



**interchange**  
Everyone belongs

# Pulse Survey 2019

Conducted by E-QUAL

# Our Approach

- E-QUAL developed a list of workplace dimensions (28)
- Co-design workshop held with 8 Interchange participants
- 11 dimensions were selected at the workshop. Questions developed around these dimensions – 1 to 5 scale
- Other questions added included an Engagement scale and Net promoter version (“I see a future for me at Interchange” and “recommend Interchange as an employer”)
- Qualitative questions – “What are we doing well”, “Where could we improve”
- Links to survey sent out by email, 2 week time frame to respond with regular prompts

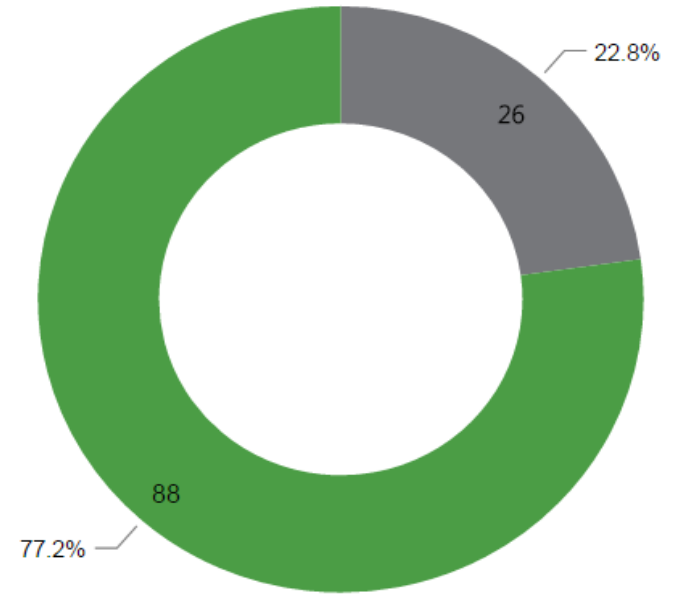
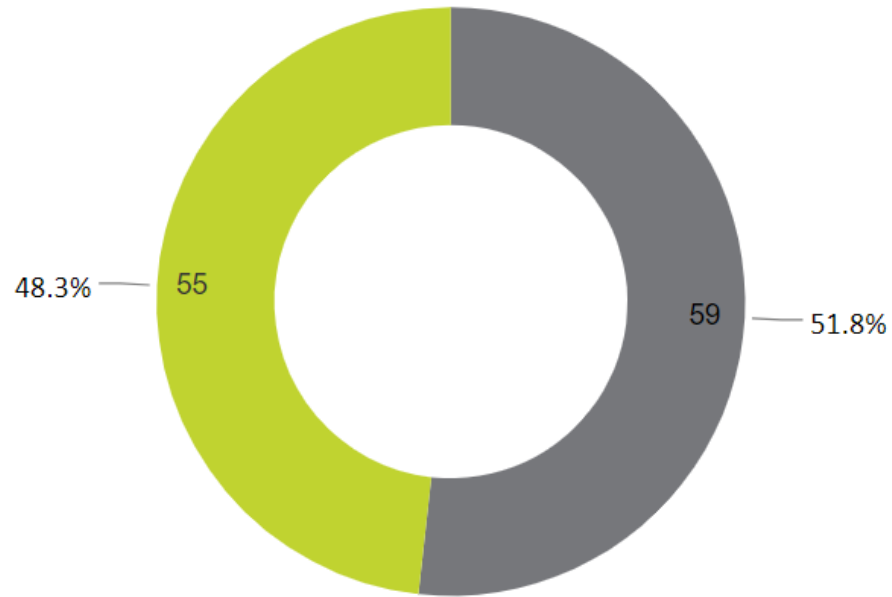
224 staff invited  
111 responded  
**50% response rate**

