



Windermere®

OCTOBER 2023

Pulse Survey

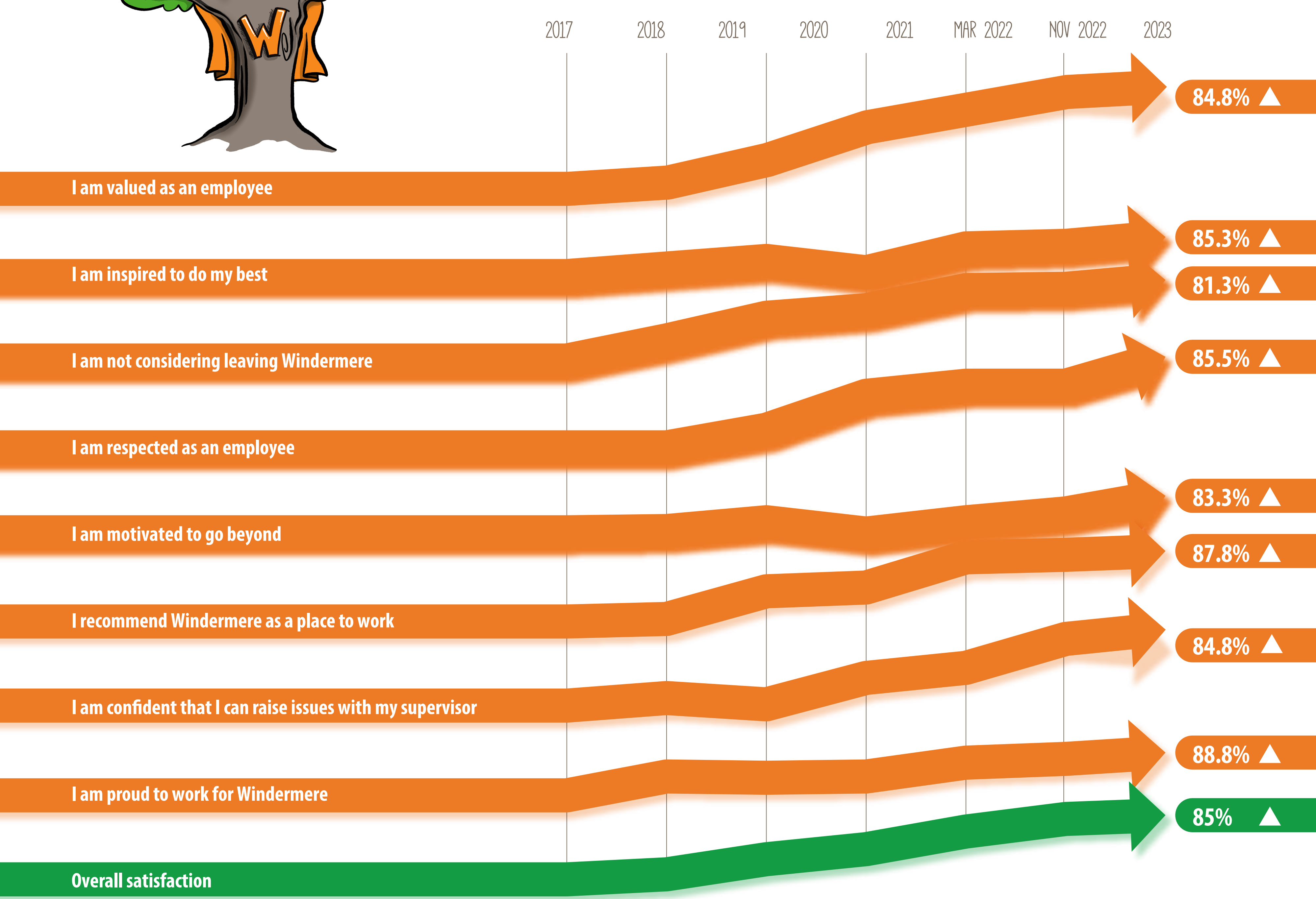
81%

of you responded to this annual survey held in October 2023

We've been checking in with you across the same eight areas since 2017. This allows us to measure themes, track trends and make changes where needed. We've documented the results of the last seven years below.

