rate 13%)

report margin of error: 3.8%

**voice  
project**

improving organisations  
by giving people a voice  
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# contents

<b>introduction</b>	<b>3</b>
voice engagement model	
interpreting your results	
<b>high level results</b>	<b>7</b>
passion	
wellbeing	
progress	
performance overview	
priority matrix	
top and bottom questions	
<b>detailed results</b>	<b>20</b>
complete list of category results	
complete list of question results	
<b>action planning</b>	<b>appendix</b>

# introduction

## purpose

The purpose of this report is to present the results of your organisation's employee survey. This report helps managers and employees better understand the quality of current work practices that affect employee engagement, wellbeing and organisational performance. Based on this understanding, an action plan should be created to capitalise on strengths and address development areas.

## confidentiality

Reports are only produced when the minimum number of 10 people have fully completed their surveys. Individual rating scores from respondents are never shown in these reports.

## about voice project

Since 2002 Voice Project has given a voice to over 3 million people across more than 3000 organisations. Some of the benefits our clients have gained from acting on engagement survey feedback include: increased employee engagement, reduced employee turnover, process improvements, improved career planning processes, better performance appraisal and recognition systems, and improved services to customers.

# voice engagement model

Your organisation's survey is based on the Voice Engagement Model, which identifies the **drivers** of three organisational **outcomes**.

## outcomes

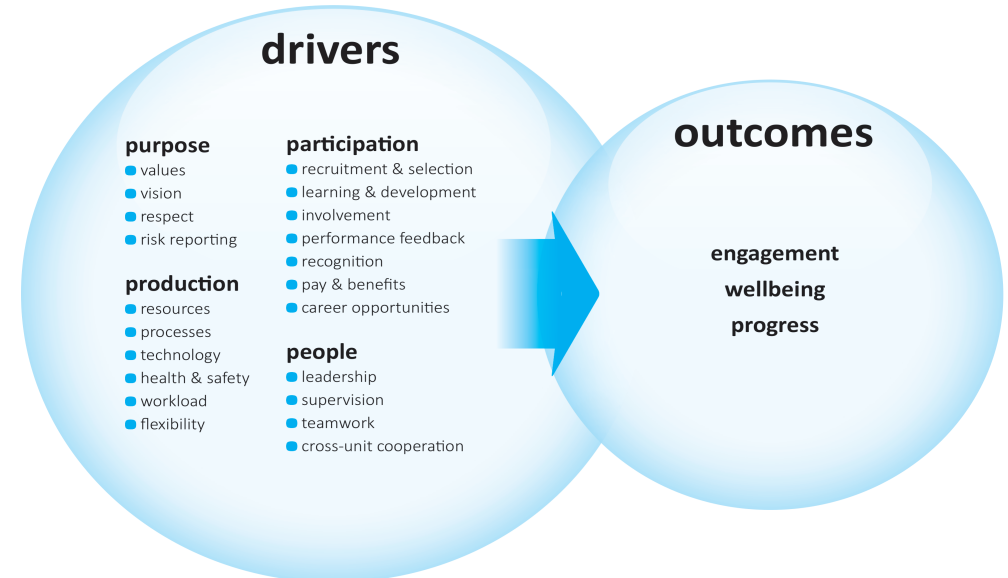
There are three main outcomes in this employee survey that are related to organisational performance:

- **Engagement** measures the overall job satisfaction of staff and their commitment to the organisation.
- **Wellbeing** measures the emotional wellness of staff at work, and their ability to successfully manage job stress.
- **Progress** measures staff perceptions about current organisational performance and optimism about the future.

## drivers

To identify how to increase engagement, wellbeing and progress, the Voice Engagement Survey measures current performance on a range of organisational practices. This assessment helps to identify areas where key changes can be made to drive stronger engagement, wellbeing and progress.

For example, if employees are unclear about the purpose of the organisation, this is likely to affect their emotional attachment to the organisation and their evaluation of its progress.



# interpreting your results

## current performance

The current performance of your organisation is reported using the statistics “% Favourable” (% Fav). The % Fav shows the percentage of people who responded favourably to your survey questions (i.e. by selecting the “Tend to Agree” or “Strongly Agree” option on your survey rating scale).

Traffic light colours are used to indicate whether the percentage favourable is “high” (80% or more people responded favourably), “moderate” (50<80% Fav) or “low” (less than 50% of people responded favourably).

## benchmark comparisons

The current performance of your organisation (% Fav) can be compared to your previous survey results (if appropriate) and to the average performance of an industry benchmark. Both of these comparisons use the statistic “% Difference” (% Diff).

Traffic light colours are used to show your performance compared to the benchmark. The % Diff can be “high” (10 percentage points or more higher than the comparison), “moderate” (less than 10 percentage points difference) or “low” (10 percentage points or more below the comparison). For example, if your “Benchmark % Diff” is +12%, this means that your results are 12 percentage points higher than the industry average and would be coloured green. Be careful interpreting the significance of small differences with lower response rates.