My role is

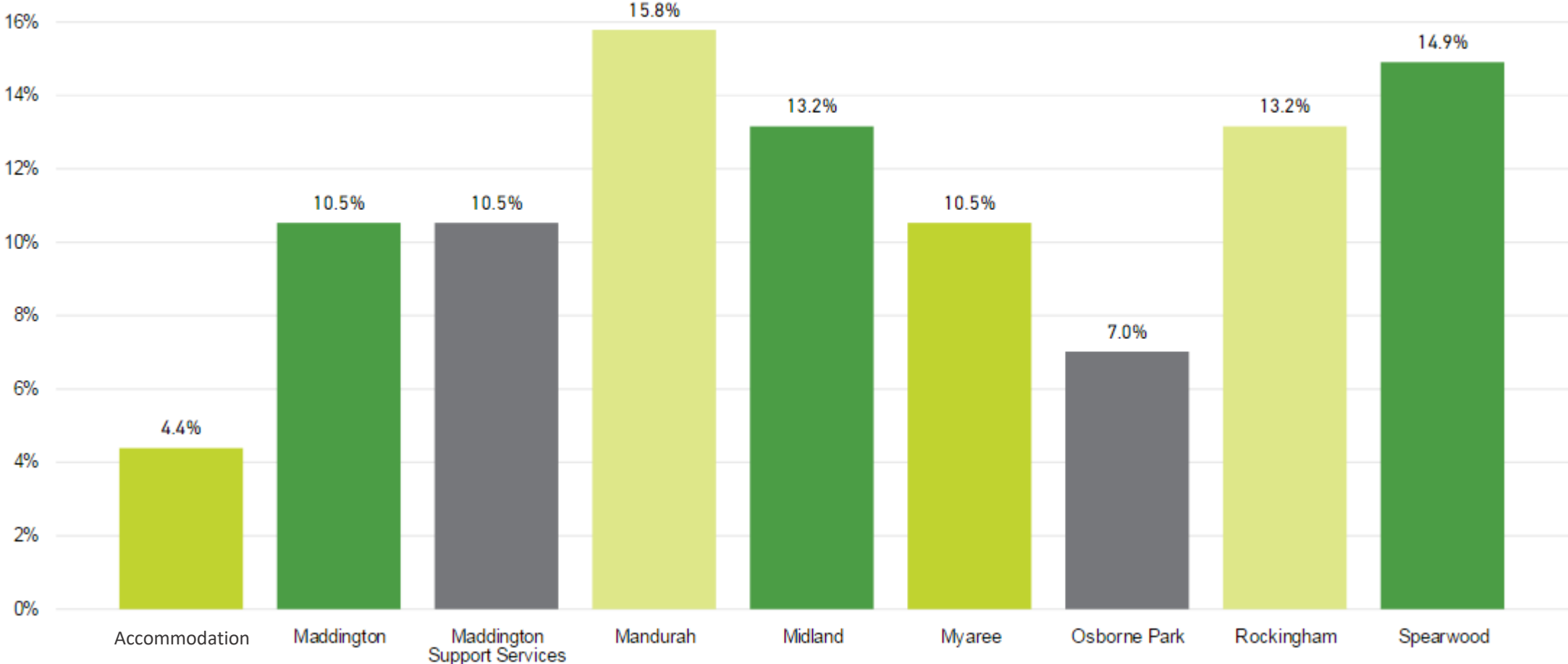
● Other ● Support Worker

I have been with Interchange for

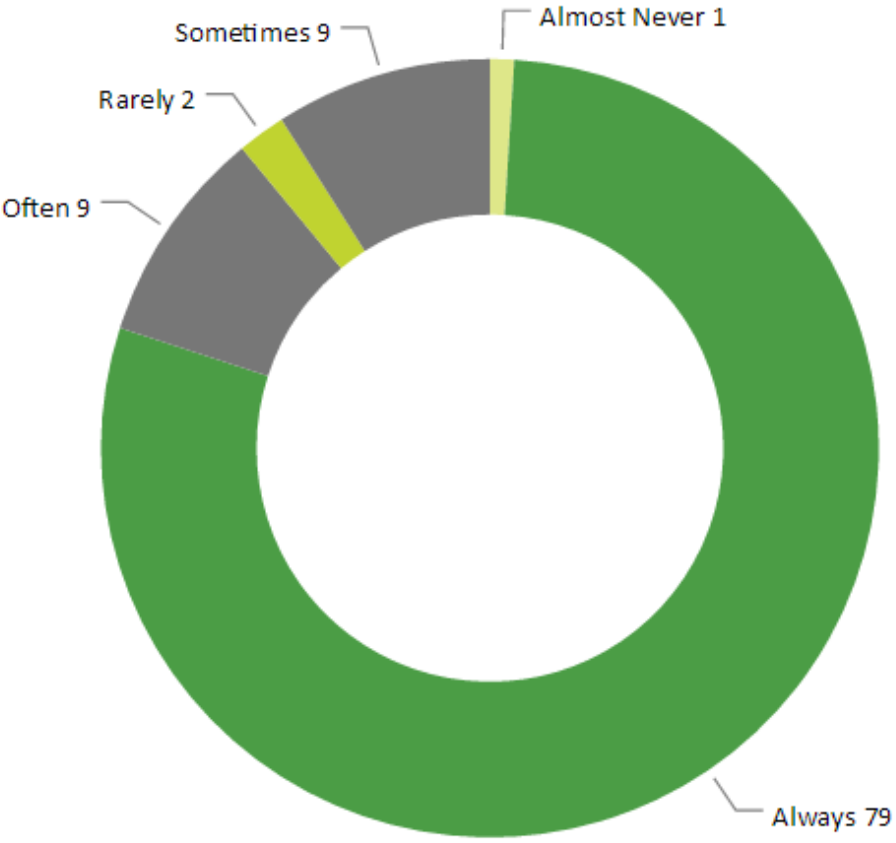
● More than 2 years ● Less Than 2 years



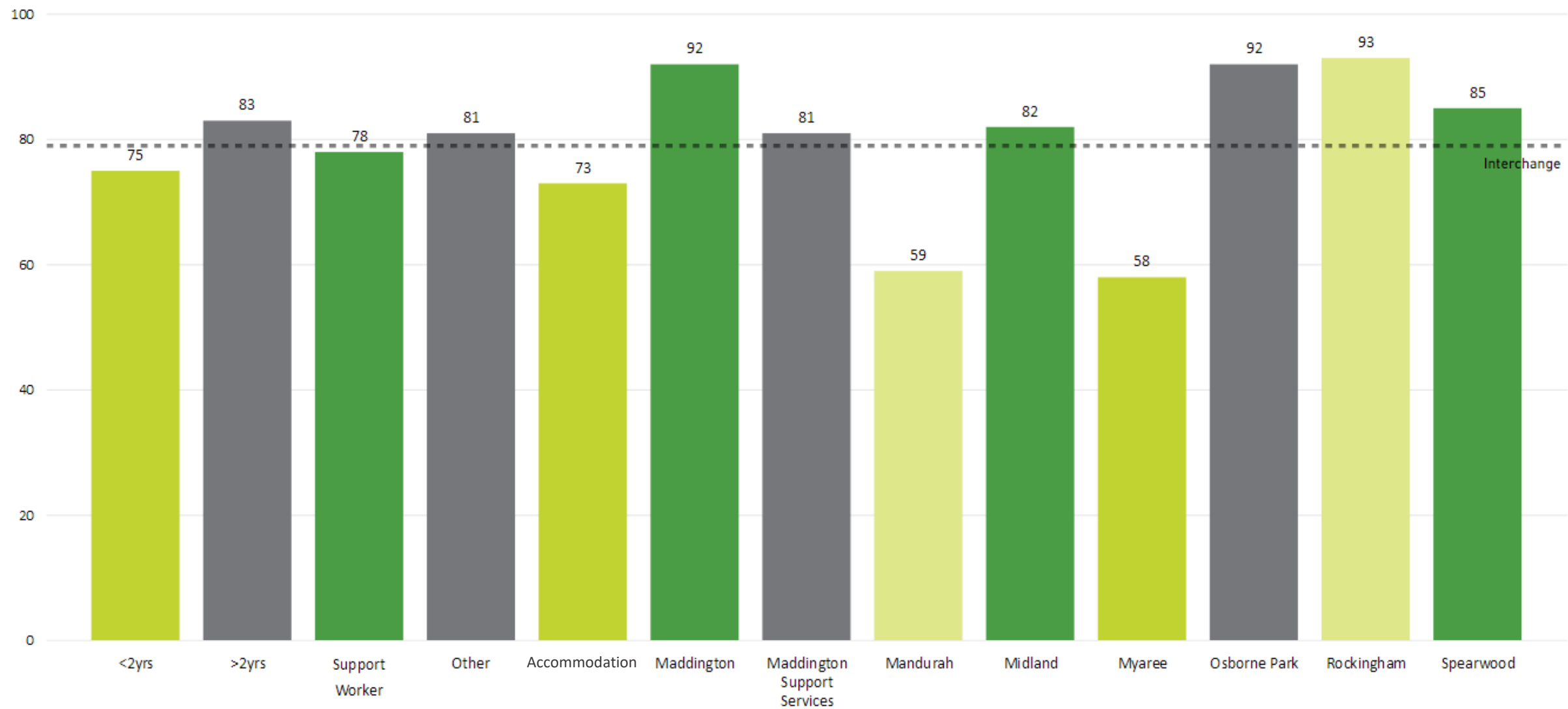
# The neighbourhood I work in is



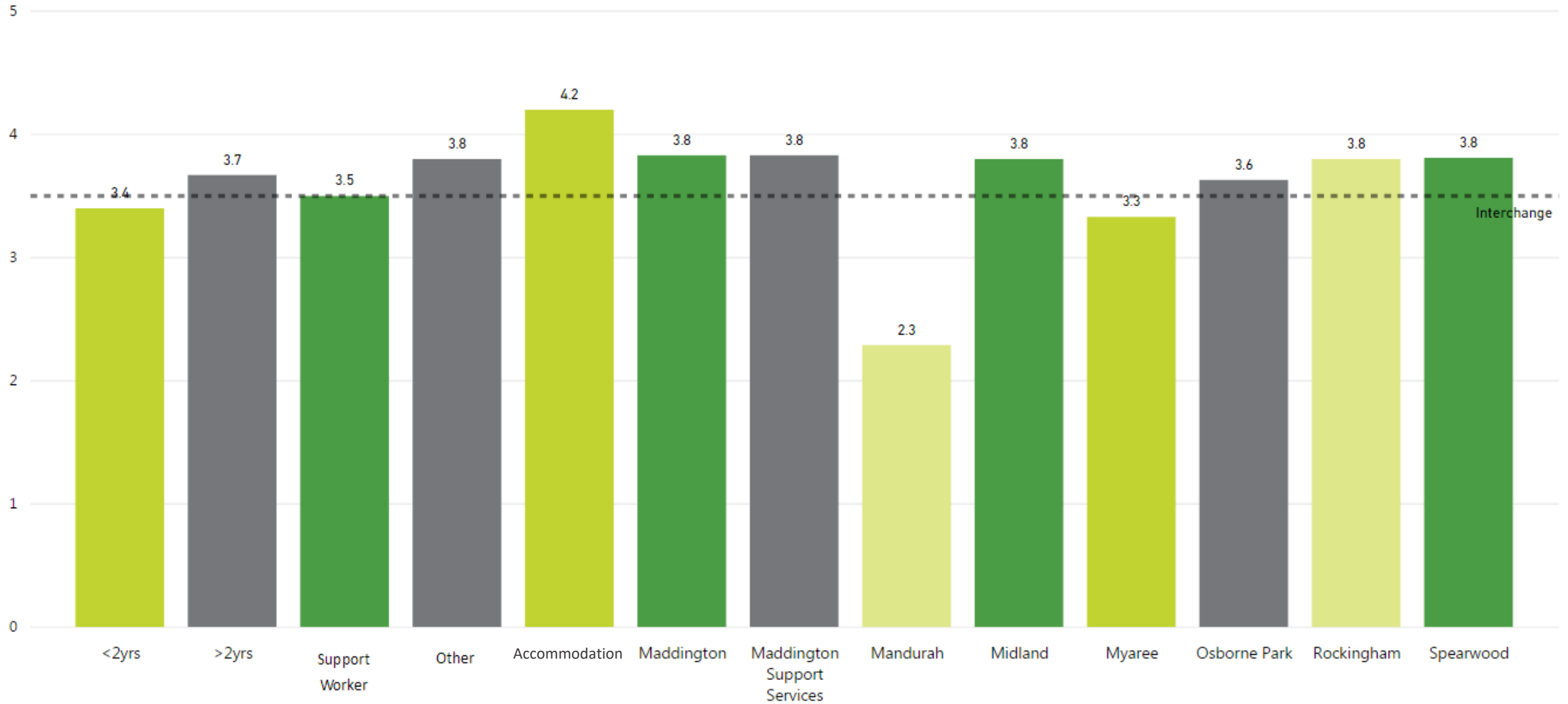
# Overall Engagement (%)



