

COVID-19 Staff Check-In Survey

report: Australian Catholic University Overall Report

start: 1 October 2020

close: 9 October 2020

responses: 1107 (response rate 22%)

report margin of error: 2.4%

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by giving people a voice
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introduction

purpose

The purpose of this report is to present the results of your organisation's staff check-in survey. This report helps understand how employees are coping and adapting during the COVID-19 (Coronavirus) pandemic and the support they need. Based on this understanding, an action plan should be created to address employees' needs.

confidentiality

Reports are only produced when the minimum number of 5 people have fully completed their surveys. Individual rating scores from respondents are never shown in these reports.

Unedited employee comments are included in the overall organisational report. When included, the order of the comments is randomised to maximise anonymity.

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.

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).

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).

definitions

The following definitions were referenced throughout the survey:

- “**Senior Management**” = Our most senior group of managers
- “**My manager**” = The person you directly report to

current performance
(% Fav)

high
>= 80%

moderate
50 < 80%

low
< 50%

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

wellbeing

30 Sep
% Fav



- Wellbeing reflects the emotional wellness of staff, their level of stress and sense of safety. Your survey data shows that wellbeing in your organisation is moderate, with 70% of survey respondents indicating they feel well at this time.

progress

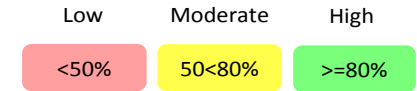
30 Sep
% Fav



- Progress reflects staff perceptions about organisational performance and continuity. Your survey data shows that progress for your organisation is moderate, with 69% of survey respondents indicating they are satisfied with the organisation's response to the situation.