Note that for category scores, the % Diff is the average of the % Diffs across all benchmarkable questions in that category (tailored questions may not be benchmarkable).

current performance  
(% Fav)

high  
≥ 80%

moderate  
50 < 80%

low  
< 50%

benchmark comparisons  
(% Diff)

high  
≥ +10%

moderate  
±10%

low  
≤ -10%

The industry benchmark for this report is: **University Casual/Sessional Benchmark**

# interpreting your results

## interpreting detailed results

### excluded responses (% N/A):

For each category and question, the percentage of respondents who chose not to respond to the question (i.e. answered “Not Applicable/Don’t Know” on the survey rating scale) is shown in the column labelled “% N/A”. Analyses on all questions and categories did not include these responses.

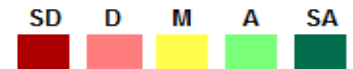
### distribution of responses:

The distribution of responses for each question and category is represented graphically (i.e. what proportion of respondents indicated responses of “Strongly Disagree”, “Tend to Disagree”, “Mixed Feelings/Neutral”, “Tend to Agree”, or “Strongly Agree” on any question or category).

### excluded responses

not applicable/  
don't know  
(% N/A)

### distribution of responses



strongly disagree (SD)

tend to disagree (D)

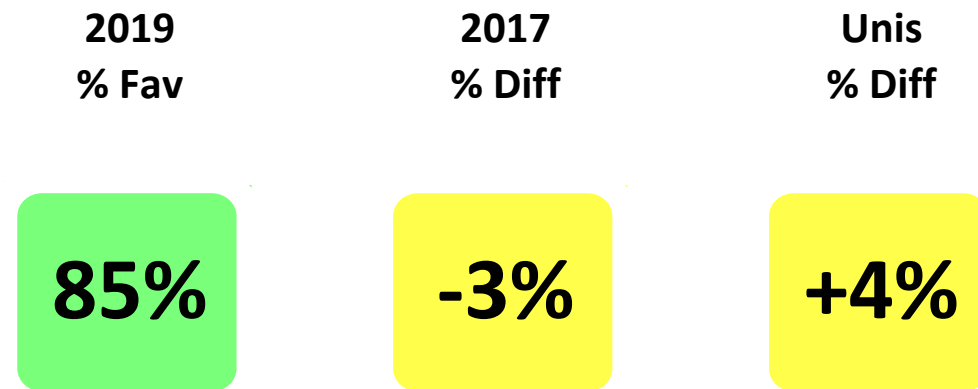
mixed feelings/neutral (M)

tend to agree (A)

strongly agree (SA)

# high level results

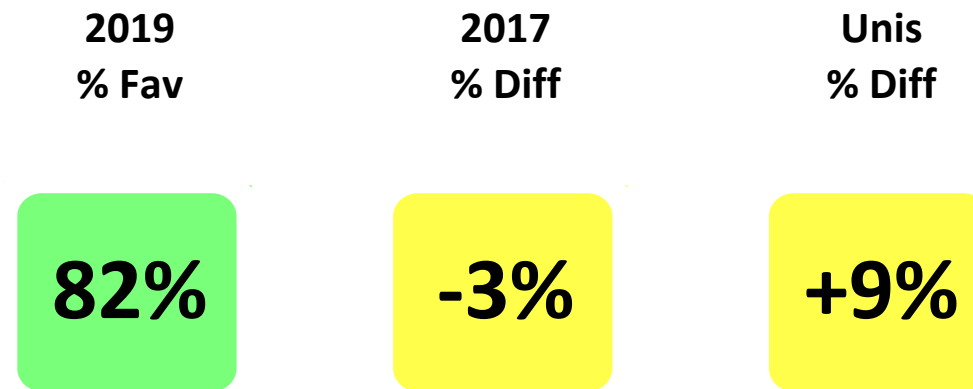
# passion



- Passion represents the level of job satisfaction and staff commitment to your organisation. Your survey data shows that engagement for your organisation is high, with 85% of survey respondents indicating they are engaged.
- Your engagement results are 3% lower than your previous survey.
- Compared to the University Casual/Sessional benchmark, your results are 4% higher than is typical at other universities.

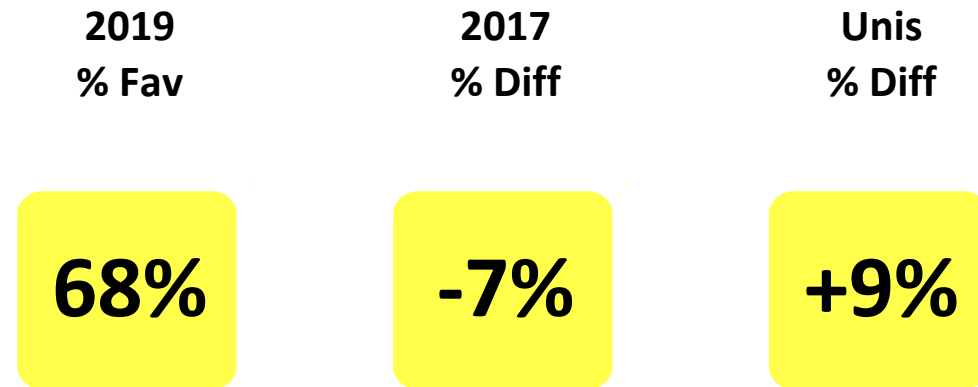


# wellbeing



- Wellbeing reflects the emotional wellness of staff at work, and their ability to successfully manage job stress. Your survey data shows that wellbeing in your organisation is high, with 82% of survey respondents indicating they feel well at work.
- Your wellbeing results are 3% lower than your previous survey.
- Compared to the University Casual/Sessional benchmark, your results are 9% higher than is typical at other universities.

