



**GOOD
DAY AT
WORK**

POWERED BY
robertsoncooper

Wellbeing Survey 2021

Frequently Asked Questions

The key points

Why is Southern NSW Local Health District doing a Wellbeing Survey?

So that we can best support you, we are running a survey to better understand the organisation's current position on employee mental health and wellbeing.

By doing this – it gives you a chance to positively influence the future of our people's mental health and wellbeing by anonymously and confidentially sharing your feedback with us. The more people who complete the survey, and the more honest the answers, the better the result. This will provide evidence about where we need to improve the workplace.

Wellbeing is an important part of our journey of renewal. It relates directly with the Elevate program, specifically two principles:

- 2 – Measure the important things
- 5 – Focus on employee engagement.

Will I receive personal feedback on my results?

Yes. You will be able to download a personalised Wellbeing Snapshot report as soon as you complete the survey.

Who is taking part in the survey?

All people who work for SNSWLHD will be invited to take part.

When do I complete the survey?

You will receive an email invite from Robertson Cooper on Tuesday 3rd August. The email will come from the web address gooddayatwork.co.uk.

What happens after the survey has closed?

We will analyse the survey data and share the results with key stakeholders across Southern. These results will then be shared throughout the organisation to assist in development of the future approach for employee wellbeing. While the results will normally be broken down into Directorate, Site and Units/Departments/Sections/Teams within a Site or Directorate, this will only occur where more than 8 people in an individual Unit/Department/Section have completed a survey. This ensures anonymity and confidentiality.

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About the survey questions

What is the survey about?

The survey is focused on understanding your perceptions about your experience in working at Southern. There are a number of sections included within the survey which include workplace pressures, psychological wellbeing, health, engagement and resilience. It is based on Robertson Cooper's evidence based and market leading wellbeing tool.

Will I receive personal feedback on my results?

Yes. You will be able to download a **personalised Wellbeing Snapshot report**. This is your opportunity to gain an insight into your own health and wellbeing. The report will help you understand what actions you can take to improve your wellbeing including how to deal with pressures at work. The report compares your responses with other employees across a number of organisations and provides tips and advice on making positive changes to help you to feel happier inside and outside of work.

You will be able to download a copy of your personalised report immediately upon completion of the survey. Your individual results will not be shared with anyone within Southern. Please download your report as soon as you are able, as once the system is closed off, you will lose access to your report.

Why should I take part in the survey?

Your opinion is incredibly valuable; your input will help Southern to understand the enablers and barriers of workplace wellbeing for its people, as well as establish a baseline across the organisation. Your survey responses will also help shape the future approach and roadmap around employee health and wellbeing in order to support you and your colleagues to have more good days at work.

August 2021 has been set aside as *Your Voice* month. You have an opportunity to share your views and feedback through both the Workplace Wellbeing survey and the People Matters survey. Both surveys are important. Please complete both, so that we can put meaningful actions in place to support the transformation.

Does the survey have anything to do with stress?

Yes. Workplace stress and pressure can affect your wellbeing and quality of life inside and outside of work. There will be questions about pressure and stress in the survey, however the survey is not entirely focused on stress. There will be questions regarding your engagement with work, sense of purpose and positive psychological wellbeing.

The questions are personal. Why should I fill them in?

Robertson Cooper have to ask fairly personal questions about your health and wellbeing, but no responses will be traced back to you personally. In order for us to get an accurate picture from the data, it's important that you answer all of the questions. Robertson Cooper does not, and will not, provide any individuals' information to Southern, and Southern cannot trace any individual's answers.

Does the survey only consider how I feel on the day?

No. Please reflect on how you have been feeling over the **last three months or so**.

What happens after the survey?

What happens after the survey has closed?

All people completing the Workplace Wellbeing Survey will be able to download a personalised Wellbeing Snapshot report as soon as survey responses are submitted. Once the survey has closed and Robertson Cooper have analysed the data, our partners in Australia, Treacle Consulting, will deliver a presentation to the leaders from across Southern. A summary of the key results will be communicated to all people.

How will business areas know how many people have completed the survey?

Some of the questions within the survey ask for information about where you work within Southern, such as the department or team you work in. This enables us to track the number of people in different teams and departments who have completed the survey, and gauge whether we have a representative response rate for the survey.

A weekly update on response rate will be shared to your Executive Leadership Team whilst the survey is open.

