



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 bi-annual 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 UNLESS 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.

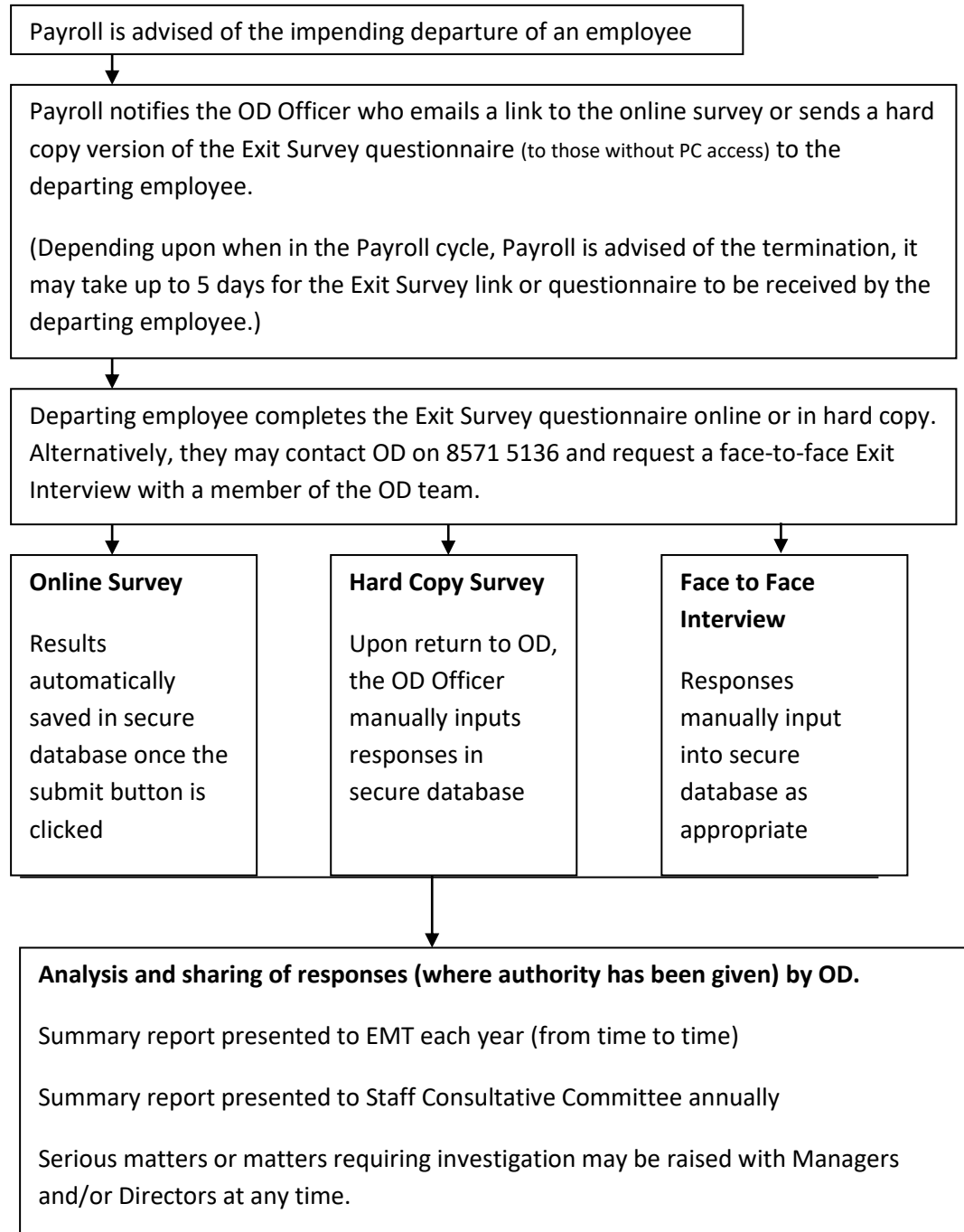
In completing the Exit Survey questionnaire, the staff member is asked to indicate whether they are happy for the information to be discussed with their supervisor.

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.



Process



Further Information

Please contact the Organisational Development team on 8571 1382.