



Your Say
Surveys

Employee Experience & Engagement Survey

Service Guide



Overview of Your Say Surveys

▲ +24% vs 2024 (61%)
▲ +3% vs Sector Average (82%)
Engagement

85%
Positive

Your Say Surveys supports organisations in truly understanding the experiences of their people, customers and stakeholders, and turning insights into meaningful action and sustainable growth. Built on over two decades of experience and evidence-based practice, we deliver high-quality survey solutions that help leaders make informed, confident decisions that strengthen culture, improve retention and enhance performance.

What We Believe

We believe the way people experience work matters. How people feel at work, how they are led, supported, listened to and valued, shapes how they show up each day. It influences energy, trust, collaboration and retention. The most effective organisations ask, listen and act. Because positive experiences drive quality contributions and, ultimately, quality outcomes.

What We Do

We help organisations understand and act on data to achieve goals and grow. We design, deliver and analyse a wide range of experience and feedback surveys. From survey design through to reporting and action planning support, we manage the entire process, making it simple, efficient and impactful for your organisation.

Our Results

Delivering meaningful results is at the heart of what we do. We reveal the story within the data, clarify what truly matters, prioritise where to focus, and guide organisations through structured action-planning frameworks. Our goal is to make it easier (and far less overwhelming) for leaders to communicate results clearly and take meaningful action.

Why Partner with Us?

- 20+ years' experience supporting organisations to understand and improve workplace experiences
- We manage the entire survey process from design to reporting, limiting the use of internal resources
- A dedicated, experienced account manager as your consistent point of contact
- Externally facilitated surveys build trust and support strong response rates
- Customised survey design tailored to your organisation's context and needs
- An intuitive, easy-to-use platform accessible across multiple devices
- Meaningful insights into engagement, motivation and key experience drivers
- We make sense of your data, uncover the story within it, and clearly define what needs attention first
- Sector benchmarking and year-on-year comparisons to track progress
- Access to structured action planning frameworks and consultancy support
- Post-survey presentations and facilitated discussions to support clear communication
- Fixed pricing with no lock-in contracts
- Access an extensive survey solution, such as Board Assessments, 360-Degree Feedback, volunteer, member, client and stakeholder, exit and other lifecycle insights, all delivered through one partner. Reduce platform fatigue, simplify reporting and connect your insights for stronger decision-making.





Survey Benefits & Features

- ✓ Understand how to assess staff experience, engagement and retention
- ✓ Accurately measure employee loyalty with eNPS (employee net promoter score)
- ✓ Learn what employees think about the organisation and their work
- ✓ Understand the major drivers of engagement
- ✓ Identify the key drivers of employee loyalty for your organisation
- ✓ Higher response rates than internally managed surveys
- ✓ Understand actions required to enhance morale and engagement
- ✓ Compare your results with similar organisations
- ✓ Demonstrate your interest in the opinions of your staff

Features

-  Setup is simple (because we do it all for you!)
-  Easy access via email, SMS or QR Code
-  It takes only 10 minutes to complete
-  Respondent anonymity is 100% guaranteed
-  Results and analytics provide deep and actionable insights
-  A hard copy summary report is provided
-  The online results dashboard provides a comprehensive analysis
-  Filter results by department, work type, location and other demographics
-  A post-survey consultation with a Employee Experience Consultant

What We Measure

EX KPIs

Four core Employee Experience KPIs sit at the centre of our survey framework. Each KPI is informed by specific survey items drawn from the 11 employee experience categories. These KPIs are the most significant and impactful drivers of the employee experience and engagement levels.

Engagement

Belonging

Connections

Progress

EX CATEGORIES

A comprehensive assessment is conducted across 11 employee experience categories, capturing key workplace touchpoints and providing a holistic view of culture, performance drivers and the overall employee experience.

The Organisation

Leadership

Management

Communication

Collaboration

Client/Customer

My Work

Well-Being

Inclusions

Growth &
Development

Remuneration &
Benefits



EX Survey Development and Methodology

Theoretical Context

The most contemporary and expert literature heavily influenced the development of Your Say Surveys' Employee Experience survey. Many specialists use the terms Employee Experience and Engagement synonymously.

However, it's crucial to understand the difference between these connected constructs. *Employee Experience* describes the daily touchpoints and interactions that contribute to employee engagement. *Engagement* is therefore considered a critical outcome (along with other KPIs, including Belonging, Connections, and Progress) that results from the employee experience.

Survey Development

Our 21 years of experience enabled us to canvas the opinions of many CEOs and People and Culture Managers about their views of what should be assessed and how the survey should be presented. In conjunction with these opinions, a review of academic and practitioner literature and validation studies on Employee Experience and Employee Engagement were used to develop an initial collection of items.