## Overall Engagement by Area

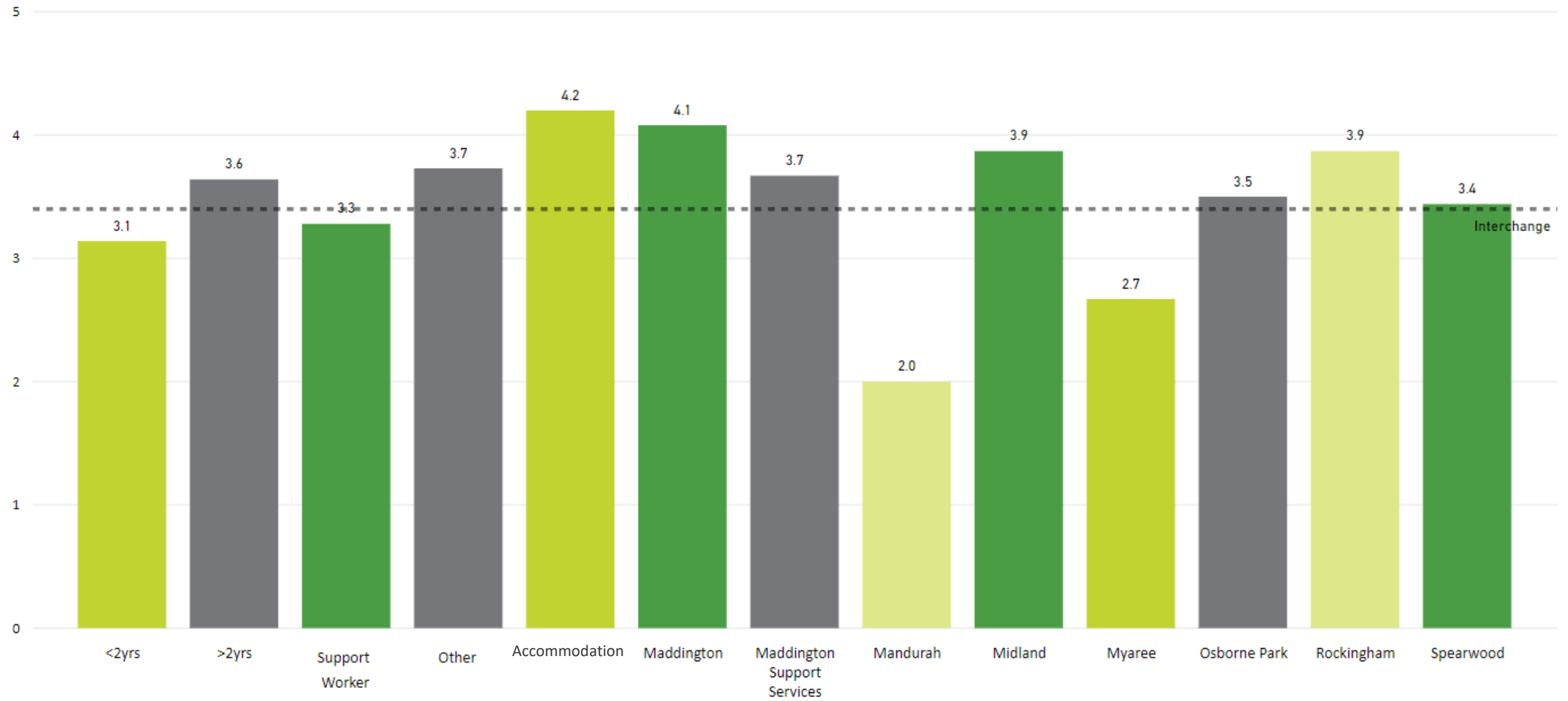


## I believe I have good career opportunities at Interchange



Key: 5= Strongly Agree, 1= Strongly Disagree

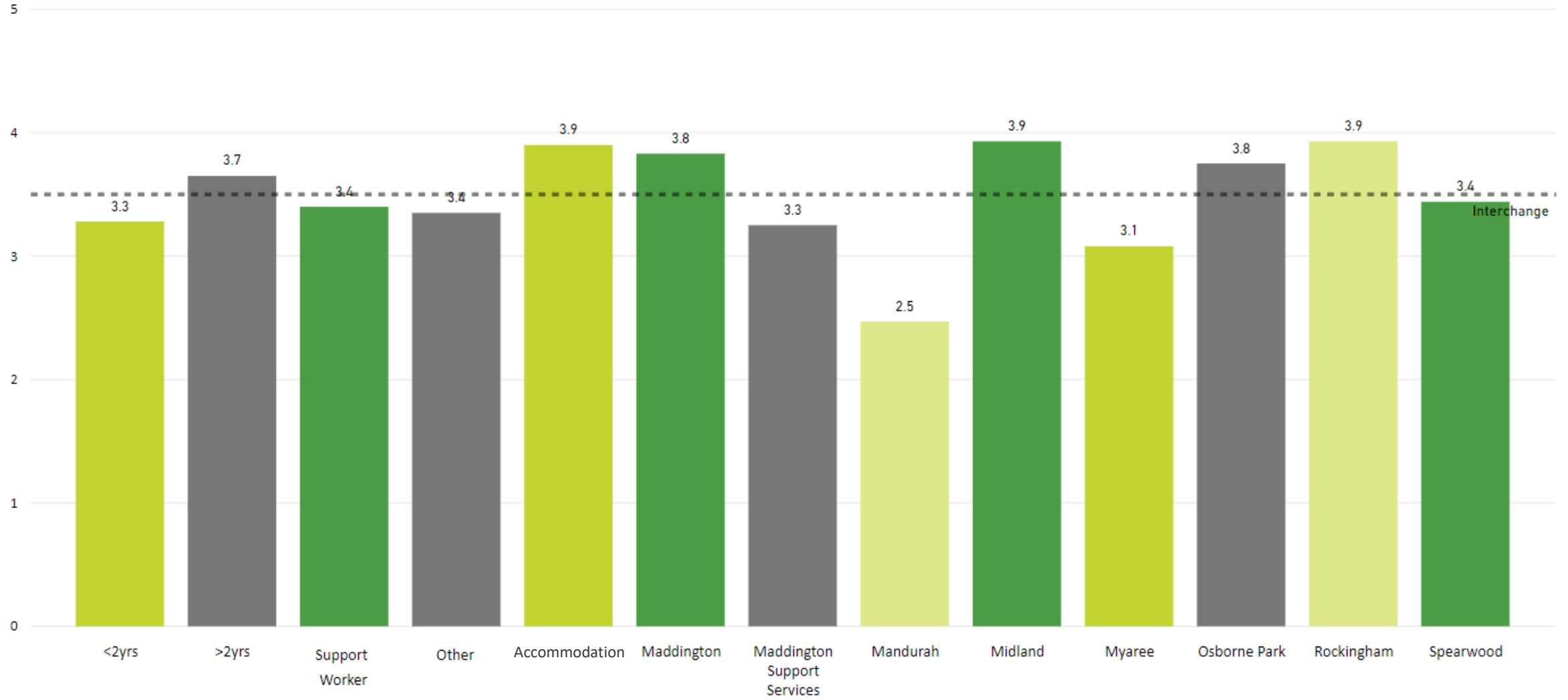
## I feel comfortable with the changes that are occurring at Interchange



