

This FAQ guide is here to support you with clear, honest answers to common questions about the *Your voice matters* survey.

Whether you're wondering how your privacy is protected, or who sees your comments, we've pulled together the facts to give you peace of mind.

Having listened to concerns raised by staff over the years, we've responded by busting the most common questions – so you can feel confident and informed before you take part.



## Your voice matters

## Your confidentiality is of the utmost importance to us

We want to hear your honest, constructive feedback—and for that, it's important you feel confident taking the survey.

To help clear up any confusion, we've put together a list of frequently asked questions (FAQs) so you can rest assured, your responses to survey questions and comments are not identifiable.

Question	Answer
<b>Anonymity and confidentiality</b>	
Are my survey responses anonymous and confidential?	<p>Yes. The data protections and visibility thresholds set in <b>Workday Peakon Employee Voice</b> ensure responses cannot be identified to an individual.</p> <p><b>Individual responses are never shared</b>—only <b>grouped (aggregated) results</b> are displayed in people leader dashboards, subject to visibility thresholds being met.</p> <p>The current threshold is five respondents, meaning there must be a minimum of five responses submitted for the score of a question to be visible in dashboards.</p>
I work in a small team – won't it be obvious how I answered?	<p>We've built in strong rules to protect everyone, especially those in small teams.</p> <p>To keep responses anonymous, we won't report:</p> <ul style="list-style-type: none"> <li>any team data unless at least five responses are submitted</li> <li>any question-level data unless at least five responses are submitted for that question.</li> </ul> <p>This ensures no one can be identified based on their responses.</p> <p><b>If you add comments, you can help keep these confidential by:</b></p> <ul style="list-style-type: none"> <li>not including names (yours or others)</li> <li>avoiding references to your team or role</li> <li>leaving out any personal details that could identify you.</li> </ul>
If the survey is anonymous, how does the system know I've completed it?	<p>Each employee's survey has a unique token during each survey round, which enables the system to track each employee's survey response status and automatically remind them to complete the survey.</p> <p>This information is not visible in the system—no one at the University can see who has or hasn't completed the survey.</p> <p>Your responses remain completely confidential, and strict data controls prevent anyone from accessing individual responses.</p>

Question	Answer
Should I leave comments, and are they confidential?	<p>When scoring a question, you can also add text comments to provide more context. These comments are confidential and offer valuable qualitative data alongside survey results, enhancing insights into employee engagement and what matters to our teams.</p> <p>Comments are meant to be <b>safe, respectful, and constructive</b> space for sharing views and ideas. Workday Peakon will monitor and flag any instances of discrimination or misconduct.</p> <ul style="list-style-type: none"> <li>• Comments remain confidential unless you include identifying details (e.g. names, work areas, or personal details).</li> <li>• To help protect anonymity, a visibility threshold of five applies — meaning at least five comments must be submitted for them to appear in reporting dashboards.</li> </ul> <p>Only People and Culture (HRBPs) and senior leaders have access to comments.</p>
How will comments be used?	<p>Workday Peakon uses Natural Linguistic Processing (NLP) to identify common themes and issues (Topics), helping to understand sentiment, take action, and identify areas for improvement.</p> <p>After the survey closes, key organisational-level topics and insights will be shared.</p> <p>Access to comments is limited to:</p> <ul style="list-style-type: none"> <li>• People and Culture (HRBPs): Can read and respond to free-text comments linked to specific survey questions. If a significant concern is raised, they may reach out via Workday Peakon. You'll always know who is contacting you, but <b>your identity will remain anonymous—unless you choose to disclose it.</b></li> <li>• Senior leaders (VCST): Can view comments, insights, and themed topics but cannot interact with employees through the platform.</li> <li>• Workday Peakon Administrators: Have access for system oversight and support.</li> </ul> <p>It is not intended for the raw comment data to be released or used in isolation to the overall survey question response data.</p>
<b>About the survey</b>	
What is the <i>Your voice matters</i> survey?	<p><i>Your voice matters</i> is our quarterly staff survey—an opportunity for you to share your experiences, ideas, and feedback to help shape the future of Federation University. It's a key part of our transformation journey and plays an important role in improving our culture and work environment.</p>
What kind of questions will be asked in the survey?	<p>The survey includes a range of questions that address key areas of engagement, wellbeing, satisfaction and belonging. These factors all play a role in how engaged, supported, and energised people feel at work.</p> <p>Your feedback helps identify key areas for improvement, giving the University timely and valuable insights to support positive change.</p>