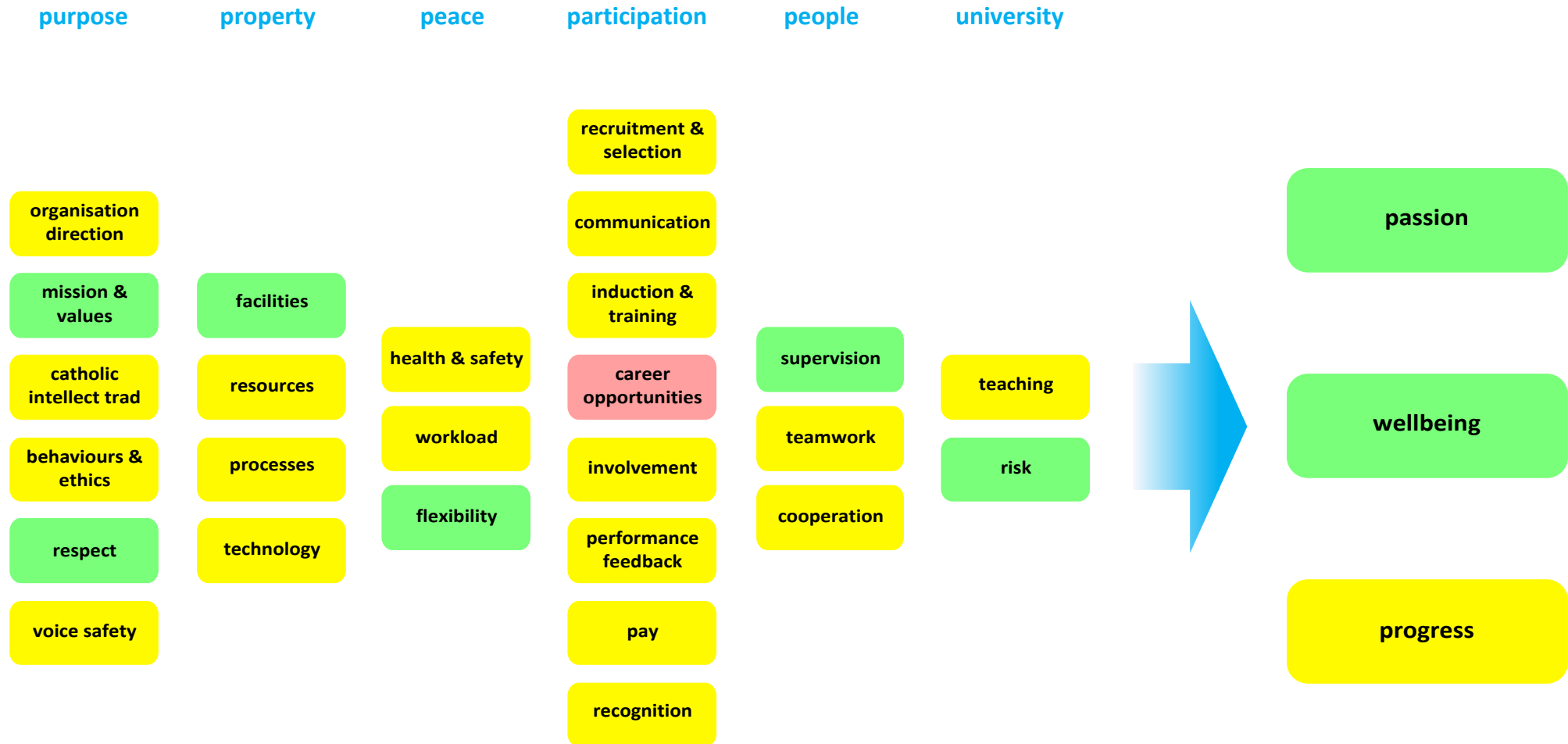
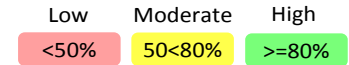
# progress



- Progress reflects staff perceptions about organisational performance. Your survey data shows that progress for your organisation is moderate, with 68% of survey respondents indicating they are satisfied with the organisation's progress and success in delivering outcomes.
- Your progress results are 7% lower than your previous survey.
- Compared to the University Casual/Sessional benchmark, your results are 9% higher than is typical at other universities.