Key: 5= Strongly Agree, 1= Strongly Disagree

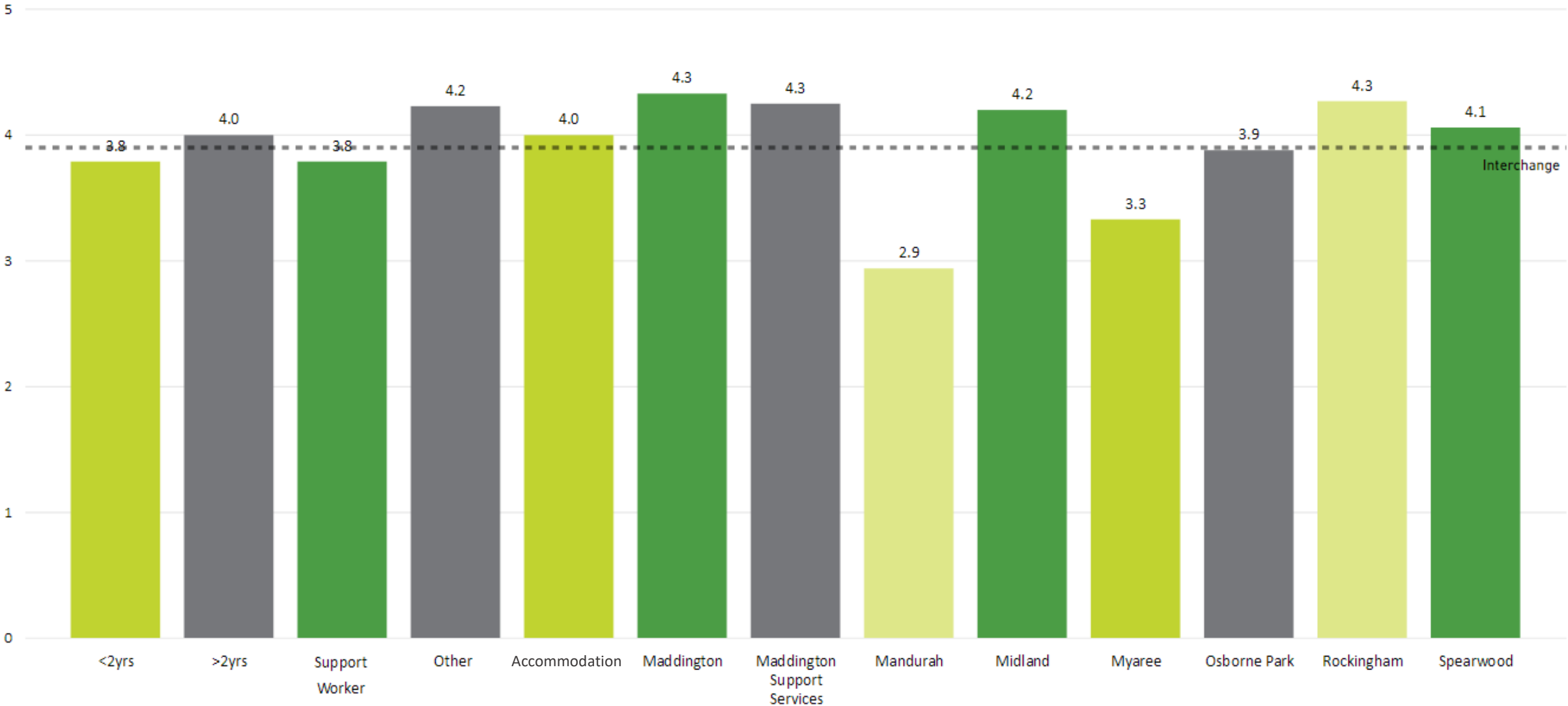


## I receive information in a way that works for me



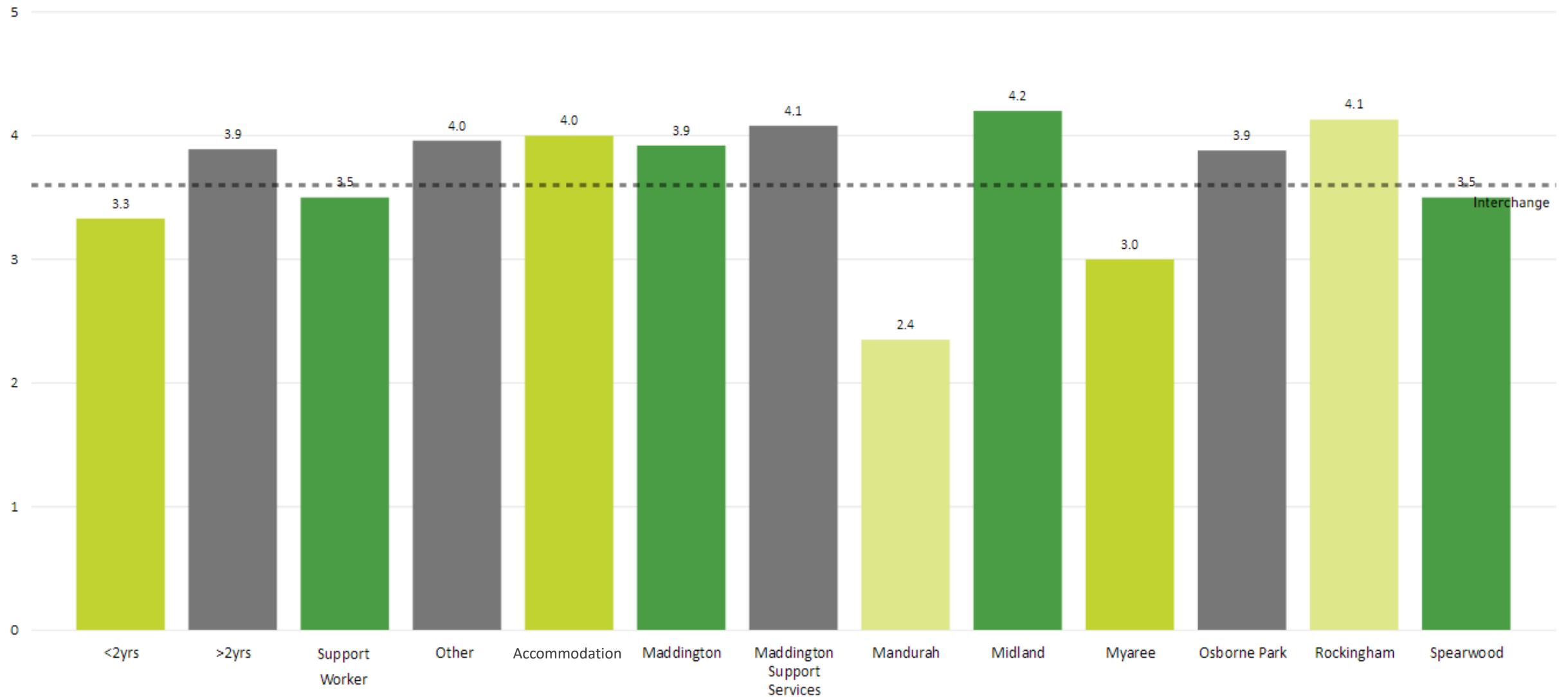
Key: 5= Strongly Agree, 1= Strongly Disagree

