



## **2023 Employee and Volunteer Engagement Survey – Frequently Asked Questions**

See below for answers to a list of commonly asked questions relating to our Employee and Volunteer Engagement Surveys.

### **What are the Cancer Council CCNSW Employee and Volunteer Engagement Surveys?**

Cancer Council NSW conducts engagement surveys every 2 years to give employees and volunteers the opportunity to anonymously express their views about how the organisation is doing, your experience and how we can improve. We conduct two surveys – an Employee Engagement Survey and a Volunteer Engagement Survey.

### **Why are we running the survey?**

The survey will provide insight into what we do well and critical issues within our organisation, and the report will highlight suggestions on what we can do to improve. Results will be used to develop divisional action plans and an overarching organisational action plan ensuring we act on the areas identified as priorities.

In addition, we will be able to see a comparison between our results and the average results for the sector.

### **Who should complete the survey?**

Employees and volunteers are invited to complete the survey. This includes all permanent, part time, contract and casual employees as well as those on leave (annual, parental, etc) at the time of the survey.

For volunteers, the survey will be sent to all registered active volunteers.

### **When will the survey run?**

The survey will go live at 10am Monday 20 March 2023 and close on Friday 31 March 2023.

### **How can I participate?**

A survey link will be sent to you from our CEO, Sarah Hosking at 10am Monday 20<sup>th</sup> March 2023. Simply click on the link to access the survey in your internet browser, and follow the prompts to complete the survey.

It can be completed in multiple sittings using your own unique 'return link' which only you will be provided with when you begin the survey.

### **Can I complete the survey on my smart phone?**

Yes, the survey can be completed on computer, tablet or smart phone.

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

The survey will take about 15 minutes to complete online for employees. For volunteers, the survey will take about 10 minutes to complete online.

### **Who is Voice Project?**

Voice Project is a third party research and consulting company associated with Macquarie University, Sydney, Australia. They are assisting in the design, administration, data collection, analysis, and reporting of the results from this year's survey.

### **Is the survey anonymous?**

Yes, this is an anonymous survey, in that your individual responses cannot be identified by anyone at Cancer Council NSW and we cannot identify who has or has not completed the survey.

To calculate response rates, the Voice Project will receive a list of all respondents and total headcount numbers for each division before the survey launches.

### **Is the survey confidential?**

Yes. The survey is administered by Voice Project. All answers go directly to Voice Project, who will analyse the results for us. Cancer Council NSW does not receive the raw data. Individual ratings will be aggregated, and free text comments will be collated in groups for reports by division and unit.

For the Volunteer Survey, results will be collated in groups by division and unit.

Voice Project consultants are bound by the code of ethics of the Australian Psychological Society, and the Psychology Board of Australia.

### **Why do you ask staff to identify their unit?**

We ask staff and volunteers to identify the unit they belong to so that we can provide targeted feedback for each division. Results can only be reported for groups with 5 or more respondents.

### **Why do you ask demographic questions?**

We ask a list of optional demographic questions to understand the workforce diversity at CCNSW. Additionally, we may use aggregate data to address targeted issues within the organisation – for example, differences between needs of new and longer tenured staff and volunteers.

Demographic information (gender, tenure, employment type, etc) is collected and analysed at the organisation level (not division or unit) for each of the demographic items. Demographic information is **NOT** combined in any way that could identify individuals. For example, we do not combine gender and employment type to look at responses for male staff who are full time.

### **Is the survey valid?**

The survey was developed by researchers at Voice Project and Macquarie University. The psychometric support for the reliability and validity of the tool has been published in the Australian Journal of Psychology, a peer-review journal. In addition, the survey has been administered to over 2700 organisations. If you have specific question about the tool, please contact [enquiries@voiceproject.com](mailto:enquiries@voiceproject.com)

### **Is the survey compulsory?**

No, the survey is not compulsory. However, we strongly encourage you to participate, so that we may get a high response rate. This will make sure that we are acting on collective feedback, and that any actions taken reflect the views of all staff, rather than the voice of a vocal few.

### **How will the data be used?**

The data will reside with Voice Project.

### **Will the results be made available?**

Yes, Voice Project will be sharing the results with the CEO, the Executive Team, People and Communications and Divisional Engagement Leads in the first instance.

After that, results will be cascaded in the following way to allow for the development of targeted action plans:

- Organisational results for both surveys will be shared with all staff and volunteers at KIT in the first instance.
- Divisional results for both surveys will be shared by Directors (and DELs) with all divisional staff and volunteers following KIT.
- Where unit reports are received (depending on 5 or more responses to ensure anonymity), Directors will work with divisional management to share these results.

**Who has access to the text comments provided by staff?**

The CEO, the Executive Leadership Team and the People and Communications Division will be provided with the full set of free text responses. Additionally, some free text responses may be shared with other stakeholders (e.g., divisional management and DELs) to demonstrate common themes from both the qualitative and quantitative results, or to share insights received through the survey more broadly so they can action appropriately.

The level of detail provided in your comment is up to you. So please don't mention names or provide any information that would enable individuals, including yourself, to be identified. The Voice Project will remove any identifying information where possible.

**Are our survey results benchmarked?**

Yes, Voice Project provide us with both internal and external benchmarking data. This includes results comparisons between this year's results and previous year's results as well as external benchmarks against our industry sector and against all industries (Australia specific).

**What can I expect to happen following the survey?**

After the feedback of results to all staff and volunteers at KIT, your Divisional Engagement Lead will lead the divisional engagement working group to develop and execute your Divisional Action Plan. Please reach out to your Divisional Engagement Lead if you would like to participate in your divisions working group.

**Will we do the survey again?**

Yes, we plan to survey again in 2 years. This will help us keep track of our progress and developing new action plans.

**Who should I contact if I have more questions?**

If you have any questions, please contact Diana Tartaglia in People and Communications at [diana.tartaglia@nswcc.org.au](mailto:diana.tartaglia@nswcc.org.au)