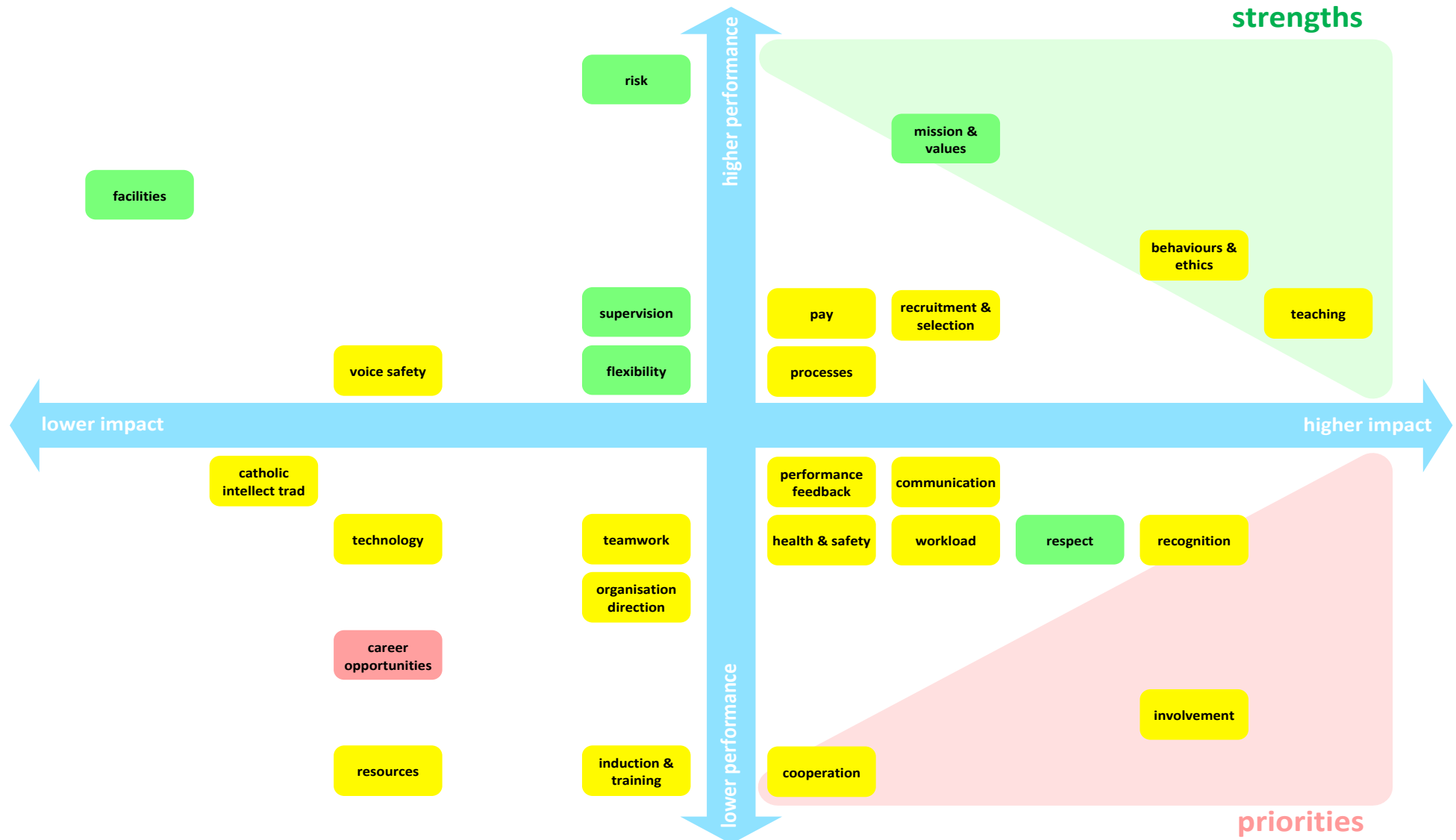
# performance overview

legend



# priority matrix

Based on analyses of the data from this survey, the practices are positioned on the matrix below in terms of **performance** (combining % favourable and the comparison to benchmark) and **impact** (the degree that each practice is likely to drive engagement, wellbeing and progress). The potential priorities for improvement are in the bottom right (ie relatively low performance and high impact).



# priorities

		2019 % Fav	2017 % Diff	Unis % Diff
<b>Involvement</b>	I am consulted before decisions that affect me are made	49%		
<b>Performance Feedback</b>	The performance feedback I am given provides me with clear guidelines for improvement	57%		
<b>Processes</b>	At ACU it is clear who has responsibility for what	54%		
<b>Recognition</b>	Overall, I feel valued at ACU	67%	-10%	+8%
<b>Teamwork</b>	I feel connected to ACU (part of the ACU community)	61%	-3%	+1%

The table above expands on the priority matrix at a question level, identifying the questions where performance was rated lowest in comparison to the relative importance of the issue. Key improvement areas, or areas of high impact in which staff perceive performance could improve, have been identified. We recommend that you consider other sources of information such as open-text comments alongside this information when determining the areas you will action.