# The people at Interchange are committed to providing quality customer service



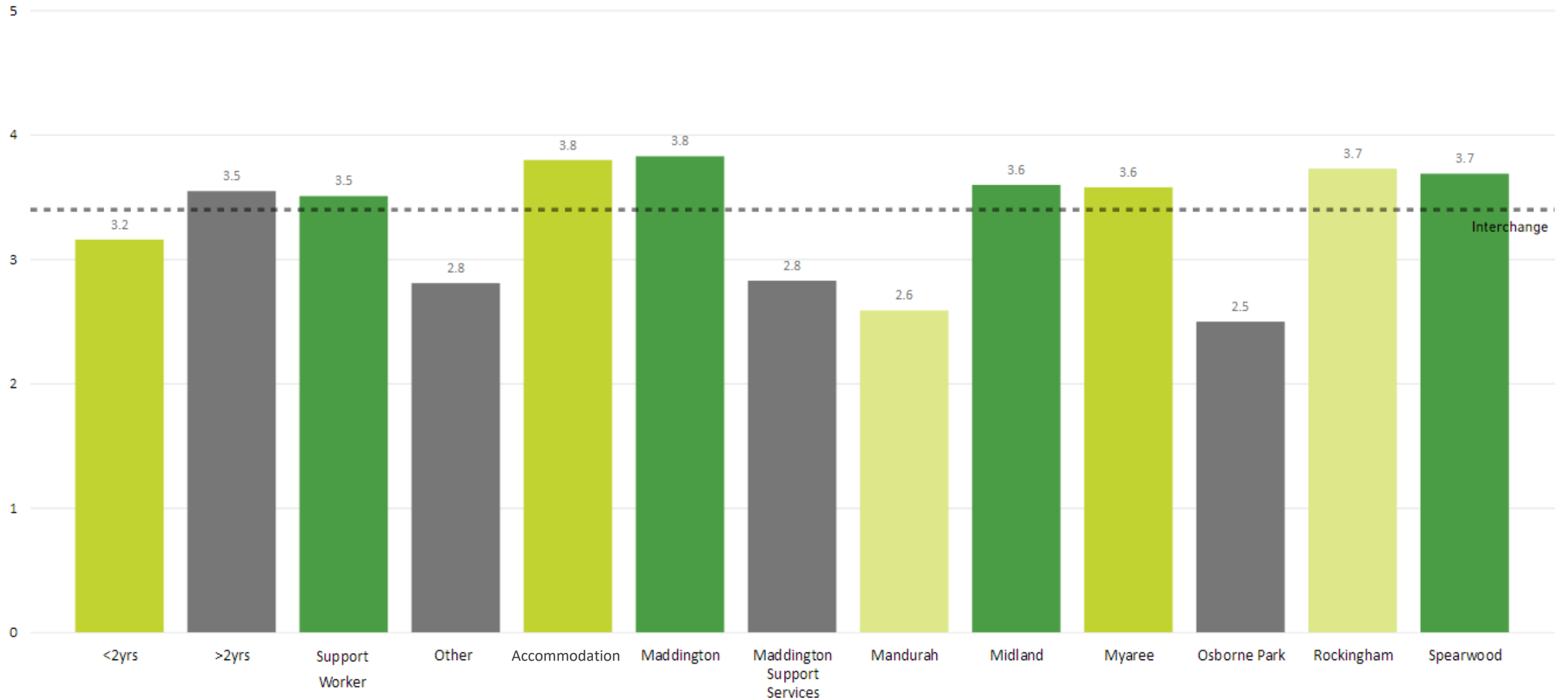
Key: 5= Strongly Agree, 1= Strongly Disagree

## I see that the leaders at Interchange are taking us in the right direction



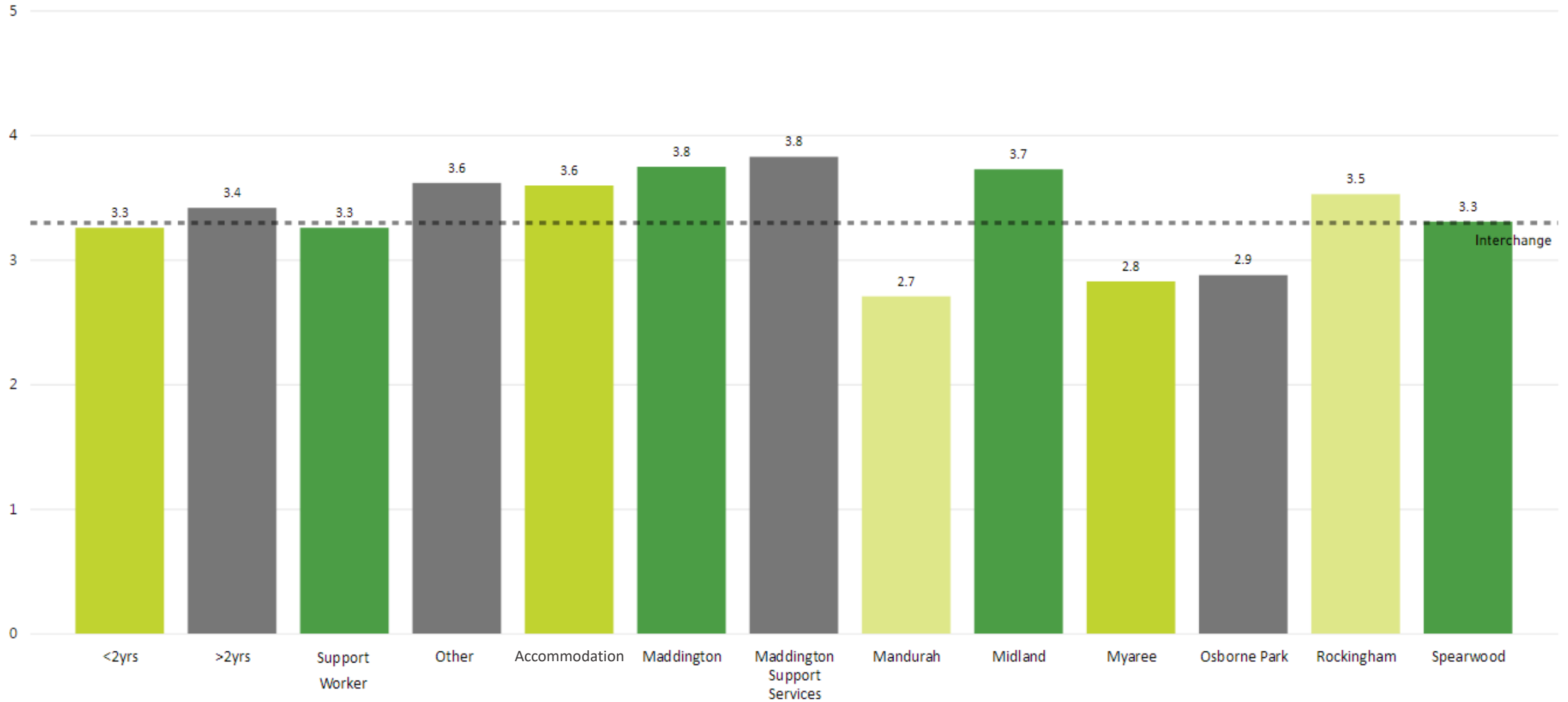
Key: 5= Strongly Agree, 1= Strongly Disagree

