

| Consolidated themes and learnings from staff exit interviews year to date 2020/21   |                     |   |  |  |  |                                  |                                   |   |
|---|---------------------|---|--|--|--|----------------------------------|-----------------------------------|---|
| Department Exits  | Reason for Exits    | Experience at Marion  | CoM better if                                    | Change one thing                                 | Recommend to friends and family  | 3 things to do less of           | 3 things to do more of            | Learnings from interviews   |
| IT Governance,<br>Community<br>Connections,<br>Customer Experience,<br>City Services,<br>Development Services,<br>Land and Property,<br>City Activation | End of contract     | Positive  | Improved resourcing                              | Breaking down silos                              | All staff advised they would recommend the CoM to their friends and family, apart from one person who elected not to respond and another who said probably not | Emails                           | Collaboration                     | The positive feedback on staff experiences correlates with our Teamgage data and the Culture Study results  |
|   | Other opportunities | Enjoyable place to work                                       | Better relationships                             | Improved technology                              |  | Meetings                         | Flexibility in how we do our work | The IT transformation will address concerns on the use of technology. Negative feedback on IT systems has decreased over the last 12 months   |
|   | Retirement          | Good culture  | Staff located together                           | Improved systems and record management           |  | Red tape                         | Agility                           | Flexibility on how staff undertake their work has increased since COVID-19 with a number of staff having the flexibility to work from home or change the way they work. This is consistent with our Flexible Working Arrangements Policy and Procedures.  |
|   |                     | Supportive  | Improved Technology                              | Continuity of roles that undertake seasonal work |  | Less inflexibility of IT systems | Performance Development Plann     | The implementation of the HRIS system will ensure we are timely and efficient in undertaking the PDP process. Leaders have completion of PDPs as a KPI in their leadership development plans. Important for ELT/SLT to hold leaders to account to ensure they are undertaking it in a timely way. |
|   |                     | A couple of people stated they did not have a good experience | Breaking down silos                              | Improved staff collaboration                     |  | Not delay PDP process            | Community Programs                | Currently we are unable to retain seasonal workers through the off season, however, we can put steps in place to ensure staff are aware they are able to apply for other roles within Council.  |
|   |                     |   | Opportunities for staff outside of seasonal work | Increase in hours for some roles                 |  |                                  | Listen to Resident views          |   |
|   |                     |   |  |  |  |                                  | Flexibility in how we do our work |   |
|   |                     |   |  |  |  |                                  | Improved IT systems               |   |

\*Note for exit interviews relating to performance management, exit interviews are not offered.

\*Concerns raised at exit interview are discussed with the relevant People Leader.