



Warragamba Silverdale
Neighbourhood Centre

Exit Interview Policy

This Exit Interview Policy applies to all Employees of the business.

The objective of the policy is to ensure an Exit Interview Policy

The requirement is for all staff to comply with Exit Interview Policy.

Procedures (not required)

Purpose

This Exit Interview Policy outlines the objectives and requirements for conducting exit interviews within Warragamba Silverdale Neighbourhood Centre Inc, an Australian business. The purpose of this policy is to ensure that valuable feedback is collected from departing employees to improve the overall work environment and employee satisfaction. This policy applies to all full-time, part-time, and casual employees who are leaving the organization, regardless of the reason for departure.

Objective

The primary objectives of the Exit Interview Policy are to:

- Understand the reasons for employee turnover and identify any potential areas of improvement within the organization.
- Gain insights into employee satisfaction, working conditions, management practices, and overall organizational culture.
- Identify trends and patterns that may be contributing to employee attrition.
- Use the feedback obtained from exit interviews to improve employee retention and create a better work environment for all staff members.
- Ensure a smooth transition for both the departing employee and the organization, including knowledge transfer and completion of pending tasks.

Policy Requirements

Scheduling Exit Interviews

Exit interviews should be scheduled within two weeks of an employee's resignation or notice of termination, allowing sufficient time for the departing employee to complete necessary tasks and share any relevant knowledge with their colleagues.

Conducting Exit Interviews

Exit interviews should be conducted by a representative from the Human Resources department, or by an external consultant if deemed necessary. The interviewer should be impartial and not have had any direct involvement with the departing employee to ensure unbiased feedback.

Confidentiality

All exit interview information must be treated as confidential. The feedback provided by departing employees should not be shared with other staff members or used against the employee in any way. Aggregated data and trends may be shared internally, but individual responses must remain confidential.

Exit Interview Format

Exit interviews may be conducted in person, over the phone, or through video conferencing, depending on the preferences and availability of the departing employee. A standard set of questions should be used to ensure consistency and comparability across all exit interviews.

Documentation and Analysis

Exit interview responses should be documented and stored securely in accordance with the organization's privacy policy and relevant Australian privacy laws. Data collected from exit interviews should be regularly analysed to identify trends and areas for improvement.

Follow-up Actions

Based on the feedback received through exit interviews, the organization should take appropriate action to address any identified issues. This may include changes to policies, procedures, working conditions, or management practices. Regular reviews should be conducted to monitor the effectiveness of these actions and ensure continuous improvement.

The Director is responsible for communicating the Interview Exit Policy to all persons working for or on behalf of the organisation and making it available to interested parties.

Exit Interview Questionnaire

Name: [Fragment.HRA Employee Lookup.FullName]	Start date:
Department:	Location:
Job title: [Fragment.HRA Employee Lookup.Role]	Final day of service:
Reporting to:	Date:

We welcome information regarding your future plans and feedback concerning your position and time spent with Warragamba Silverdale Neighbourhood Centre Inc. We ask that you use this form to record any suggestions and or recommendations for improvement within Warragamba Silverdale Neighbourhood Centre Inc that you may have identified during your employment. Your input will assist Warragamba Silverdale Neighbourhood Centre Inc to analyse exit trends and to develop appropriate retention strategies.

Please complete and return the form to the [ResponsiblePartyTitle] immediately following completion.

1. Reason for leaving

1.1 From the factors listed below, please select the most important factors that contributed to your reason(s) for leaving. Please indicate the primary factor with the number '1'. If other factors were involved, indicate them in order of importance with '2' the next most important factor and '3' with the next most important factor, etc.

- | | |
|-----------------------------------|-------------------------------------|
| Better career opportunity | Workload too heavy |
| Better salary | Workload too light |
| Better benefits | Work not challenging |
| Career change | Travelling |
| Spouse relocation | Working conditions |
| Relocation, other personal reason | Lack of training |
| Return to Tertiary Studies | Lack of recognition/appreciation |
| Family responsibilities | Dissatisfaction with firm |
| Health reasons | Dissatisfaction with supervisor/mgr |
| Child or other dependent care | Dissatisfaction with co-workers |
| Transportation problems | Retirement |
| Self-employment | Other _____ |
| Dislike work | |

1.2 Please comment on the primary factor(s) affecting your decision to leave Warragamba Silverdale Neighbourhood Centre Inc:

1.3 After leaving Warragamba Silverdale Neighbourhood Centre Inc, will you be:

- | | |
|--|---|
| <input type="checkbox"/> Employed full-time | <input type="checkbox"/> Not employed, seeking employment |
| <input type="checkbox"/> Employed part-time | <input type="checkbox"/> Not employed, not seeking employment |
| <input type="checkbox"/> Employed on a temporary basis | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Self-employed | |

