How are we doing @TCC?

Local Government

Report Summary

Survey name: How are we doing @TCC?

Start date: 12:00pm, 30 June 2020

End date: 17:00pm, 14 July 2020

Overall survey score: 61%*

Participation: 81%

Participants: 132 completed of 163 invited

Created by:

Filters applied to this report

Group: Infrastructure

Note: The overall survey score is calculated from the AskYourTeam Agree-Disagree questions

Categories summary

Results of the survey are grouped by category to provide an overall summary. The overall score includes AskYourTeam questions.

	Average Score	Lowest Score	Highest Score
Rate Payer / Community Focus	61%	40%	74%
Business Processes	62%	56%	70%
Internal Communication	63%	61%	65%
Strategy	58%	48%	65%
Organisational Learning	59%	56%	62%
Culture	68%	54%	80%
Leadership	62%	54%	69%
Review	52%	47%	55%
Information	61%	48%	68%
Suppliers	65%	61%	67%
Project Planning	58%	54%	68%
Performance Development	60%	45%	73%
Implementation	58%	55%	60%
Custom	77%	74%	80%

Questions summary

The question summary reports show the 10 highest and 10 lowest scores for the survey. The highest scores can identify areas to celebrate success. The lowest scores can identify areas to focus follow-up action plans.

📈 Top 10

#	Categories	Questions	Score
1	Custom	My people leader takes responsibility and holds themselves and others to account to deliver exceptional outcomes	80%
2	Culture	I understand clearly how the things I do affect the ability of others in my team to do their job	80%
3	Custom	My people leader conveys a commitment to fairness	79%
4	Custom	My people leader is prepared to adapt and be flexible if it's the best thing to do to meet the organisation's goals	79%
5	Custom	My people leader has strong collaborative relationships across council and with our organisations' partners	78%
6	Custom	My people leader encourages the team to actively seek out and own new ways of doing things	78%
7	Custom	My people leader helps create a safe and trusting environment within our team	78%
8	Custom	My people leader communicates often, openly and ensures everyone is on the same page.	78%
9	Custom	My people leader knows when to make a decision, and when a decision can be made by those closest to the action	77%
10	Culture	I enjoy working for this council	77%

📉 Bottom 10

#	Categories	Questions	Score
1	Rate Payer / Community Focus	Our council has a positive reputation with our ratepayers	40%
2	Performance Development	Poor performance is managed effectively in our organisation	45%
3	Review	Projects are reviewed thoroughly to see how well the actual outcome reflected the forecast outcome	47%
4	Information	We can quickly obtain customised reports from our information systems	48%
5	Strategy	All departments have goals or objectives that are aligned with those of other departments	48%
6	Rate Payer / Community Focus	Our council has a positive reputation in its local business community	49%
7	Project Planning	Effective consultation occurs before changes are made that affect others	54%
8	Leadership	There is a clear vision for the council	54%
9	Culture	Effective cross-functional teams are common in our council	54%
10	Leadership	There is a clear strategy for the council	54%

All AskYourTeam Questions summary

Categories	Questions	Score
Rate Payer / Community Focus	The importance of our ratepayers/community has a significant impact on how we work	74%
Rate Payer / Community Focus	I am proud of the impact our council has on the community	68%
Rate Payer / Community Focus	We provide great value to our ratepayers/community	67%
Rate Payer / Community Focus	The council has effective public communication and consultation on significant issues	66%
Rate Payer / Community Focus	We actively gather feedback from ratepayers/community and use this to improve our service to them	66%
Rate Payer / Community Focus	Everyone in the council is clear on the role they play in helping deliver what our ratepayers/community wants	61%
Rate Payer / Community Focus	Our council has a positive reputation in its local business community	49%
Rate Payer / Community Focus	Our council has a positive reputation with our ratepayers	40%
Business Processes	The health, safety and wellbeing of people in the council is appropriately reflected in our systems, processes and work environment	70%
Business Processes	We have the technology to effectively support our processes	62%
Business Processes	When I receive work from other departments it is fit for purpose	62%
Business Processes	We effectively identify and realise opportunities to reduce costs	61%
Business Processes	Meetings are generally an effective use of time	61%
Business Processes	We regularly review processes and identify possible improvements	60%
Business Processes	Our council allocates resources effectively to achieve agreed outcomes	56%
Internal Communication	I feel safe to tell the truth even when it is unpopular	65%
Internal Communication	The Executive team shares information with me that enables me to do my job effectively	64%
Internal Communication	Our council ensures I understand why workplace changes are made	64%
Internal Communication	I am motivated by the way our Executive team communicates	62%
Internal Communication	We are provided with meaningful updates on how the council is performing	62%
Internal Communication	Our group's results are provided in a clear, understandable way	61%
Strategy	Social responsibility is appropriately reflected in our council's vision, values and strategy	65%
Strategy	We are good at partnering with other councils to create mutual value	60%
Strategy	The impact on the environment is appropriately reflected in our council's vision, values and strategy	58%
Strategy	Everything we do is consistent with the council's vision, values and strategy	57%
Strategy	All departments have goals or objectives that are aligned with those of other departments	48%
Organisational Learning	The performance of our council is better than that of similar councils	62%