performance overview

legend



process continuity

communication

resources

work/life balance

involvement

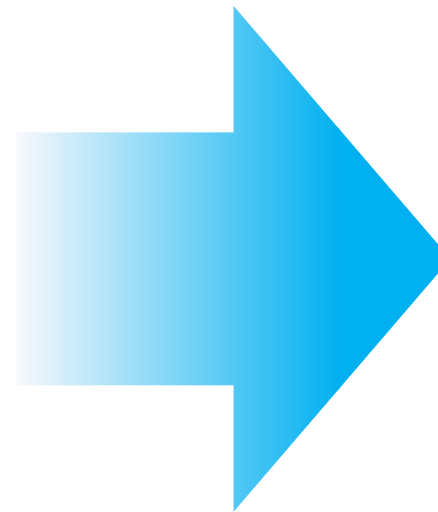
health & safety

support continuity

senior management

supervision

collaboration

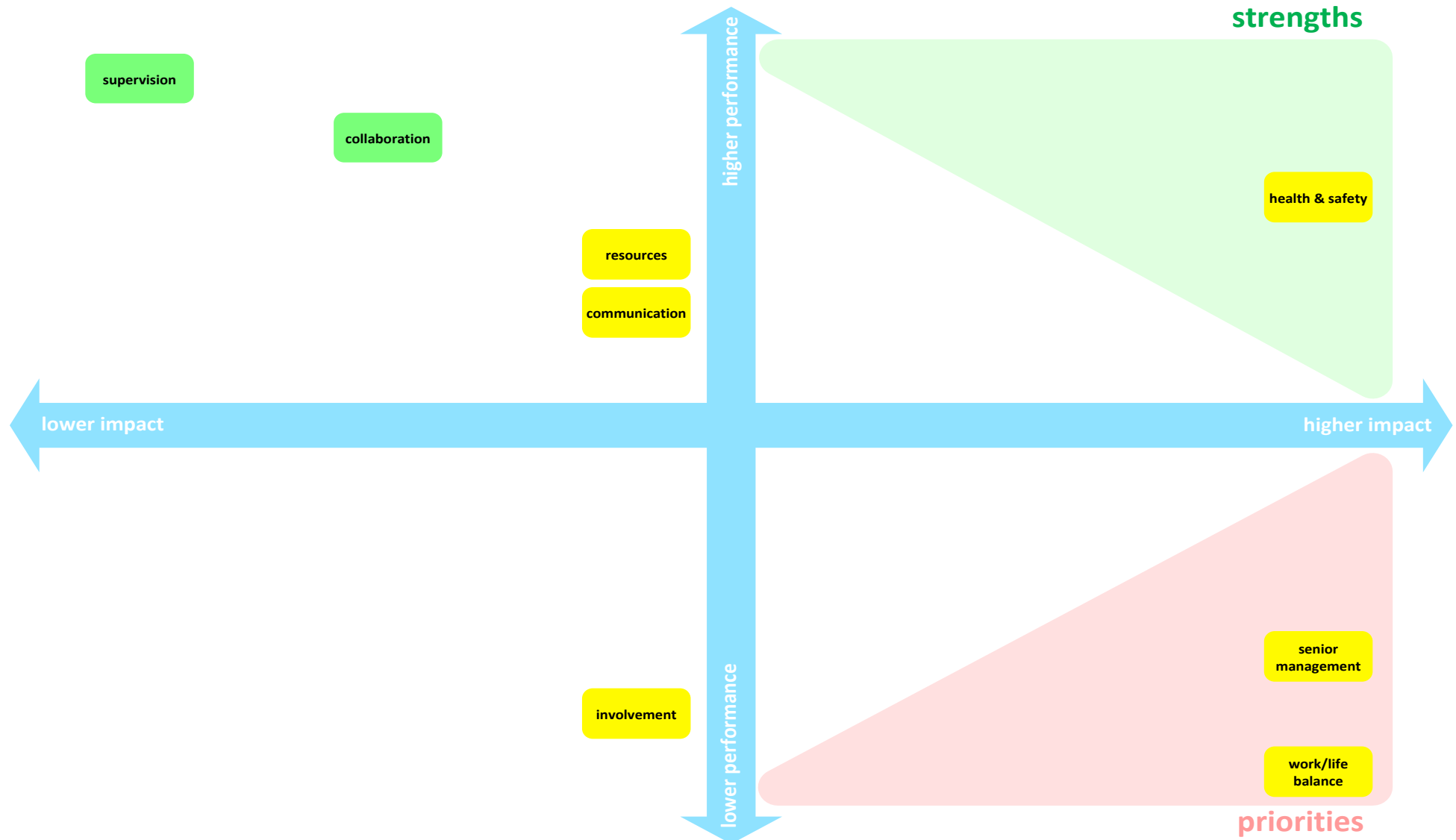


wellbeing

progress

priority matrix

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



priorities

		30 Sep % Fav
Senior Management	Senior management are making effective decisions in response to COVID-19	64%
Work/Life Balance	I am able to meet my family responsibilities while still doing what is expected of me at work	62%
Work/Life Balance	My workload is manageable	59%
Health & Safety	Keeping high levels of health and safety is a priority of this organisation	68%
Work/Life Balance	This organisation has enough flexible work arrangements to meet my needs	62%

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

30 Sep
% Fav

Health & Safety

I am aware of the processes to follow should I become unwell

90%

Collaboration

I have good communication with my co-workers

90%

Collaboration

My team has been able to work together effectively during the disruption caused by COVID-19

87%

Health & Safety

I am aware of the processes to follow if someone I have been in contact with becomes unwell

84%

Communication

I am aware of the changes made in how we work and operate

83%

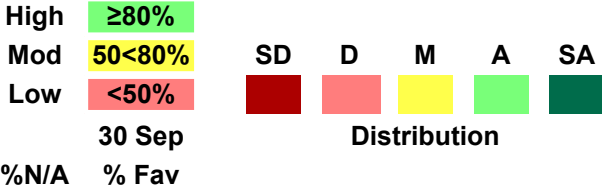
bottom 5 questions % favourable

30 Sep
% Fav

Work/Life Balance	My workload is manageable	59%
Wellbeing	I am able to keep my stress at an acceptable level	60%
Progress	Workplace changes associated with COVID-19 have been managed well	61%
Work/Life Balance	I am able to meet my family responsibilities while still doing what is expected of me at work	62%
Work/Life Balance	This organisation has enough flexible work arrangements to meet my needs	62%

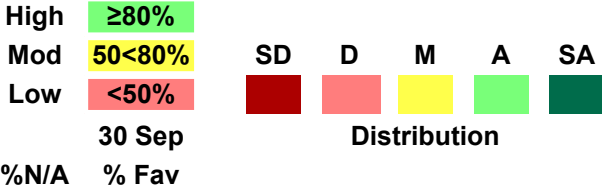
detailed results

category results



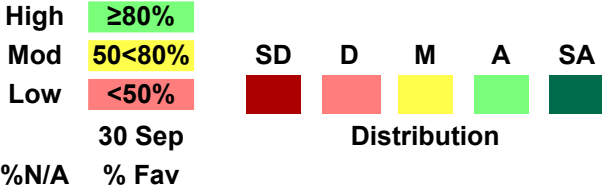
Category	Sub-category	%N/A	% Fav	SD	D	M	A	SA
WELLBEING		0%	70%					
PROGRESS		2%	69%					
PROCESS CONTINUITY	Communication	0%	76%					
	Resources	2%	77%					
	Work/Life Balance	2%	61%					
	Involvement	0%	66%					
	Health & Safety	3%	77%					
SUPPORT CONTINUITY	Senior Management	1%	69%					
	Supervision	0%	82%					
	Collaboration	4%	80%					