Question	Answer
Why are we doing this survey quarterly?	<b>This is a shared journey</b> —one that we’re building together. By using shorter, more frequent surveys, we gain clearer insights, more timely reflections, and greater opportunities to create meaningful change that lasts.
Who can take part?	All staff across higher education and TAFE – continuing, fixed-term, casual, sessional, and academic—with a tenure of three months or more—are encouraged to take the survey.
What if I am on leave, or a casual staff member not currently working?	You are not required to participate in work-related activities while on leave or if you're a casual staff member not currently working. However, you're welcome to complete the survey if you'd like to share your feedback in your own time.
I have multiple positions, where does my survey data go?	Your primary role in Workday will determine where your survey results are reported.
How do I complete the survey?	<p>You'll receive a unique survey link via email, Workday, and Teams.</p> <p>Just select the link and follow the prompts on your computer or mobile device—it's quick and easy.</p> <p>Need help or don't have access to a device? Speak with your people leader to arrange access to a University device.</p>
How long will it take?	<p><b>Around 10 minutes</b>, depending on how detailed your responses are.</p> <p>The more detail you give, the better we can understand and act on your feedback.</p>
What happens if I leave the survey before finishing it?	If you return to the survey using the <b>same browser</b> , you'll be taken to the start—but your previous answers will still be there, saved locally in the browser. You can simply navigate back to where you left off.
Can I change my answers if I change my mind?	<p>Yes—you can edit your responses at any time before submitting the survey by using the 'up' arrow on your keyboard to navigate back and make changes.</p> <p>If you've already submitted the survey but want to update your answers, just select the link for your original survey. You'll see a message saying you've already responded—follow the prompt on that page to delete your previous responses and complete the survey again.</p> <p>Please note: this option is only available while the survey round is still open.</p>
What if I'm not sure how to answer a question?	If you're unsure about a question, it's best to skip it or ask someone in your team for clarification—rather than selecting a random score. Otherwise results can be skewed, and may give the impression that your team feels more positively or negatively about something than they actually do.

Question	Answer
Is it compulsory?	No, participation is voluntary – but the more people who take part, the more accurate and representative the results will be.
How soon are responses visible after completing the survey?	<p>Only you can see your own results on your personal dashboard—<b>individual responses are never shared</b>.</p> <p>Your answers immediately feed into the <b>group (aggregated) results</b>, which are only visible to people leaders <b>once the minimum response threshold is met</b> (e.g. five responses).</p> <p>These results may be available in real time or after the survey closes, helping leaders take timely, meaningful action based on your feedback.</p>
Why do some questions appear in multiple surveys?	To truly understand how we're progressing, it's important to measure the same things over time. That's why some questions are repeated in different survey rounds—it allows us to track changes, spot trends, and see whether the employee experience is improving. Repeating key questions helps ensure our efforts are having a real, lasting impact.
<b>Survey results, and what happens next</b>	
What happens after the survey closes?	<p>Your feedback will be used to create action plans in your team and across the University.</p> <p>People leaders will work with their teams to review results and develop priorities for improvement. These will be recorded and tracked in the Peakon platform.</p>
Will the results be shared?	<p>Yes. Your people leader will share results for your local area if they have access through their Workday Peakon dashboard. Access is based on whether the number of responses meets the required visibility threshold.</p> <p>Key organisational-level topics and insights will also be shared by the Vice-Chancellor's Senior Team (VCST) shortly after the survey round closes.</p>
Storage period and location	<p>Workday Peakon Employee Voice retains any survey data you submit for the duration of your employment. If you cease employment, your Peakon survey data is automatically deleted after 90 days.</p> <p>All personal data is stored within the European Economic Area (EEA), and robust measures are in place to ensure it is kept secure.</p> <p>Further details on the safeguards used are also available on request.</p>
<b>Survey data over time</b>	
How do the survey insights improve over time?	<p>As we gather responses from multiple surveys over time, we can identify meaningful patterns and track progress on key issues.</p> <p>Repeated participation builds a more complete picture of our organisational health and culture, enabling more targeted actions.</p>

Question	Answer
<p>What benchmarks are used to compare our results?</p>	<p>With richer historical data, we can better prioritise improvement initiatives and measure their effectiveness.</p> <p>Conducting surveys throughout the year also helps us understand how current factors impact staff experiences in real time.</p> <p>The survey uses two different benchmarks to provide context for our results:</p> <ul style="list-style-type: none"> <li>• <b>True</b> benchmark: your responses are compared against similar institutions in the education sector, giving us an external benchmark to understand how we're performing relative to our peers.</li> <li>• <b>Team</b> benchmark: Your team's results are compared against the overall University average, helping identify areas where your team experience differs from the broader organisation.</li> </ul> <p>These dual benchmarks provide valuable context that helps us identify both internal strengths/opportunities and how we compare to sector standards.</p> <p>This balanced approach ensures we're focusing improvement efforts where they'll have the greatest impact.</p>
<h3>Need help or more information?</h3>	
<p>Who do I contact if I have questions?</p>	<p>You can reach out to your:</p> <ul style="list-style-type: none"> <li>• People leader</li> <li>• People and Culture Business Partner</li> <li>• Jason Carter – Manager, People Consultancy</li> <li>• Tara Hanlon – Director, People and Culture</li> </ul>