# top 5 questions % favourable

		2019 % Fav	2017 % Diff	Unis % Diff
<b>Risk</b>	I take adequate measures to ensure the University's information is managed appropriately	96%		
<b>Passion</b>	I like the kind of work I do	96%	0%	0%
<b>Risk</b>	I report risk issues whenever they occur	93%		
<b>Respect</b>	Sexual harassment is prevented and discouraged	93%	+2%	+3%
<b>Supervision</b>	I am held accountable for my actions	92%		

# top 5 questions compared to previous survey

		2019 % Fav	2017 % Diff	Unis % Diff
<b>Teaching</b>	Overall, I am supported and encouraged to be a better teacher by ACU	73%	<b>+14%</b>	
<b>Respect</b>	Sexual harassment is prevented and discouraged	93%	<b>+2%</b>	+3%
<b>Mission &amp; Values</b>	I am aware of the values of ACU	88%	<b>+1%</b>	
<b>Passion</b>	I feel a sense of loyalty and commitment to ACU	84%	<b>+1%</b>	+7%
<b>Respect</b>	Discrimination is not tolerated at ACU	84%	<b>+1%</b>	-1%

# top 5 questions compared to benchmarks

		2019 % Fav	2017 % Diff	Unis % Diff
<b>Career Opportunities</b>	I am confident that I will be offered further casual/sessional work at ACU	68%	-1%	+20%
<b>Processes</b>	Our processes are efficient	54%	-12%	+17%
<b>Pay</b>	ACU sets clear expectations about pay rates at the time of appointment	85%	-2%	+14%
<b>Career Opportunities</b>	There are enough opportunities for a continuing or fixed term role at ACU	34%	-12%	+13%
<b>Recruitment &amp; Selection</b>	I received sufficient notice from the university about casual/sessional work before I was hired	67%	-13%	+13%



# bottom 5 questions % favourable

		2019 % Fav	2017 % Diff	Unis % Diff
<b>Career Opportunities</b>	I believe there is a career path for regular casual/sessional staff at ACU	33%	-11%	+10%
<b>Career Opportunities</b>	There are enough opportunities for a continuing or fixed term role at ACU	34%	-12%	+13%
<b>Involvement</b>	I am consulted before decisions that affect me are made	49%		
<b>Induction &amp; Training</b>	I am supported to take on professional development opportunities	52%	-5%	+2%
<b>Progress</b>	Change is handled well at ACU	53%		

# bottom 5 questions compared to previous survey

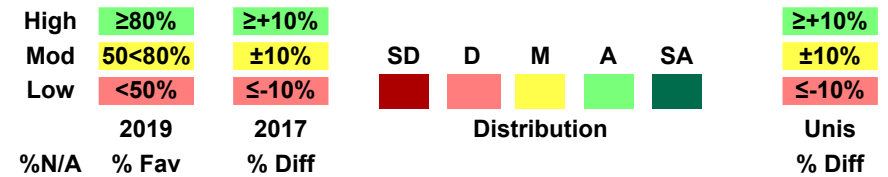
		2019 % Fav	2017 % Diff	Unis % Diff
<b>Cooperation</b>	There is an opportunity for collaboration with colleagues at ACU	59%	-22%	
<b>Respect</b>	There is equal opportunity for all sessional/casual staff at ACU	55%	-16%	0%
<b>Recruitment &amp; Selection</b>	I received sufficient notice from the university about casual/sessional work before I was hired	67%	-13%	+13%
<b>Processes</b>	Our processes are efficient	54%	-12%	+17%
<b>Career Opportunities</b>	There are enough opportunities for a continuing or fixed term role at ACU	34%	-12%	+13%

# bottom 5 questions compared to benchmarks

		2019 % Fav	2017 % Diff	Unis % Diff
<b>Resources</b>	I have access to the information I need to do my job well	75%		-10%
<b>Resources</b>	I have access to the right equipment to do my job well	68%	-7%	-6%
<b>Induction &amp; Training</b>	I have been provided with a comprehensive induction to my work area	59%	-10%	-4%
<b>Resources</b>	I have access to the necessary workspace to do my job well	73%	-9%	-1%
<b>Respect</b>	Bullying and abusive behaviours are not tolerated at ACU	80%	-2%	-1%