How to access the survey

When do I complete the survey?

The survey launches on Tuesday 3rd August 2021. Please complete and submit the survey as soon as possible, no later than close of business on Monday 23rd August, 2021.

How do I complete the survey?

You will receive a unique link to complete the survey, which will be emailed to you on the morning of Tuesday 3rd August. People tend to complete the survey straight away to avoid reminder emails.

Once logged in, you can complete the survey in more than one sitting, by logging back in using the same username and password – all of your answers will be saved on the system.

How long does the survey take to complete?

The survey will take approximately 10 minutes to complete and can be completed in more than one sitting.

Who do I contact if I have any questions about the wellbeing assessment?

If you would like to discuss any aspect of Southern's wellbeing journey, please contact Estelle Roberts at Estelle.Roberts1@health.nsw.gov.au; or phone: 4825 4816

Who do I contact if I have any IT issues?

You can contact Robertson Cooper to assist with technical problems at support@robertsoncooper.com.

Where do I go to get more information about workplace wellbeing?

Information about the wellbeing assessment, as well as resources to help you on your personal wellbeing journey, are available at the landing page on Southern's intranet.

Will my organisation see my individual results?

Once you have submitted your responses, they will be stored in the Robertson Cooper secure database. This is an 'organisational' survey, so individuals will not be identified. Robertson Cooper will only give feedback to Southern on the results in a minimum group size of **8 survey respondents**.

Can I complete the survey during work hours?

Yes, and you are encouraged to do so.

What happens if I don't complete the survey?

You are not obligated to complete the survey, however the more people who do take part, the more representative the information will be. The survey also gives you access to your own Wellbeing Snapshot report, so there is immediate benefit for you.

Do I have to tell you specifically where in Southern NSW Local Health District I work?

The survey will ask some questions about you and your role within Southern and includes questions like gender, age, and the team you work within. This is so we are able to produce accurate reports focused on various demographics, providing that there are more than 8 respondents in each group.

Southern will not be able to identify individuals as a result of the survey. This ensures the anonymity of Southern peoples' data. If you have any questions regarding data security please contact privacy@robertsoncooper.com or read the final section of this FAQs document.

Data protection and privacy

Who is Robertson Cooper?

Robertson Cooper is an independent organisation, specialising in workplace wellbeing. Robertson Cooper have been commissioned to support Southern to develop a benchmark for health and wellbeing across the organisation. This will provide valuable input to shape a unique health and wellbeing roadmap specifically for Southern's needs.

Is the survey confidential?

Yes, the survey is completely confidential. The Wellbeing Specialists at Robertson Cooper are Occupational Psychologists and are bound by a professional code of practice, of which individual confidentiality is a core part.

The survey results will be broken down by Site and Units/Departments/Sections/Teams within a Site or Directorate and shared with the organisation so that robust plans can be put in place to improve people health and wellbeing. However, reports will only be shared when there are more than eight people to protect employee confidentiality and anonymity. If you have any questions regarding data security please contact privacy@robertsoncooper.com or read Robertson Cooper's privacy policy [here](#).

Is all of the data processed by Robertson Cooper?

Yes, and the data will not be shared with any third-party organisations. You can read our privacy policy [here](#).

How long will you keep my data?

We, Robertson Cooper, will retain your personal data for as long as we have a relationship with Southern and for a period of time afterwards where we have an ongoing business need to retain it, in accordance with our data retention policies and practices. Following that period, we'll make sure it's deleted or anonymised.

What are my data protection rights?

It's your personal data and you have certain rights relating to it. You have rights to:

Know what personal data we hold about you, and to make sure it's correct and up to date

Restrict the processing of your personal data where you have a particular reason for wanting the restriction e.g. while you wait for your data to be corrected. Please let us know by emailing us.

Withdraw from our products and services or wish to remove the information which we hold about you. Please let us know by emailing us.

Request a copy of your personal data, or ask us to restrict processing your personal data or delete it

Object to our continued processing of your personal data

You can exercise these rights at any time by sending an email to privacy@robertsoncooper.com.

If you're not happy with how we are processing your personal data, please let us know by sending an email to privacy@robertsoncooper.com. We will review and investigate your complaint and try to get back to you within a reasonable time frame. You can also complain to your local data protection authority. They will be able to advise you how to submit a complaint.