Category	Statement	Score
Organisational Learning	Our council responds quickly to external changes	61%
Organisational Learning	We learn effectively from our mistakes	60%
Organisational Learning	We keep up with the best initiatives that are used in other councils	58%
Organisational Learning	People are regularly asked for feedback on how to improve the council	56%
Culture	I understand clearly how the things I do affect the ability of others in my team to do their job	80%
Culture	I enjoy working for this council	77%
Culture	Our council is a great place to work	75%
Culture	I have the autonomy to make decisions with matters I am responsible for	72%
Culture	We celebrate achievements as a team	69%
Culture	The contribution of individuals is recognised	66%
Culture	Our council supports people who come forward with new ideas	65%
Culture	Honesty and directness are valued in our council	64%
Culture	We have clear and effective systems for dealing with intimidating behaviour and workplace bullying, which are applied equally to everyone	63%
Culture	There is a strong focus on how we can work together better as a team	62%
Culture	Effective cross-functional teams are common in our council	54%
Leadership	The Executive team treat people the way they ask us to treat the ratepayers/community and each other	69%
Leadership	The actions of our Executive team are consistent with our council's values	68%
Leadership	I am confident that our Executive team is leading us in the right direction	67%
Leadership	People are confident that our Executive team will successfully implement our strategy and vision	63%
Leadership	The council has a culture of empowerment that maximises the performance of staff	58%
Leadership	There is a clear vision for the council	54%
Leadership	There is a clear strategy for the council	54%
Review	Information and results from projects are analysed and acted upon effectively	55%
Review	The measurements we use show clearly whether or not we are on target with our strategy and projects	55%
Review	Projects are reviewed thoroughly to see how well the actual outcome reflected the forecast outcome	47%
Information	I have the information I need to do my job as effectively as possible	68%
Information	I have access to the right information which enables me to make effective decisions	67%
Information	We can quickly obtain customised reports from our information systems	48%
Suppliers	We have suppliers who are responsive to our feedback	67%
Suppliers	Our suppliers enable us to perform as successfully as possible	66%
Suppliers	Our suppliers provide excellent value	61%
Project Planning	There is effective communication to inform what is required of me	68%
Project Planning	Initiatives and projects are researched and planned effectively	57%
Project Planning	There are effective planning processes in the council	55%
Project Planning	Effective consultation occurs before changes are made that affect others	54%
Performance Development	My own performance targets are aligned with the objectives of the council	73%
Performance Development	I have regular performance conversations and receive effective feedback	65%
Performance Development	Our council provides opportunities for me to develop my skills and competencies and actively encourages career development	62%

Performance Development	Each person in the council has clearly defined roles and responsibilities which they understand	60%
Performance Development	We have effective training that enhances the performance and development of individuals	57%
Performance Development	Our remuneration structure is appropriate relative to the market	55%
Performance Development	Poor performance is managed effectively in our organisation	45%
Implementation	People are held accountable for hitting deadlines	60%
Implementation	Changes to plans or deadlines are effectively communicated to all those affected	59%
Implementation	We use effective project management techniques for implementing projects	56%
Implementation	Everyone involved in implementing a project understands what needs to be done and by whom	55%
Custom	My people leader takes responsibility and holds themselves and others to account to deliver exceptional outcomes	80%
Custom	My people leader conveys a commitment to fairness	79%
Custom	My people leader is prepared to adapt and be flexible if it's the best thing to do to meet the organisation's goals	79%
Custom	My people leader helps create a safe and trusting environment within our team	78%
Custom	My people leader encourages the team to actively seek out and own new ways of doing things	78%
Custom	My people leader has strong collaborative relationships across council and with our organisations' partners	78%
Custom	My people leader communicates often, openly and ensures everyone is on the same page.	78%
Custom	My people leader makes it safe to make mistakes when trying to improve performance	77%
Custom	My people leader knows when to make a decision, and when a decision can be made by those closest to the action	77%
Custom	My people leader role models our values every day	76%
Custom	My people leader helps create a sense of connection and belonging within our team	76%
Custom	My people leader is good at helping conflicting parties collaborate to create win: win outcomes or to compromise	76%
Custom	My people leader inspires and motivates us to take action and be focused on delivering our strategy	76%
Custom	My people leader coaches our team from the side-line, advocates for us, and lets subject matter experts play their roles	76%
Custom	We have a 'no blame' culture in our team	74%
Custom	My people leader provides me with clear goals and objectives to allow me to organise my own time and work	74%
Custom	My people leader helps the team understand the "why" behind our strategy	74%

More advice on how to review the feedback in your reports and take action is available by clicking the below.

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