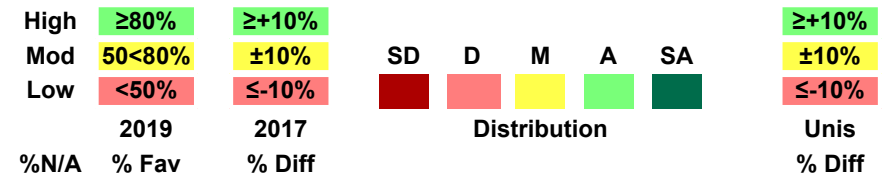
# detailed results

# category results



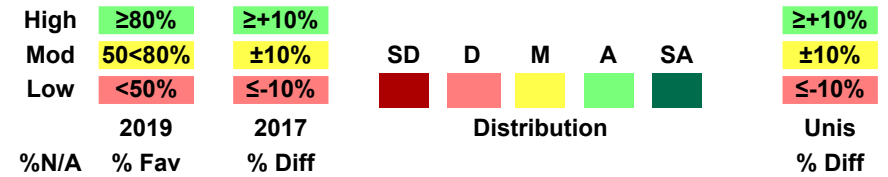
Category	Sub-category	%N/A	2019 % Fav	2017 % Diff	Distribution	Unis % Diff
PASSION		1%	85%	-3%		+4%
WELLBEING		1%	82%	-3%		+9%
PROGRESS		18%	68%	-7%		+9%
PURPOSE	Organisation Direction	7%	68%	-3%		
	Mission & Values	4%	85%	0%		
	Catholic Intellectual Tradition	10%	73%	0%		
	Behaviours & Ethics	10%	79%	-4%		
	Respect	13%	82%	-3%		+1%
PROPERTY	Voice Safety	6%	75%	-8%		
	Facilities	8%	83%			
	Resources	4%	72%	-8%		-6%
	Processes	3%	59%	-12%		+17%
PEACE	Technology	7%	71%			
	Health & Safety	14%	71%	-4%		
	Workload	2%	74%	-9%		+4%
PARTICIPATION	Flexibility	4%	81%	-2%		+4%
	Recruitment & Selection	12%	72%	-7%		+12%
	Communication	6%	73%	-7%		+7%
	Induction & Training	11%	59%	-8%		+1%
	Career Opportunities	13%	45%	-8%		+15%
PEOPLE	Involvement	5%	64%			
	Performance Feedback	7%	68%	0%		+10%
	Pay	3%	75%	-6%		+11%
	Recognition	2%	67%	-10%		+8%
	Supervision	6%	86%	-2%		+4%
	Teamwork	4%	77%	-3%		+2%
UNIVERSITY	Cooperation	9%	63%	-22%		
	Teaching	34%	77%	+1%		+9%
	Risk	13%	89%			

# question results



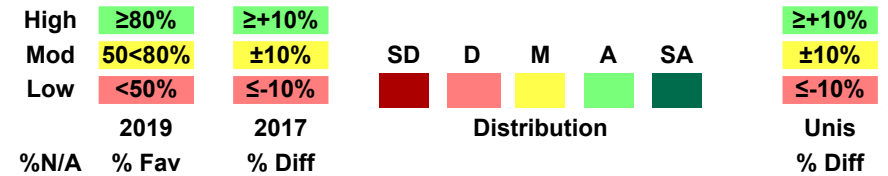
Category	Statement	%N/A	2019 % Fav	2017 % Diff	SD	D	M	A	SA	Unis % Diff
Organisation Direction	1 I am aware of the Vision for the future of ACU	10%	58%	-3%						
	2 ACU has a strong focus on achieving positive results	3%	78%							
Mission & Values	3 I believe in the overall purpose of ACU	4%	84%	-1%						
	4 I am aware of the values of ACU	3%	88%	+1%						
	5 I believe in the values of ACU	5%	83%	-1%						
	6 I believe in the work done by ACU	4%	85%							
Catholic Intellectual Tradition	7 I understand how the Catholic Intellectual Tradition contributes to ACU's mission and values	10%	73%	0%						
Behaviours & Ethics	8 ACU is ethical	3%	83%	-2%						
	9 ACU staff act with integrity	3%	84%							
	10 ACU is socially responsible	5%	85%	-2%						
	11 ACU is environmentally responsible	12%	73%	-7%						
	12 At ACU, inappropriate/unethical behaviour is addressed.	25%	71%	-3%						

# question results



Category	Question	%N/A	2019 % Fav	2017 % Diff	SD	D	M	A	SA	Unis % Diff
Respect	15 Staff treat each other with respect	3%	85%							0%
	16 There is equal opportunity for all sessional/casual staff at ACU	13%	55%	-16%						0%
	17 Discrimination is not tolerated at ACU	13%	84%	+1%						-1%
	18 Bullying and abusive behaviours are not tolerated at ACU	14%	80%	-2%						-1%
	19 Sexual harassment is prevented and discouraged	17%	93%	+2%						+3%
	20 At ACU gender-based harassment and sexual harassment is not tolerated	18%	91%	0%						+2%
Voice Safety	21 If I saw misconduct of other staff, I would feel safe reporting it	5%	78%							
	22 I feel safe raising workplace issues at ACU	7%	71%	-8%						

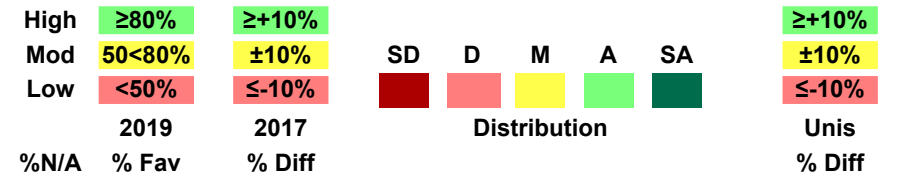
# question results



Category	Question	%N/A	2019 % Fav	2017 % Diff	SD	D	M	A	SA	Unis % Diff
Facilities	23 The buildings, grounds and facilities I use are in good condition	6%	82%							
	24 The buildings, grounds and facilities I use are regularly serviced	9%	83%							
Resources	25 I have access to the necessary workspace to do my job well	6%	73%	-9%						-1%
	26 I have access to the right equipment to do my job well	4%	68%	-7%						-6%
	27 I have access to the information I need to do my job well	1%	75%							-10%
Processes	28 There are clear policies and procedures for how work is to be done	2%	69%							
	29 Our processes are efficient	3%	54%	-12%						+17%
	30 At ACU it is clear who has responsibility for what	4%	54%							
Technology	31 ACU makes good use of technology	4%	73%							
	32 Staff at ACU have good skills at using the technology we have	9%	68%							