## Generally, my role at work does not put me under too much pressure



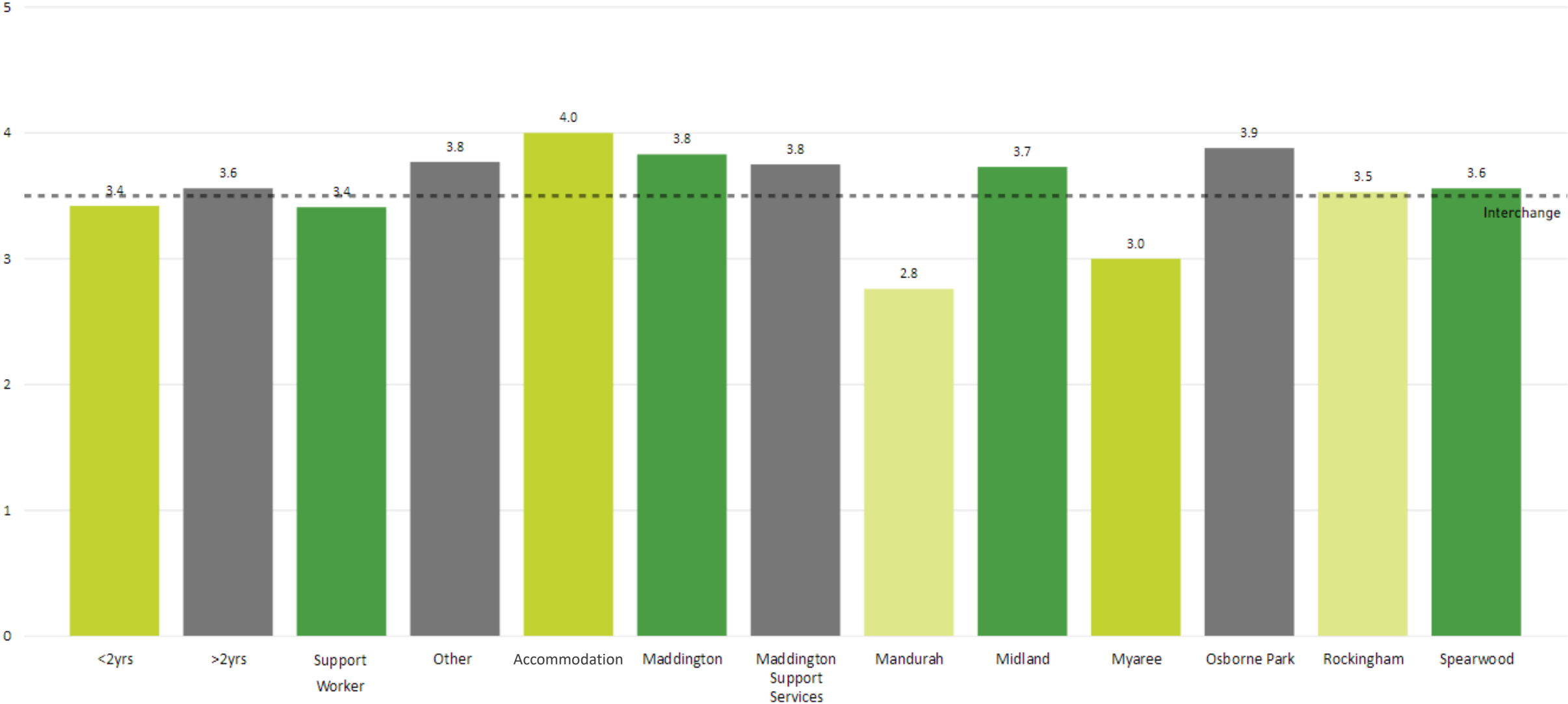
Key: 5= Strongly Agree, 1= Strongly Disagree

## In the last few weeks I have received recognition or praise for doing good work



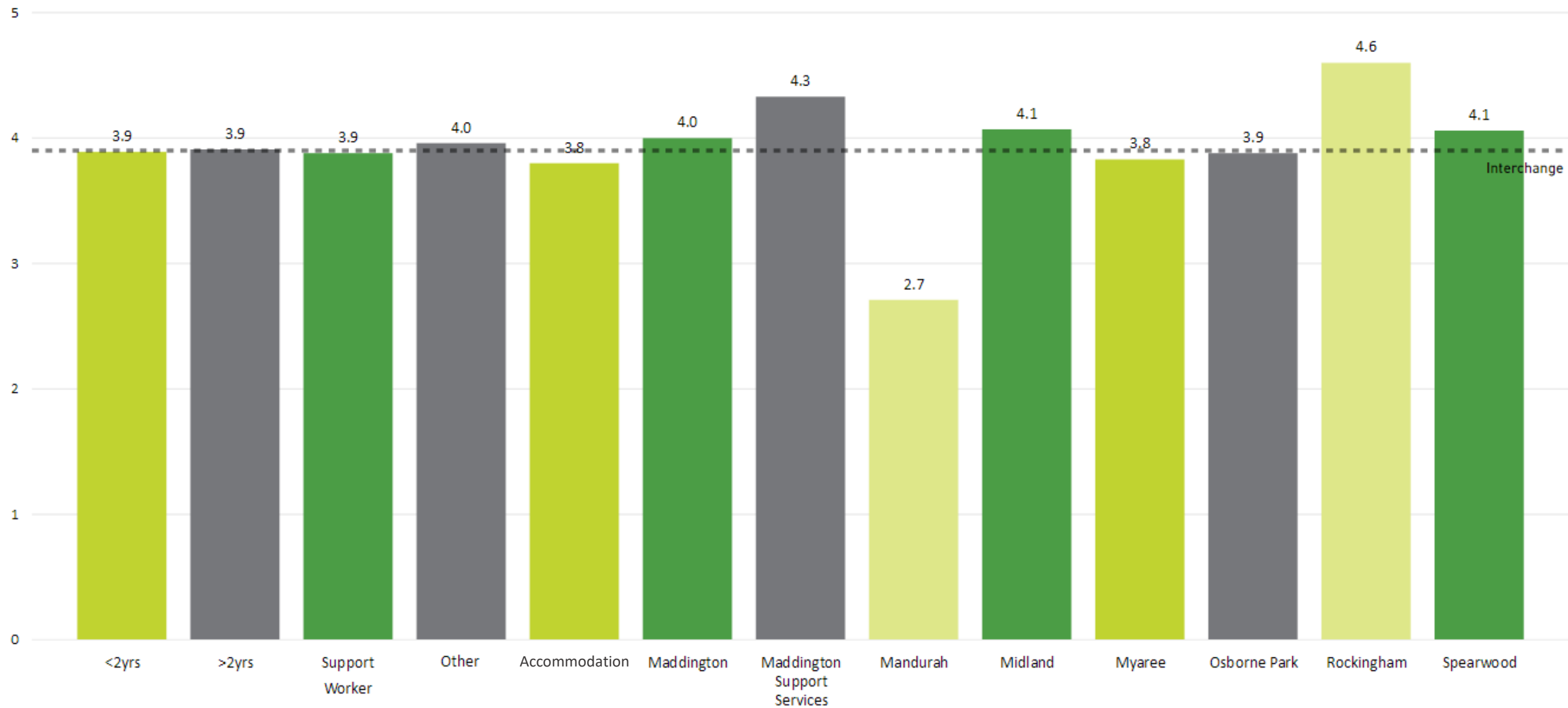
Key: 5= Strongly Agree, 1= Strongly Disagree

