

# SECC 2023 ANNUAL STAFF SURVEY



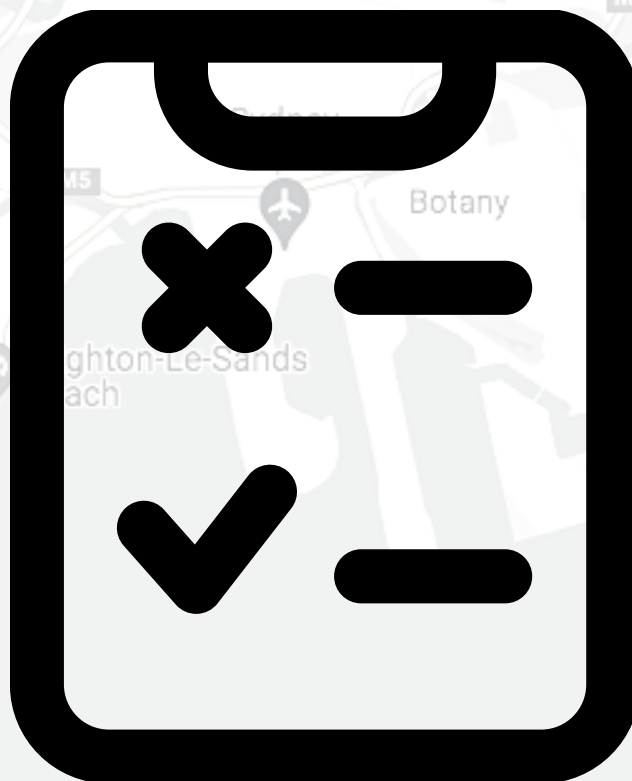
**South Eastern  
Community  
Connect**

[www.secc.sydney](http://www.secc.sydney)

# A SNAPSHOT OF RESPONDENTS

Completed by **57/71 staff**  
(**80.2%**)

Survey took place  
between **11th-31st Jan**  
**2023**



# PART 1

**WHAT DO STAFF  
ENJOY MOST  
ABOUT  
WORKING AT  
SECC?**

# THE SURVEY SAYS...

According to the results, these were the top seven things our staff enjoyed about working with SECC:

- 1. Meaningful and rewarding work**
- 2. Feeling connected to the community**
- 3. Meeting new people**
- 4. Friendly staff**
- 5. Flexibility**
- 6. New challenges**
- 7. Learning new skills**

# THE SURVEY SAYS...

**Respondents who selected 'Other' made the following comments about what they enjoyed:**

- "Helping and giving company to the elderly"
- "Great leadership and support"
- "I feel I'm doing something for me and helping others stay in touch in my day-to-day activities"
- "Understanding director"
- "I love working with kids. I like to put them into a discipline"
- "The ability to enjoy what I'm doing"
- "Helping people in need"
- "Dedication, care about us"
- "Happy to be here"
- "Best job ever"

# THE SURVEY SAYS... (cont'd)

- "I like meeting new people but also having the same customers"
- "I love working with my regular clients. I am like family to them."
- "The culture at SECC and a caring, supportive and competent CEO"
- "Supportive management team and leaders"
- "I like all the other extra activities that SECC has planned: family day, professional development training, team meetings."
- "Family atmosphere"
- "Staff are kind and understanding"
- "The help you get from staff and management"
- "Happy to be part of a great group of people"

# PART 2.

**WHAT WORDS  
REFLECT THE  
VALUES OF  
SECC?**



# caring community

originality  
 diversity  
 communities  
 reliable  
 supportive  
 family  
 safe  
 promoting  
 adaptive  
 work  
 client  
 dedicated  
 respected  
 connected  
 little Bay Beach  
 Congwong Beach  
 Kogarah  
 Rockdale  
 Arncliffe  
 helping  
 amazing  
 ethical  
 communication  
 connection  
 love  
 support  
 hard-workers  
 progression  
 outgoing  
 kind  
 hard  
 cooperation  
 inclusive  
 flexible  
 service  
 friendship  
 trust  
 honesty  
 understanding  
 committed  
 kindness  
 dedication  
 human-centric  
 trust  
 considerate  
 trustworthy  
 good  
 career  
 care  
 connect  
 helpful  
 friendly  
 Sydney  
 Randwick  
 UNSW Sydney  
 Maroubra  
 Botany Bay  
 Brighton Le Sands  
 Bondi  
 Marrickville  
 Newtown  
 Surry Hills  
 Darlinghurst  
 Bondi Junction  
 Ashfield  
 Drummoyne  
 Kings-Ashfield  
 Tarragong  
 Temporal



# THE WORD 'CARING' WAS USED 14 TIMES!

14	caring
12	community
8	respect
4	friendly
4	connection
4	honesty

# PART 3.

**WHAT DO STAFF  
THINK ABOUT  
SECC'S  
WORKING  
CULTURE?**

# A SNAPSHOT OF RESPONSES

85%

Say they have friends at work

93%

Report feeling valued and respected

95%

Agree or strongly agree that psychological safety is important

86%

Say their team works well together

95%

Agree their team has a sense of purpose

80%

Say staff members are recognised for their contributions

93%

Report they feel supported by their team

86%

Say they have all they need to do their job well

93%

Agree their manager trusts them to make decisions about their work

91%

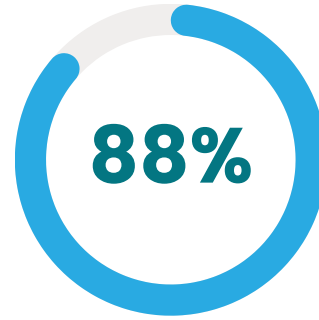
Say they have most of the skills needed to meet goals/ targets/ KPIs