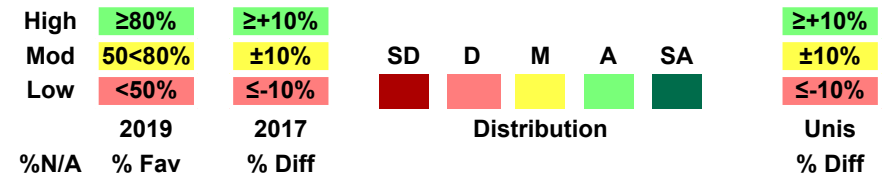


# question results



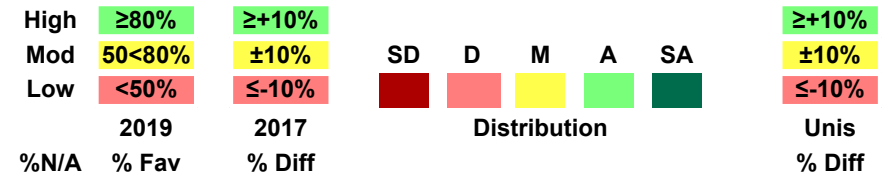
Category	Question ID	Question Text	%N/A	2019 % Fav	2017 % Diff	SD	D	M	A	SA	Unis % Diff
Health & Safety	33	Keeping high levels of health and safety is a priority of ACU	13%	81%							
	34	I am given all necessary safety equipment and training	16%	62%	-4%						
	35	Staff are aware of their work health and safety responsibilities	14%	68%							
	36	My supervisor encourages healthy and safe behaviour	13%	77%							
	37	I know where to get help if I am feeling emotionally unwell or unsafe at work	12%	67%							
Workload	38	My workload is manageable	1%	78%	-9%						+4%
	39	I am given enough time to do my job well	2%	70%							
Flexibility	40	I have the flexibility I need to manage my work, family, caring responsibilities and other commitments	5%	83%	-2%						+4%
	41	I maintain a good balance between work and other aspects of my life	3%	79%							

# question results



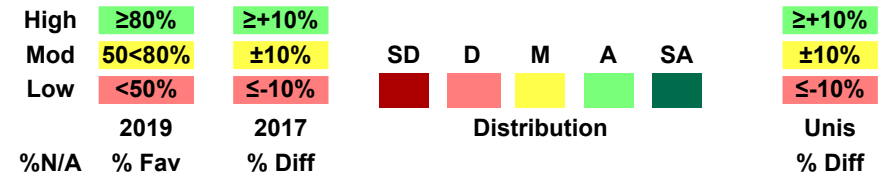
Category	Question	2019 % Fav	2017 % Diff	SD	D	M	A	SA	Unis % Diff
Recruitment & Selection	42 The process for hiring sessional/casual staff is fair	17%	-5%						+12%
	43 The online employment process was effective	23%	-7%						
	44 I received sufficient notice from the university about casual/sessional work before I was hired	6%	-13%						+13%
	45 I fully understood the type of work I would be doing prior to accepting employment at ACU	1%	-5%						
Communication	46 ACU keeps me informed about changes to my work and/or the course/unit that I teach	9%	-9%						+7%
	47 ACU makes effective use of communication tools (e.g. emails, face-to-face)	2%	-5%						+7%
Induction & Training	48 I have been provided with a comprehensive induction to my work area	6%	-10%						-4%
	49 I had the information and access to systems I needed to do my job on my first day	4%	-9%						
	50 I am supported to take on professional development opportunities	18%	-5%						+2%
	51 The training provided is relevant for my role	16%	-7%						+6%

# question results



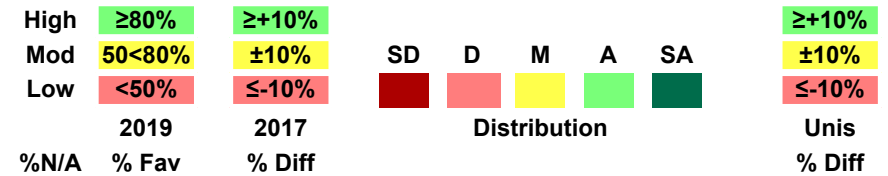
Category	Question	2019 % Fav	2017 % Diff	SD	D	M	A	SA	Unis % Diff
Career Opportunities	52 There are enough opportunities for a continuing or fixed term role at ACU	20%	-12%	■	■	■	■	■	+13%
	53 I believe there is a career path for regular casual/sessional staff at ACU	16%	-11%	■	■	■	■	■	+10%
	54 I am confident that I will be offered further casual/sessional work at ACU	4%	-1%			■	■	■	+20%
Involvement	55 I am encouraged to give feedback about things that concern me	3%			■	■	■	■	
	56 I am consulted before decisions that affect me are made	8%		■	■	■	■	■	
	57 I am empowered to make decisions needed to do my job well	4%			■	■	■	■	
	58 I am encouraged to put forward ideas for improvement	6%			■	■	■	■	
Performance Feedback	59 I receive feedback about my performance	5%	0%		■	■	■	■	+10%
	60 The performance feedback I am given provides me with clear guidelines for improvement	11%			■	■	■	■	
	61 I understand how my job contributes to the overall success of ACU	3%				■	■	■	