# I have the resources (ie technology and Information) to do my job well



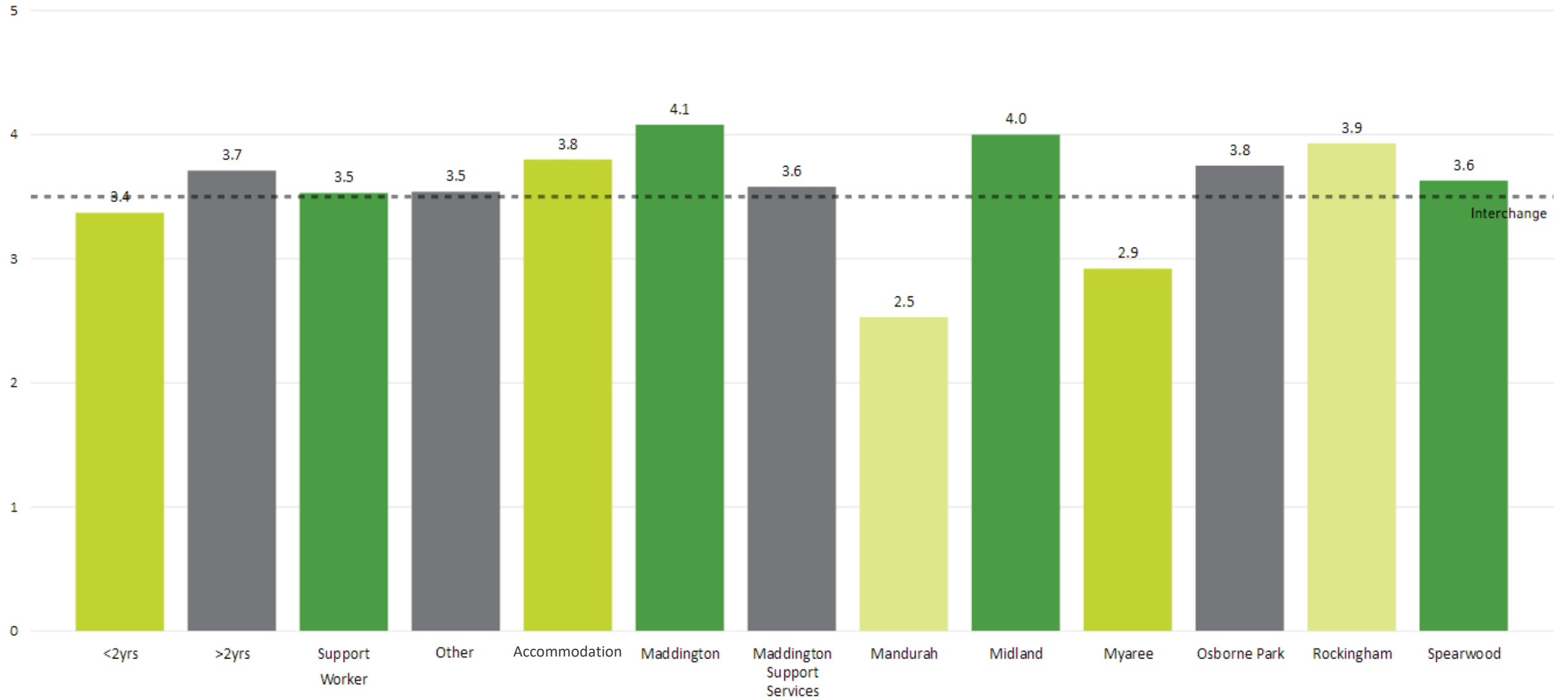
Key: 5= Strongly Agree, 1= Strongly Disagree

## I feel I belong to a team



Key: 5= Strongly Agree, 1= Strongly Disagree

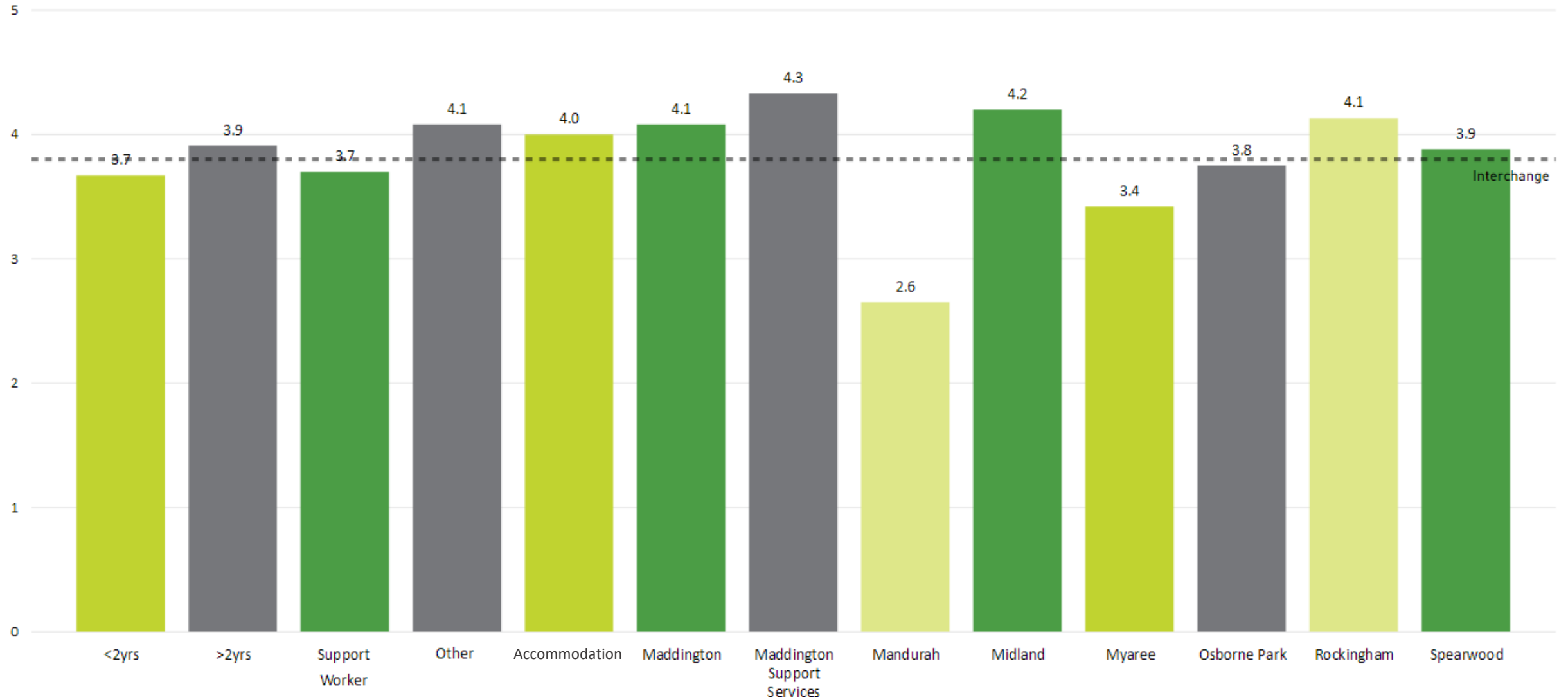
## I have the training and support to do my job well