96%

Report they find their work interesting



**Are happy with their work-life balance**



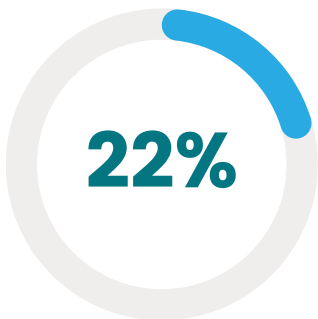
**Feel SECC is a good place to develop their career**



**Have a clear understanding of their career path**



**Are interested in exploring other roles within SECC**



**Would consider leaving SECC if another organisation offered them 5% more**



**Plan on working at SECC for at least the next 12 months**



**Say they trust the  
SECC Leadership  
Team**



**Are comfortable  
giving feedback to  
their supervisor**



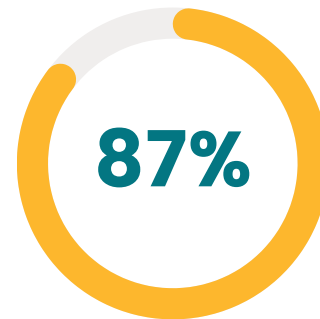
**Feel respected by  
their manager**



**Are happy with the  
amount of support offered  
by their manager**



**Report their manager  
is willing to step in and  
help resolve problems  
as they arise**



**Are happy with the  
training options  
offered**

**86%**

**Are happy with  
their career  
progression at  
SECC**

**57%**

**Are satisfied  
with their  
current salary**

**82%**

**Say they are  
recognised  
when they do  
good work**

**86%**

**Report they  
receive enough  
feedback on  
their work**

**79%**

**Say their  
manager cares  
about their  
career growth**

**88%**

**Agree their  
manager sets  
clear goals for  
their team**

**91%**

**Say their manager is a great role model for employees**

**96%**

**Agree SECC is supportive of the diversity needs of staff**

**89%**

**Agree our staff reflect the community's demographics**

**91%**

**Report that communication is accessible and clear to all staff**

**91%**

**Say communication is undertaken in different formats e.g. written, verbal, visual**

**88%**

**Say SECC provides flexibility and accommodates the needs of carers**





**Agree SECC builds relationships and connections with diverse communities**



**Report SECC provides welcoming spaces for people from all cultures and backgrounds**



**Say diversity is recognised and celebrated in an ongoing way**

# OTHER COMMENTS

"I think I deserve better income due to my great work and dedication."

"SECC is a great company to work for and they help the community in different fields."



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"SECC is a very open & welcoming organisation that is constantly striving to be more inclusive."

"A 5% pay increase is not a significant amount to consider leaving a job I love."

# OTHER COMMENTS

"I think I am too old to explore other roles, especially as I am happy with my current position."

"I am not sure if I can advance."



"My manager is always supporting me and is always available."

# QUOTABLE QUOTES

## **Testimonials from our staff**

"SECC has had an amazing journey under Kate the CEO."

"SECC is good place to work. I enjoy my work."

"I love working at SECC mainly because of the work environment."

"I enjoy the team from SECC and working with them. The atmosphere is always friendly, which is important to me."

"Everybody does an excellent job."

"I thank you for giving me the opportunity to work for you. I'm very happy with my job and all my clients. It's much appreciated."

"Diversity, equity and inclusion is a high priority for SECC, and we're always seeking ways to be more inclusive as we grow as an organisation."

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# QUOTABLE QUOTES

"The support network SECC has successfully created as part of its work culture is a safe and nurturing space where all staff are supported to thrive in their roles. I'm always touched by the ongoing efforts that go into keeping the staff safe, happy, focused and supported."

"Salary is important, but it's not everything. As long as it's reasonable."



"SECC provides a welcoming space for people from all backgrounds."



# PART 4.

**HOW  
RESILIENT  
ARE SECC  
STAFF?**



**Are conscious of signs of stress and know how to manage themselves**



**feel confident to influence others and deal with conflict and challenges**



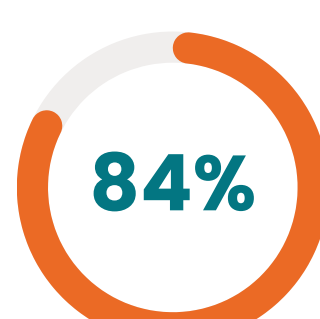
**Feel comfortable with change**



**Feel OK to talk with others about any emotional struggles they are having**



**Use reflection to learn from their mistakes and gain new perspectives**



**Can usually bounce back after a stressful experience at work**

# FINAL COMMENTS



"SECC, under Kate's exemplary leadership, cares very, very much about the welfare of its staff. I have never worked in an organisation that cares so much about its staff. Kate recognises that staff have family & other commitments and is always willing to accommodate us. I know this is much appreciated by staff."

"I feel confident in working with different clients, and I am feeling confident in our changing environment."

"SECC is an amazing organisation, with amazing people who have the clients' needs and the organisation as their priority."



# FINAL COMMENTS



"SECC respects the issues of the employees and deal with them in a proper way."

"SECC encourages strategies that boost wellbeing."

"We have a supportive team who want the best for each other and the organisation."

# **OUR RECOMMENDATIONS AND ACTION STEPS**

**(TO COME)**





## **South Eastern Community Connect**

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