# question results



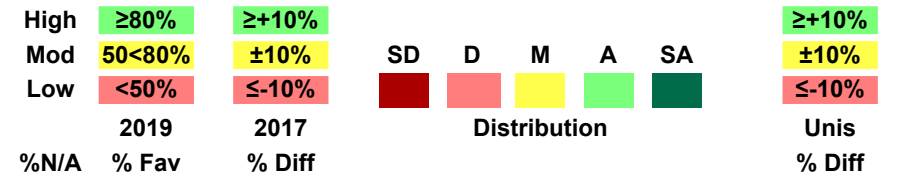
Category	Question	2019 %N/A	2019 % Fav	2017 % Diff	Distribution	Unis % Diff
Pay	62 I am paid fairly for the work that I do	0%	68%	-11%	SD, D, M, A, SA	+8%
	63 Where I am directed to undertake additional work, I am paid for this work	7%	72%		SD, D, M, A, SA	
	64 ACU sets clear expectations about pay rates at the time of appointment	1%	85%	-2%	SD, D, M, A, SA	+14%
Recognition	65 My contributions are recognised	3%	67%		SD, D, M, A, SA	
	66 Overall, I feel valued at ACU	1%	67%	-10%	SD, D, M, A, SA	+8%
Supervision	67 I have confidence in the ability of my supervisor	3%	85%		SD, D, M, A, SA	
	68 My supervisor behaves in a way that is consistent with the values of ACU	6%	87%		SD, D, M, A, SA	
	69 I am held accountable for my actions	4%	92%		SD, D, M, A, SA	
	70 My supervisor keeps me informed	3%	80%		SD, D, M, A, SA	+5%
	71 My supervisor gives me help and support	3%	82%	-2%	SD, D, M, A, SA	+5%
	72 My supervisor listens to what I have to say	5%	84%		SD, D, M, A, SA	
	73 My supervisor supports equality between genders	19%	90%	-2%	SD, D, M, A, SA	+1%

# question results



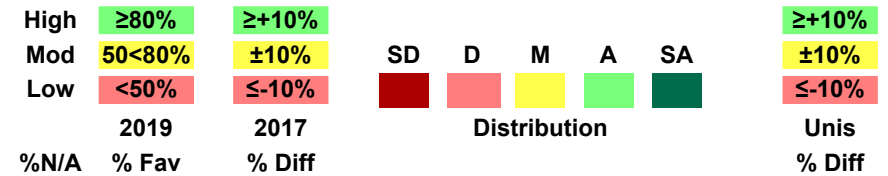
		%N/A	2019 % Fav	2017 % Diff						
<b>Teamwork</b>	74 I have confidence in the ability of my co-workers	5%	84%							
	75 My co-workers give me help and support	5%	86%						+4%	
	76 I feel connected to ACU (part of the ACU community)	3%	61%	-3%					+1%	
<b>Cooperation</b>	77 Knowledge and information are shared throughout ACU	8%	67%							
	78 There is an opportunity for collaboration with colleagues at ACU	10%	59%	-22%						
<b>Passion</b>	79 I am proud to tell people that I work for ACU	1%	82%	-3%					+1%	
	80 I feel a sense of loyalty and commitment to ACU	1%	84%	+1%					+7%	
	81 I would recommend ACU as a great place to work	1%	74%	-9%					+7%	
	82 My work gives me a feeling of personal accomplishment	1%	90%							
	83 I like the kind of work I do	0%	96%	0%						0%

# question results



Category	Question	2019 % Fav	2017 % Diff	SD	D	M	A	SA	Unis % Diff
Wellbeing	84 My job has a positive impact on my wellbeing	79%							
	85 I feel in control of things in my job	76%							
	86 I experience more positive than negative emotions at work	87%							
	87 I am able to keep my job stress at an acceptable level	84%	-3%						+9%
Progress	88 Change is handled well at ACU	53%							
	89 ACU is innovative	63%							
	90 Customers are satisfied with our products and/or services	68%							
	91 I would recommend ACU's products and/or services	77%							
	92 The goals of ACU are being reached	68%	-5%						+12%
	93 The future for ACU is positive	77%	-8%						+7%

# question results



Category	Item	2019 % Fav	2017 % Diff	SD	D	M	A	SA	Unis % Diff
Teaching	94 My sessional teaching is valued by ACU	34%	-4%						+12%
	95 My sessional teaching is valued by my Faculty/School	33%	-3%						+8%
	96 I am given enough support to achieve my teaching goals	33%	0%						+10%
	97 I have access to technology to aid my teaching	34%	-3%						+5%
	98 I receive feedback from the Student Evaluation of Learning and Teaching (SELT) to help improve my teaching	37%							
	99 Overall, I am supported and encouraged to be a better teacher by ACU	34%	+14%						
Risk	100 I report risk issues whenever they occur	15%							
	101 I take adequate measures to ensure the University's information is managed appropriately	10%							
	102 I understand what level of risk is acceptable in my work unit	11%							
	103 I can openly discuss negative issues and concerns with my supervisor	6%							
	104 I consider risk when making decisions or recommending courses of action to my supervisor	15%							
	105 Overall, I believe ACU has an effective risk culture	19%							