Exit Interviews

Who is offered an Exit Interview?

Every departing permanent and temporary staff member is provided an opportunity to participate in an Exit Interview. Participation is voluntary.

What questions are asked?

We have a standard Exit Survey questionnaire that is used. This ensures trends can be monitored and the information obtained can be considered in light of Council's biannual Employee Survey results.

How are Exit Interviews conducted?

As a matter of course, every departing employee will be sent a link to the standard, online Exit Survey questionnaire. For those without computer access, a hard-copy version of the Exit Survey questionnaire will be sent by mail to them. Upon return to Organisational Development (OD), these responses will be manually entered into Council's secure Exit Interview database.

Face-to-face Exit interviews can also be requested by any departing employee. Requests should be made to OD on 8571 5136. During a face-to-face exit interview, the standard Exit Survey questionnaire will be used as the basis for the interview and the departing employee will have the opportunity of expanding upon their responses.

Confidentiality

Regardless of whether the Exit Survey is undertaken electronically, using the hard-copy version or face-to-face, NO PART OF THE EXIT INTERVIEW WILL BE DISCLOSED to anyone other than the OD team <u>UNLESS</u> the staff member gives consent for their responses to be shared with the appropriate manager or supervisor.

The only exception to this rule will be where a staff member reveals something of a nature which is serious enough to warrant it being reported or investigated further.

In completing the Exit Survey questionnaire, the staff member is asked to indicate whether they are happy for the information to be discussed with their supervisor.

OD has access to a secure Exit Survey database and periodically undertakes analysis of Exit Interview responses. This enables trends to be monitored and remedial action to be taken should trends become evident. It also enables positive feedback to be given to Managers and Team Leaders should a departing employee wish to provide thanks.

A summary report is compiled and presented to the Executive Management Team as required and the Staff Consultative Committee annually by Organisational Development. The report includes annual turnover rates, the top 5 reasons why employees chose to leave and makes improvement recommendations.

Save Date: 9/8/2022





Process

Payroll is advised of the impending departure of an employee

Payroll notifies the OD Officer who emails a link to the online survey or sends a hard copy version of the Exit Survey questionnaire (to those without PC access) to the departing employee.

(Depending upon when in the Payroll cycle, Payroll is advised of the termination, it may take up to 5 days for the Exit Survey link or questionnaire to be received by the departing employee.)

Departing employee completes the Exit Survey questionnaire online or in hard copy. Alternatively, they may contact OD on 8571 5136 and request a face-to-face Exit Interview with a member of the OD team.

Online Survey

Results automatically saved in secure database once the submit button is clicked

Hard Copy Survey

Upon return to OD, the OD Officer manually inputs responses in secure database

Face to Face Interview

Responses manually input into secure database as appropriate

Save Date: 9/8/2022



Analysis and sharing of responses (where authority has been given) by OD.

Summary report presented to EMT each year (from time to time)

Summary report presented to Staff Consultative Committee annually

Serious matters or matters requiring investigation may be raised with Managers and/or Directors at any time.

Further Information

Please contact the Organisational Development team on 8571 1382.