1.4 Does your new position offer (select one in each category):

- | | | |
|---|---|--|
| <input type="checkbox"/> Lower salary | <input type="checkbox"/> Less responsibility | <input type="checkbox"/> Less potential for advancement |
| <input type="checkbox"/> Similar salary | <input type="checkbox"/> Similar responsibility | <input type="checkbox"/> Similar potential for advancement |
| <input type="checkbox"/> Higher salary | <input type="checkbox"/> Greater responsibility | <input type="checkbox"/> Greater potential for advancement |

1.5 How did you hear about your new role?

- | | |
|---|---|
| <input type="checkbox"/> Via an employment agency | <input type="checkbox"/> Approached directly by the company |
| <input type="checkbox"/> Applied to an advertisement | <input type="checkbox"/> Word of mouth recommendation |
| <input type="checkbox"/> Approached by member company | <input type="checkbox"/> Other _____ |

2. Working conditions

2.1 During your employment with Warragamba Silverdale Neighbourhood Centre Inc what problems/benefits did you experience?

- | | |
|---|--|
| <input type="checkbox"/> Support from my team members | <input type="checkbox"/> Lack of support from my team |
| <input type="checkbox"/> Thorough performance reviews and ability to influence my own goals | <input type="checkbox"/> Poor performance reviews and little involvement in goal setting |
| <input type="checkbox"/> Learning new skills | <input type="checkbox"/> Few learning opportunities |
| <input type="checkbox"/> Receiving regular performance feedback and recognition | <input type="checkbox"/> Lack of recognition for improved performance |
| <input type="checkbox"/> Equitable remuneration | <input type="checkbox"/> Inequitable remuneration |
| <input type="checkbox"/> Clear communication channels | <input type="checkbox"/> Little communication/interaction |
| <input type="checkbox"/> Working with professional people | <input type="checkbox"/> Working long hours (unable to balance work and family) |
| <input type="checkbox"/> Challenging and varied workload | <input type="checkbox"/> Routine workload, often boring |
| <input type="checkbox"/> Clear and challenging responsibilities | <input type="checkbox"/> Unclear responsibilities |

- Good leadership and management from my manager Poor leadership and management from my manager

2.2 For the following questions, please select the most appropriate rating from poor, fair, average, good or excellent. Please feel free to provide further comments if you wish.

Question	Poor	Fair	Average	Good	Excellent
How do you rate your remuneration and benefits?					
How do you rate your working hours arrangement?					
How do you rate your work/life balance while working here?					
How do you rate the physical working conditions, ie office, factory, work station, amenities, etc?					
How do you rate employee morale in your work section?					
How do you rate working relationships with your co-workers?					
How do you rate the working relationship with your manager/supervisor?					
How do you rate the support you received from your team members					
Did you receive regular feedback from management about your job performance?					
Was feedback concerning your job constructive?					
How do you rate the standard of leadership and senior management within Warragamba Silverdale Neighbourhood Centre Inc generally?					
How do you rate your manager/supervisor as a coach or mentor?					
How do you rate the standard of professionalism within Warragamba					

Silverdale Neighbourhood Centre Inc generally?					
How do you rate your access to learning and development opportunities while employed here?					
How do you rate the quality of training, learning and development opportunities you received?					
How do you rate the level of customer service provided by Warragamba Silverdale Neighbourhood Centre Inc?					
How do you rate Warragamba Silverdale Neighbourhood Centre Inc's commitment to equal employment opportunity?					
How do you rate Warragamba Silverdale Neighbourhood Centre Inc's commitment to occupational health and safety?					

3. Job content and opportunities

3.1 What does Warragamba Silverdale Neighbourhood Centre Inc do well?

- | | |
|---|---|
| <input type="checkbox"/> Attitude to continuous improvement | <input type="checkbox"/> Clear communication at all levels |
| <input type="checkbox"/> Commitment to training | <input type="checkbox"/> Encourages team environment |
| <input type="checkbox"/> Good IT systems | <input type="checkbox"/> Educational assistance and support |
| <input type="checkbox"/> Provides opportunities for personal and career development | <input type="checkbox"/> Provides opportunity to balance work and family responsibilities |
| <input type="checkbox"/> Offers professional services to our members and clients | <input type="checkbox"/> Promotes clear strategic direction and vision |
| <input type="checkbox"/> Rewards/recognition | <input type="checkbox"/> Other _____ |

3.2 What could Warragamba Silverdale Neighbourhood Centre Inc have done to prevent your resignation?

- | | |
|--|--|
| <input type="checkbox"/> Increased salary | <input type="checkbox"/> Improved communication |
| <input type="checkbox"/> Better career planning | <input type="checkbox"/> Flexible work opportunities |
| <input type="checkbox"/> More variety | <input type="checkbox"/> More recognition |
| <input type="checkbox"/> Opportunities for promotion | <input type="checkbox"/> Other _____ |

3.3 Please comment on the following aspects of your job:

(a) Workload