question results



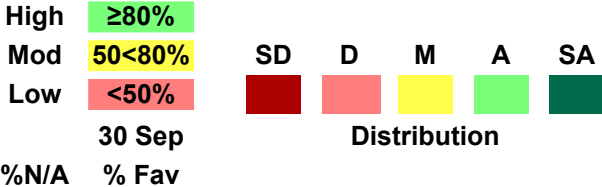
Category	Question	%N/A	% Fav	SD	D	M	A	SA
Communication	1 This organisation’s communication about COVID-19 has been clear and timely	0%	75%	0%	0%	0%	15%	15%
	2 I am aware of the changes made in how we work and operate	0%	83%	0%	0%	0%	17%	17%
	3 I am aware how COVID-19 will impact my job	0%	69%	0%	0%	0%	11%	20%
Resources	4 I have access to the information I need to do my job well	0%	80%	0%	0%	0%	20%	20%
	5 I have access to the right equipment to do my job well	0%	76%	0%	0%	0%	24%	24%
	6 I have access to the technology and support I need to work from home (please select N/A if you are unlikely to work from home)	6%	78%	0%	0%	0%	16%	16%
	7 There are clear processes for how work is to be done	0%	71%	0%	0%	0%	29%	29%
Work/Life Balance	8 My workload is manageable	0%	59%	0%	0%	0%	41%	41%
	9 This organisation has enough flexible work arrangements to meet my needs	2%	62%	0%	0%	0%	38%	38%
	10 I am able to meet my family responsibilities while still doing what is expected of me at work	4%	62%	0%	0%	0%	36%	36%

question results



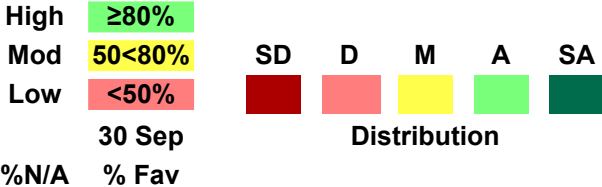
Category	Question	%N/A	% Fav	SD	D	M	A	SA
Involvement	11 I am empowered to make decisions needed to do my job well	1%	66%	0%	0%	0%	0%	0%
	12 I am encouraged to give feedback about things that concern me	0%	65%	0%	0%	0%	0%	0%
Health & Safety	13 Keeping high levels of health and safety is a priority of this organisation	0%	68%	0%	0%	0%	0%	0%
	14 We are given all necessary safety information and safety equipment to manage the risk of COVID-19	4%	67%	0%	0%	0%	0%	0%
	15 My co-workers are taking appropriate precautions to protect themselves and others (physical distancing, cleaning etc.)	13%	77%	0%	0%	0%	0%	0%
	16 I know where to get help if I am feeling emotionally unwell or unsafe	1%	77%	0%	0%	0%	0%	0%
	17 I am aware of the processes to follow should I become unwell	1%	90%	0%	0%	0%	0%	0%
	18 I am aware of the processes to follow if someone I have been in contact with becomes unwell	1%	84%	0%	0%	0%	0%	0%

question results



Category	Item	%N/A	% Fav	SD	D	M	A	SA
Senior Management	19 Senior management keep staff informed	1%	74%	1%	1%	1%	1%	1%
	20 Senior management are making effective decisions in response to COVID-19	2%	64%	2%	2%	2%	2%	2%
Supervision	21 My manager gives me help and support	0%	82%	0%	0%	0%	0%	0%
	22 I have good communication with my manager	0%	83%	0%	0%	0%	0%	0%
Collaboration	23 My team has been able to work together effectively during the disruption caused by COVID-19	2%	87%	2%	2%	2%	2%	2%
	24 I have good communication with my co-workers	1%	90%	1%	1%	1%	1%	1%
	25 My work unit receives help and support from other work units	9%	62%	9%	9%	9%	9%	9%

question results



Category	Question ID	Question Text	%N/A	% Fav	Distribution
Wellbeing	26	I am coping well with the disruption due to COVID-19	0%	67%	SD, D, M, A, SA
	27	I feel safe carrying out my role	0%	82%	D, M, A, SA
	28	I am able to keep my stress at an acceptable level	0%	60%	SD, D, M, A, SA
Progress	29	Workplace changes associated with COVID-19 have been managed well	2%	61%	SD, D, M, A, SA
	30	We will be able to continue supporting our customers/clients	3%	81%	D, M, A, SA
	31	The future for this organisation is positive	2%	65%	SD, D, M, A, SA