Committing to Employee Wellbeing
Enabling knowledge to flow to all the places where it can be put to good use
Making the world a safer place for everyone

We all thrive when given the opportunity to work and connect with our most trusted peers.

In good and honest company everyone is acutely aware of all the collective diversity, intelligence, and capability that are available in the form of a trusted community that includes all contributions from all colleagues, friends, whānau, and family.

Cultural and psychological safety is about exercising the ability to act in good faith, respect, and acknowledge the diversities of people.

https://healthcare-solutions.s23m.com/employee-wellbeing/
Creating and maintaining a safe environment is fundamental for the flourishing of all staff, yet in many organisations cultural safety and psychological safety is still the exception rather than the norm.
Creating good company

Organisations are only able to deliver valuable services to the extent that they can rely on a network of trusted relationships both within the organisation and the wider community that supports and is supported by them.

No large organisation can claim to have a genuine commitment to diversity and inclusion if it does not subscribe to independent oversight by marginalised segments of the population.
The Employee Wellbeing service design emerged in 2019 out of the autistic community and is available in the public domain.

The objectives of the autistic and neurodiversity civil rights movements overlap significantly with the interests of those who advocate for greater levels of psychological and cultural safety in the workplace and in society in general.

The many considerations that have shaped the service design are documented in detail on this page. The design rationale translates to all marginalised group(s).

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The Autistic Collaboration Trust engages with the wider neurodiversity movement and other minority groups via the Design Justice Network to catalyse trustworthy and globally accessible Employee Wellbeing surveys that are audited by volunteers from minority groups.

autcollab.org
Employer Rating surveys

How does it work for staff?
The anonymous survey is available online to anyone at all times.
The core of the Employer Rating service is an assessment of cultural safety and psychological safety.

You can submit feedback on your current and past employers at any time
The surveys and a related peer-to-peer support Bullying Alert service are coordinated at a regional level by groups of volunteers from the Design Justice Network and the Autistic Collaboration Trust.

What happens to the results?
The anonymous survey data is reviewed by volunteers from the autistic community and other minority groups appointed by the Autistic Collaboration Trust.
Aggregate survey results are only made available to employers who subscribe to regular Employee Wellbeing surveys, and subject to the limitations described in the user guide, i.e. the individual anonymous responses are never shared with employers or with any other party.
Best practice – Extending trust to employees

The results of the survey can only be put to good use if they are shared with all employees.

1. **Committing to community powered oversight and regular Employee Wellbeing surveys** is a significant first signal of genuine commitment to staff wellbeing, diversity, and inclusion.

2. **The employer can remove all “firewalls“ between the surveys and staff, so that aggregate results from each survey run are shared with all those who participated in the survey.** Such a decision visibly demonstrates that (a) the employer has great trust in staff and appreciates their contribution to workplace culture, and (b) that the organisation is fully committed to independent oversight of workplace cultures. One of our first subscribers, Ultranauts in the United States, has opted for this level of transparency, and we encourage other subscribers to follow their example.

3. Alternatively employers can run the survey once, and review the results, before deciding if and when to share them with staff and other stakeholders.

4. **Depending on the results, it may also be beneficial to visibly publicise the results to customers and suppliers, and to the local community.**
Employee Wellbeing surveys

How does it work for employers?

Employers that are committed to providing an inclusive and psychologically safe workplace are encouraged to be proactive and to enroll the quarterly Employee Wellbeing surveys.

The Employee Wellbeing survey questions are the same as the questions of the Employer Rating surveys.

The difference is that the employer actively encourages employee participation, and that the employer and all survey participants obtain access to the aggregate results.

Regular Employee Wellbeing surveys create a new level of shared understanding of workplace culture amongst staff. Trends (good and bad) are made visible every three months, allowing employers and employees to engage in eye level discussions with respect to challenges and opportunities for improvement.
Participating in the survey – the steps

1. You are invited to participate in the anonymous online survey, which is operated by S23M.

2. Towards the end of running the survey, and only if we have received at least 10 responses, you are asked to confirm participation independently from your survey response by registering your name and email address directly with S23M. Please note that in order to maximise the protection of employees, S23M will never share information about who participated in the survey nor any of the anonymous individual responses with employers.

