

NOVEMBER PULSE SURVEY

2024

An incredible 86% or 257 of you responded to our most recent staff Pulse survey.

Huge thanks for your enthusiastic response. Once again, we checked in with you across the same eight areas and your responses allow us to identify where change is needed to make our workplace better. You can see more details below.

Big thanks to the

86%

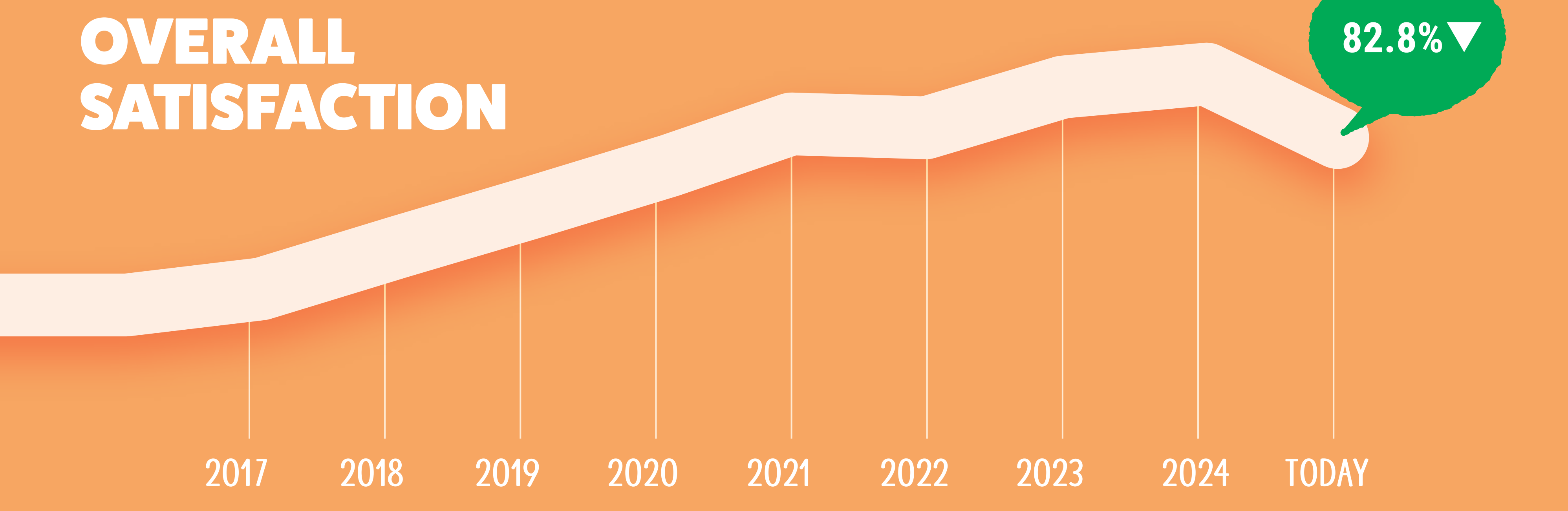
of you who responded to the November 2024 Pulse Survey.



YOUR SATISFACTION

YOUR OVERALL WORKPLACE SATISFACTION IS **82.8%** (DOWN FROM 86% IN OUR MAY 2024 SURVEY).