OUR RESULTS

Our feeling of overall workplace satisfaction **85%** (up from 83.8% in the previous survey).



STAFF SATISFACTION

Overall staff satisfaction rate is

89%

Employee satisfaction tends to grow with length of employment.

Our Family Services team was the most satisfied with an overall satisfaction rate of **91.3%**

79%

of staff who have been with us for 12 months or less say they are satisfied.

This grows to

83.8%

staff who have been with us between 12 and 24 months indicating that they are satisfied.



WHAT YOU SAID

Many of you expressed different thoughts and feedback. Much of the comments included themes of teamwork, workplace feel, program changes and workload and support.



I feel extremely lucky to have the opportunity to work at Windermere. I bring my best self to work every single day and am surrounded by like-minded people who share the same passions and value.



Windermere is such an inclusive and welcoming organisation to work for. I have embraced the hybrid working model and it suits my work pattern.



Our program has gone through a recent transition with a new contract for service delivery and gaining two new regions. The workload for management has been enormous however as a member of the team I have felt supported and heard through this time of change for which I am grateful for and to be able to continue the work I love.



My team is great but at times I feel that I am not part of the bigger Windermere family.



Added a new Value
Courage



Celebrated the inauguration of our refurbished Narre Warren building



Sunsetted our "Zombie" 2009 Collective Agreement



Celebrated family within Windermere at our Family Fun Day



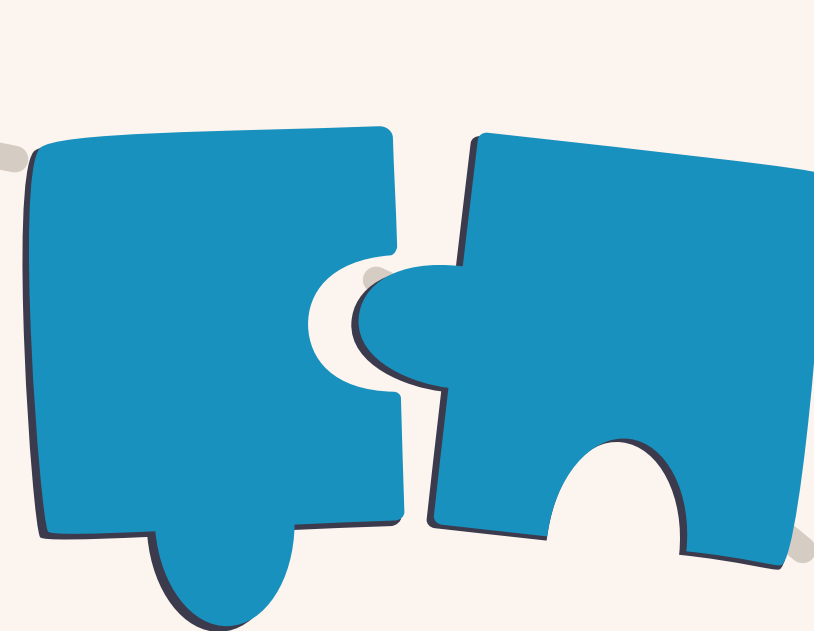
Applied for Rainbow Tick Accreditation as part of our W&I Strategy

THIS YEAR WE:

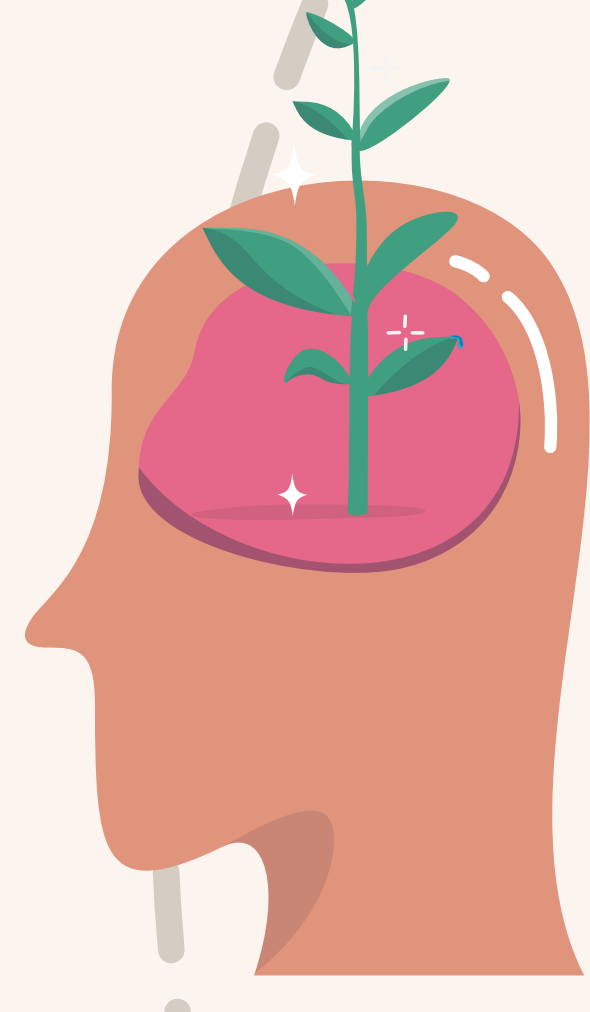
OUR FOCUS IS TO CONTINUE TO SUPPORT YOU IN:



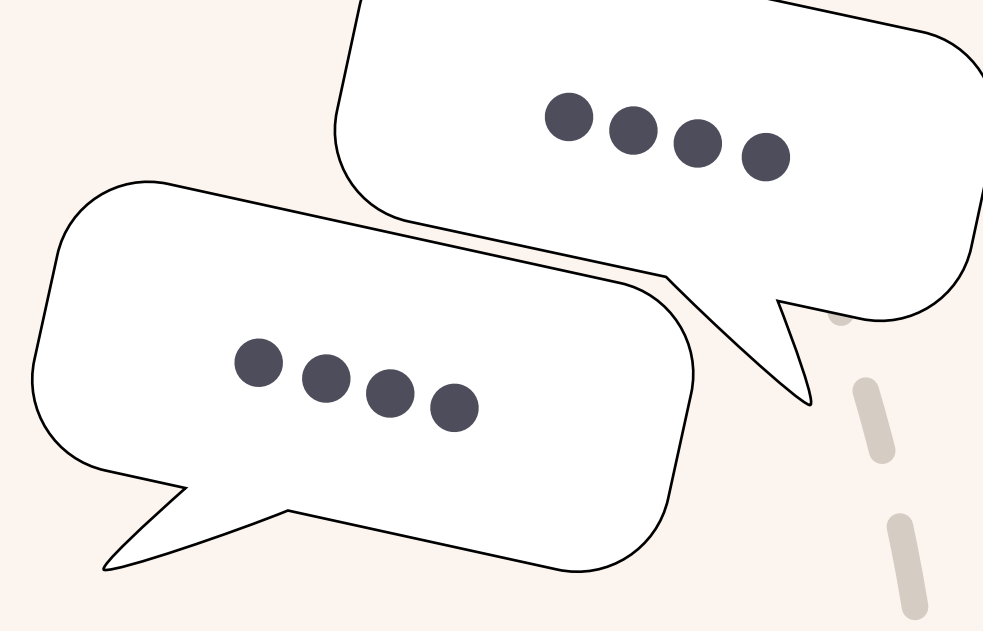
OPTIMISING CAPABILITY AT ALL LEVELS



DEFINING AND BUILDING CONNECTION



ENHANCING BELONGING



SUSTAINING ENGAGEMENT