

31 August 2021

Anthony Jordan

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Tēnā koe Anthony,

Your Official Information Act request, reference: GOV-013319

Thank you for your email of 8 August, asking for the following information under the Official Information Act 1982 (the Act):

- 1. Employee Survey that focuses on satisfaction as an Employee for the ACC*
- 2. Employee Survey that focuses on Subjective Job Security whilst employed at the ACC*

Background on engagement at ACC

Engagement is about what we each do every day to create an environment where we can all do our best. Our engagement surveys are a way of assessing how connected our people are to their work, team, and what we're trying to achieve together at ACC.

ACC cares deeply about the engagement of our people. When we're engaged, we're much more likely to enjoy our work, do great work, stretch our skills, play to our strengths, and achieve more.

Engagement is something everyone at ACC can influence, and the biggest influence on engagement is the immediate team. That's why we run employment engagement surveys to measure how our people are feeling about working at ACC, and specifically ask about things that we think may be of concern to them.

When results are available, we encourage all teams across the organisation to have conversations about what's working well and what actions they can take to improve things that are important to them and that we can work on together to make ACC even better.

Overall engagement at ACC has remained stable over recent years, with improvements in some specific areas.

Employee Engagement Survey

This annual survey helps us to measure overall engagement, that is, 'how our people feel' about our workplace and if they have the support, feedback and resources they need to perform.

This allows us to track our progress, celebrate our successes and for teams to identify where to put attention to maintain or improve their engagement.

There are 12 key questions which is why it is sometimes called 'Q12'. We also ask additional ACC questions to gather insights specific to our organisation.

Survey results

Please find attached a copy of the most recent 'All ACC' survey results, for the Employee Engagement Survey 2021.

Employee survey that focuses on job security

ACC does not conduct specific surveys that relate to job security. As such we are declining this part of your request, under section 18(e) of the Act, as the information does not exist.

How to get in touch

If you have any questions, you can email me at GovernmentServices@acc.co.nz.

If you are not happy with this response, you have the right to make a complaint to the Ombudsman. Information about how to do this is available at www.ombudsman.parliament.nz or by phoning 0800 802 602.

Nāku iti noa, nā



Sasha Wood
Manager Official Information Act Services
Government Engagement & Support