3. Once a confirmed participation rate of at least 70% is reached, volunteers from the Design Justice Network and the Autistic Collaboration Trust select a small random sample of participating employees to verify employment and survey participation via a phone call or email and online tools such as LinkedIn. This step is necessary to discourage employers from submitting responses on behalf of employees.

4. The employer only receives aggregated results from the survey, together with the overall participation rate, and when available, with benchmarking data in relation to other organisations in the same country or economic sector.

5. The employer decides if and when the aggregated results are shared with employees or are made available to the public.
Frequently asked questions

1. How is the survey data secured?
   At this stage we use SurveyMonkey to store the survey data. All responses are anonymous and don’t contain personally identifiable information. If desired we can agree to delete all the individual survey responses for an enrolled employer after a survey run.

2. Is it fair to say that the Employer Rating Service is designed to be inclusive of all team members, not only neurodivergent team members?
   Yes, this is the whole idea, and this is also why we are recruiting volunteers for coordinating the Employer Rating Service and the Bullying Alert Service in collaboration with the Design Justice Network. Employers can tell us which specific marginalised groups are relevant to their context, and we will actively seek to find volunteers from these groups.

3. By “aggregate data”, do you mean data aggregated for specific categories of respondents, i.e. all, neurodivergent, LGBTQ+ respondents etc?
   Yes, this is correct. This is why we work with adequately coarse categories – so that the results aggregated by category are unlikely to yield categories for which there is just one response.
Frequently asked questions

4. Can we add the question “What is your gender?”
   This can be done if desired, but we would recommend consulting with all employees whether they are comfortable with such fine grained categorisation. The survey does cover broad social categories, but intentionally stays clear of more detailed categorisation could assist with de-anonymising individual responses.

5. Is there a single metric that could be calculated based on the survey results, i.e. an overall index for psychological safety?
   It is always possible to calculate a single metric, the question is whether a single metric still provides meaningful insights into changes / trends. We recommend focusing on a small set of numbers (between 2 and 7) that reflect dimensions that are viewed as important by the organisation.

6. What frequency would you recommend for the survey?
   Employers are encouraged run the surveys quarterly. We do not recommend running the survey more than once every quarter, as people would quickly get tired of the survey routine. Instead we encourage staff to make use of the Bullying Alert Service, to reach out to external peers to report any psychological safety issues they are experiencing.
NZNO is a bicultural organisation that embraces Te Tiriti o Waitangi, best demonstrated through the partnership of NZNO and Te Rūnanga, the bicultural arm that seeks to achieve the aspirations of Māori health professionals. The commitment to improving the workplace culture across the healthcare sector in Aotearoa New Zealand, is paramount.

To demonstrate a genuine commitment to cultural safety and psychological safety, and to better understand the daily lived experience of employees in your organisation, we recommend a subscription to S23M's community-powered Employee Wellbeing service to all employers.

Kerri Nuku | Kaiwhakahaere
Mairi Lucas | Acting Chief Executive
New Zealand Nurses Organisation | Tōpūtanga Tapuhi Kaitiaki o Aotearoa
Transdisciplinary collaboration hinges on psychological safety, cultural safety, and inclusiveness. These and other human factors determine the inherent social value of a company, the wellbeing of employees, and the quality of care delivered to patients.

To date the quality of social interactions and culture have been difficult to evaluate, but the emergence of their importance demands an ability to measure and evaluate these factors. The independently administered Employee Wellbeing surveys operated by S23M represent an excellent tool to assist your organisation to meet this challenge head-on.

A/Prof Terry J Hannan MBBS;FRACP;FAIDH;FACMI
Visiting Faculty Australian Institute of Health Innovation, Macquarie University International Academy of Health Sciences Informatics
Taking action – towards trusted relationships

Creative Collaboration is a subscription service offered by S23M that accelerates organisational learning with the help of three complementary workshop formats:

1. **Unlocking the value of psychological safety and creativity via Open Space workshops,** to power a continuous knowledge creation spiral that breaks through the barriers of established disciplines, management structures, groupthink, and physical distance

2. **Unlocking the value of tacit knowledge via Model Oriented Domain Analysis workshops,** to question implicit assumptions and to facilitate multisolving

3. **Unlocking the full value of psychological safety via Steering workshops,** to validate shared understanding, nurture mutual trust, assess risks and unknowns, overcome cultural inertia, and adjust priorities of programmes of work as needed

Thank you!

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