

MEASURING WELLBEING TO GUIDE TEAM DISCUSSIONS

SA Water

To regularly measure and track the health and wellbeing of SA Water people across the year, and during times of change, SA Water use an anonymous survey tool to enable a regular business wide pulse check.

Background

Teamgage is an online survey tool that provides a regular insight from individuals about their experience of their work, environment, and connection to business and wider team. This enables open and honest team conversations and the prompt address of any issues - actual or emerging.

Through an innovative platform, its people can easily and quickly provide feedback on five to seven aspects of their working experience. Each monthly survey takes just a few minutes to complete and can be accessed using any device (mobile, tablet or computer).

The survey results provide people leaders, and then each team, with a snapshot of their current engagement levels, including health and wellbeing, so that discussions can focus on what is working well plus any opportunities for improvement.

Survey results are provided as percentages, supported by optional comments that provide a high-level overview of how everyone is tracking, and guide conversations to create positive change and identify required actions. At the same time, areas of success are identified to ensure replication.

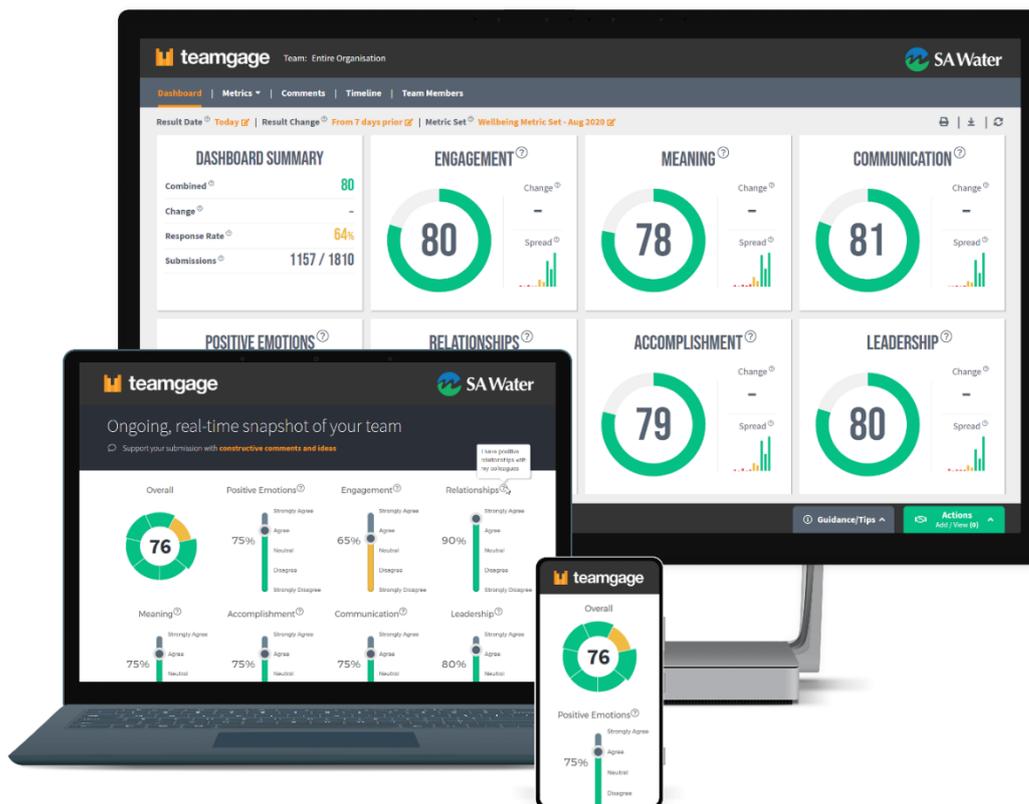
Wellbeing forms a regular topic within the question set of each monthly pulse check.

The Teamgage cycle:

1. Submit feedback (all)
2. Review submissions feedback (leader)
3. Team dashboard discussion (all)
4. Own and review change (all)



PERMA+



Implementation

When looking to understand the health and wellbeing of SA Water people during the significant changes resulting from COVID-19, the existing Teamgage survey tool enabled us to do this simply and quickly, and within an established business behaviour.

The challenge was to define a set of questions that could measure wellbeing and remain within the limits of the survey platform of seven or fewer questions.

To inform development of the questions, SA Water used the six PERMA+ principles as part of its wellbeing framework throughout the business to build practical solutions that improve wellbeing. By aligning questions to these principles, the results can be evaluated against existing wellbeing programs and inform on future wellbeing programs – all of which are shaped by PERMA+ principles.

SA Water created a question to define each principle of PERMA+, which was then tested with a selection of participants to ensure it was easily understood and the language used



remained consistent with the original meaning of the pillar. In addition to measuring PERMA+ principles, the survey included questions on knowledge of where to find wellbeing supports and how often people leaders checked on their wellbeing.

Discussion points were designed for people leaders when discussing team results and feedback, providing a clear way forward, streamlined access to support and ownership of wellbeing on the individual at team level. Discussion points included a definition of each question and associated PERMA+ principle, giving insight into why scores may be low and provided individual and team activities to improve wellbeing.

Wellbeing team members also attended selected team discussions to facilitate and provide support for building the wellbeing capability of people leaders.

Benefits and outcomes

In August 2020, SA Water released a Teamgage survey to measure wellbeing with 64 per cent of people responding, achieving an overall score of 80 per cent, indicating people's wellbeing at that time was strong. While the survey's limit on the number of questions cannot capture the scope and complexity of wellbeing, there is now a reliable tool to measure high level wellbeing quickly at any moment in time.

The set of questions used has provided SA Water with a baseline measure of wellbeing and will now be implemented quarterly as part of the regular Teamgage pulse check to establish an ongoing measure.