Key: 5= Strongly Agree, 1= Strongly Disagree

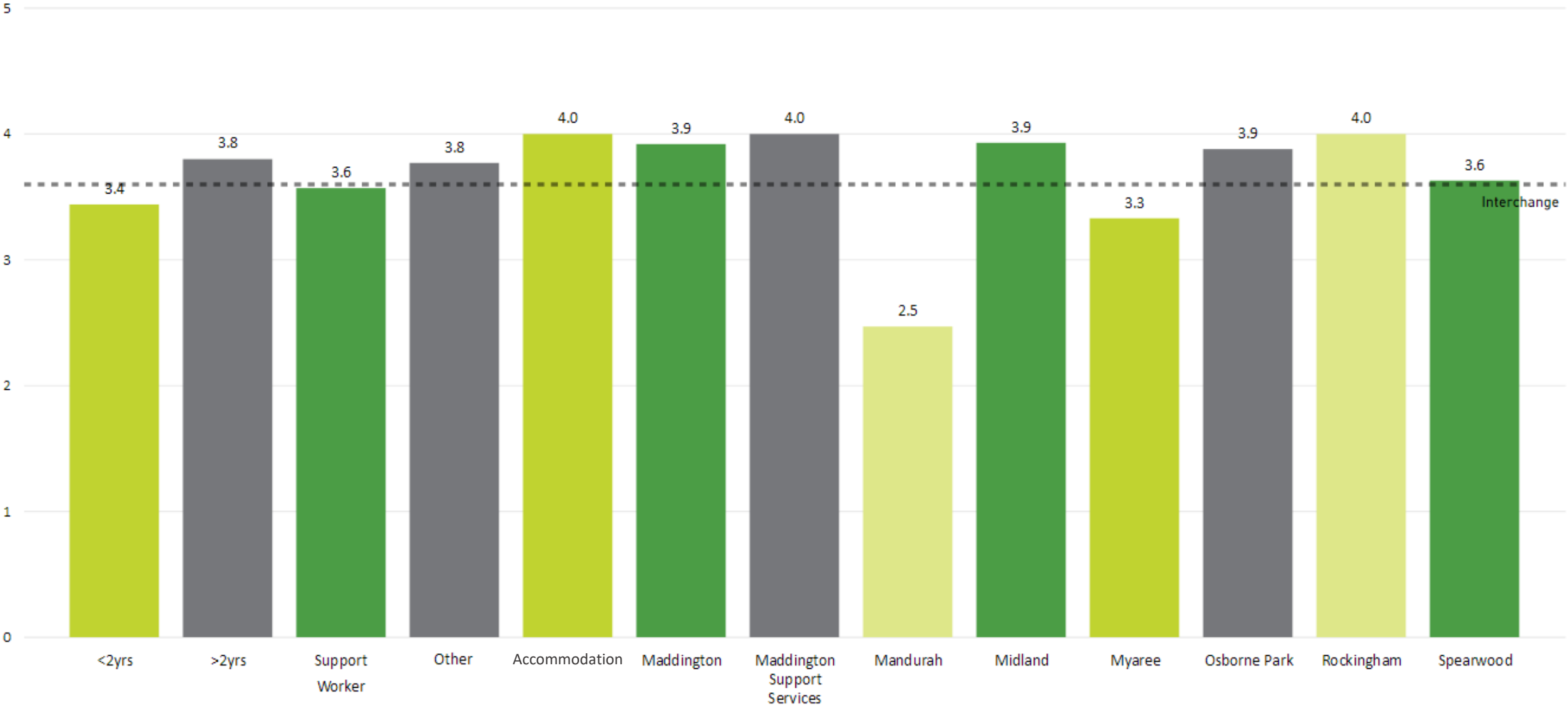


## I see Interchange's Values being used everyday



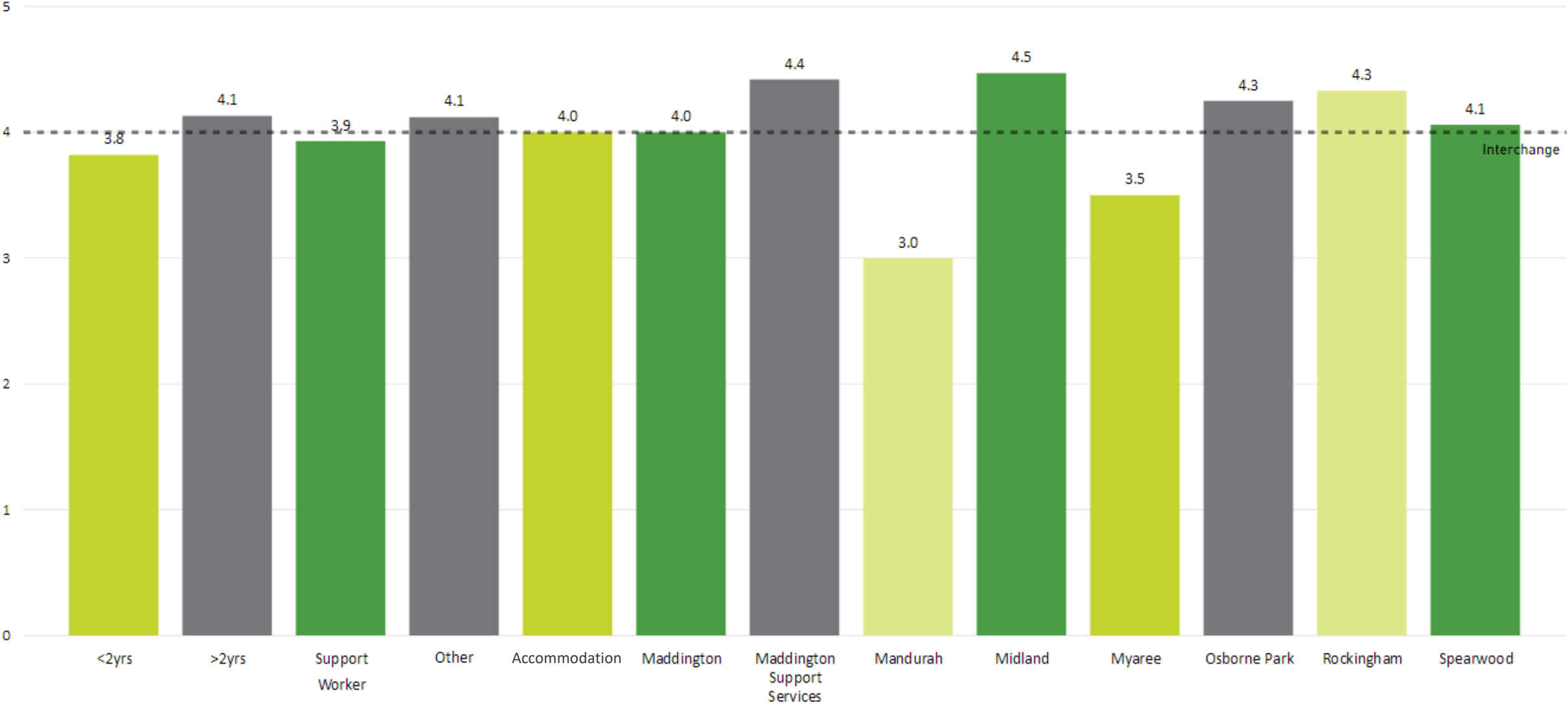
Key: 5= Strongly Agree, 1= Strongly Disagree

# I see a future for me at Interchange



Key: 5= Strongly Agree, 1= Strongly Disagree

# I would recommend Interchange as an employer



Key: 5= Strongly Agree, 1= Strongly Disagree

# What is Interchange doing well?

time Good service help understanding changes Providing well always best  
workers staff great work make support people  
customers caring clients Giving service new  
Interchange place NDIS support workers team Looking  
support staff provide best communication

- Sense of inclusiveness for both staff and customers, good culture (supported by the Engagement score)
- Customer Service
- Communication and information
- Adapting to the NDIS changes
- Technology (mixed reviews – Some positive/ negative)
- Teams

## Where can Interchange Improve?

Listen staff good Everything improve think see making support  
different need ensure training give customers also  
staff systems work one time sort communication  
help management harder Interchange opportunities team  
feedback job app phone Team leaders understanding uses

- Training
- Technology
- Tools – phone, vehicles
- Listening – communication
- Staff – selection, promotion