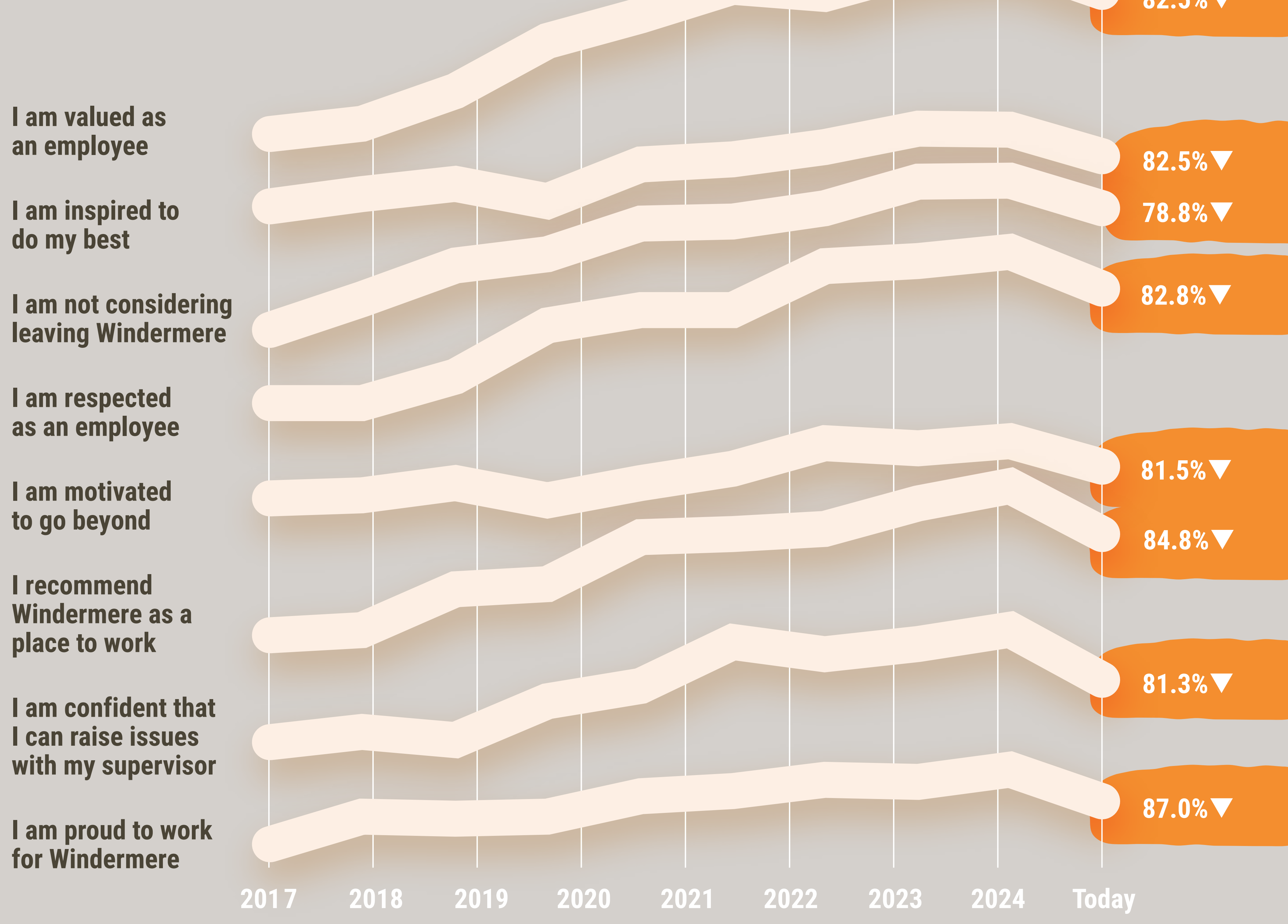
OVERALL SATISFACTION



- Our Family Violence & Homelessness Support Services and Mums & Bubs teams were the most satisfied with an overall satisfaction rate of 95.3%.
- Recovery Support and Support Coordination showed the highest increase (1.8%) in satisfaction rate reaching 88.5% and 85.8% respectively.
- Your satisfaction varied slightly with the length of tenure at Windermere.
- Those of you who have been with us for 1-2 years scored the highest with 85% while the lowest was for 2-5 years with 78.3%.
- This grows to 82.8% for 5-10 years and 84.5% for over 10 years.

SURVEY RESULTS SUMMARY

Our feelings of overall satisfaction still remain strong. You scored the highest rate for "I am proud to work at Windermere" with a fantastic 87%.



ONE-OFF QUESTIONS FROM THIS SURVEY

86.3%

of you feel we are committed to diversity, equity and inclusion



80%

of you feel safe to ask for help on issues relating to your mental health and wellbeing



81.1%

of you feel connected to your team

A SAMPLE OF WHAT YOU SAID

Many of you provided comments around themes of workplace culture, resourcing, career opportunities and support. These included:

"Been with Windermere for more than 10 years. Could not think about moving to another organisation. Windermere provides me with the best work life balance. Thank you for being a standout employer."

"Windermere is superior in terms of flexibility, culture and work expectations than other local organisations. It is such an amazing place to work."

"I feel very lucky and privileged to work for such a supportive organisation. There is an incredibly healthy and positive work culture. I can see that Windermere truly aims to improve lives and actually does achieve that which makes me very proud to work here."

"I never want to leave. Thank you for 'getting it'."

"Our team has increased significantly, and I no longer feel I know everyone in the team by face or name."