In collaboration with Organisational Psychologists and People Science consultants we worked together for over a year to create a shortlist of the most relevant items within the collection. The final stage of the developmental process involved a detailed analysis of the shortlisted items was completed to determine the significant predictors of engagement.

This shortlist was finalised with four Employee Experience Key Performance Indicators. These KPI's include different elements of the employee experience that are deemed the key drivers of positive employee experience. The KPI's and Employee Experience Categories are depicted on the previous page.



Executive Summary View

Positive Overall

Discontent

- Back of House
- Crime Learning
- Member Services
- Managing Content
- Industry Relations
- Policy & Advocacy
- Events

— All Departments
— Sector Averages

71% Positive

- ▲ +2% vs All Departments (71%)
- ▲ +4% vs Sector Averages (73%)

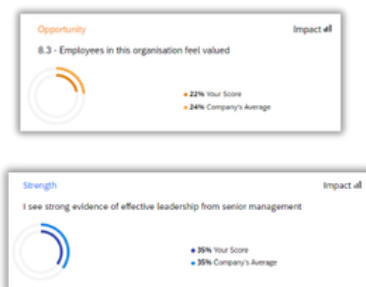
Strongly Agree 100%

Somewhat Agree 33%

Neither Agree nor Disagree 10%

Somewhat Disagree 10%

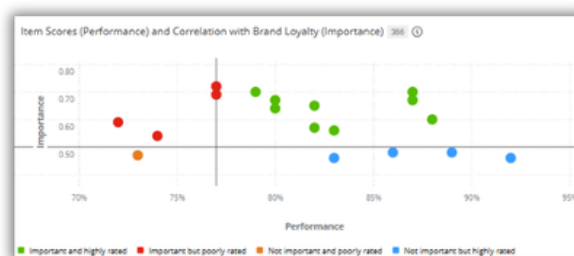
Strongly Disagree 3%



Explore category results through colour-coded heatmaps that clearly display performance levels, significant differences, year-on-year trends and demographic comparisons, helping you quickly pinpoint strengths and improvement areas.

Division *	Count	I feel that my short to medium career goals will be met by this organisation	The organisation provides opportunities for further learning & development	My Leader supports my professional development
NSW&ACT	64	58%	56%	63%
QLD	72	53%	50%	72%
SANT	43	72%	72%	77%
VIC/TAS	111	62%	68%	70%
WA	44	72%	67%	81%

Identify which areas are most strongly associated with overall engagement. This analysis highlights key experience drivers and supports prioritisation.



Understand comment topics and sentiments on employee comments. Filter employee comments by selecting common terms or phrases.





Testimonials from EX Survey Clients

"This is really fantastic information and is more detailed and more useful, to the climate survey we ran internally. Thank you so much. This has really been of exceptional use and I really appreciate it."

Eleanor Loudon – CEO

"We are now running our third Survey and the data has been so helpful in understanding our business, culture and staff thoughts and feedback. I've found the team to be fantastic to work with. They deliver what they promise. The data is easy to slice and dice and they are always happy to talk through how to use their product and provide additional advice."

Juanita Hyde – HR Manager

"Thanks so much, It's a very interesting data set! The CEO and I have found it very helpful. Thank you, It's terrific."

Andrew Brackman – Executive Manager

"I really like the written report and dashboard with the results, it's simple, to the point and has all of the necessary information."

Fatmah Haroone – HR Manager

"You guys are so great to work with. We love how quick and easy communications are and how insightful the reporting is. Plus the ability to customise reporting is amazing. Thanks so much!"

Aarene Adoptante – People & Culture Manager

"The Your Say survey is terrific. It is very relevant, comprehensive and easy to navigate. The additional Results By Demographics section was very handy."

James Barrientos – CEO

"We honestly cannot speak highly enough of Your Say Surveys and the exceptional client experience delivered throughout our employee survey project. The process was seamless, professional and insightful. The reporting was clear and meaningful, helping us understand the story behind our data and identify practical priorities for action. It felt like a true partnership from start to finish."

Carolyn Stephenson – Head of People

"Your Say Surveys has been excellent to work with. Launching a survey is never fun, but partnering with them has made things simple and they have been very flexible with what we need."

Gina Siegel – People & Culture Advisor



What's Next?

Every organisation is different and so is every employee experience journey.

Whether you're looking to establish a baseline, refresh your current approach, introduce pulse surveys, or gain deeper reporting insights, we'll help you identify the solution that best suits your organisation's current circumstances.

We can walk you through:

- The most suitable survey solution for your needs
- Pricing and implementation options
- Survey design and look & feel
- Reporting dashboards and heatmap views
- Benchmarking and action planning support

Discover what will drive the greatest impact for your people and your organisation, and see how Your Say Surveys converts data into clear, confident decision-making.

1800 850 528

hello@yoursaysurveys.com.au

yoursaysurveys.com.au

