

South Bank Corporation Policy

Corporate Services

SUBJECT: Exit Interview Policy
DATE CREATED: January 2008
REVIEW DATE: January 2009

Purpose

The purpose of this policy is to obtain confidential feedback from employees that are voluntarily ceasing their employment with the Corporation. Departing employees provide valuable information regarding current work practices, reasons for leaving and other information that can be used to assist management improve future working conditions, and identify underlying trends of staff turnover.

Exit Interviews

- An informal exit interview should be conducted in the week prior to the employee leaving the Corporation.
- Generally the supervisor or manager of the employee is the most suitable person to conduct the interview. The General Manager Corporate Services and Coordinator Human Resources are also available to conduct these interviews. It is entirely up to the employee who they feel more comfortable with.

Employee Responsibility

It is not compulsory for an employee to participate in an exit interview however the Corporation greatly appreciates any input the employee may wish to provide as it will assist with continuous improvements, and providing a better workplace for all employees.

Direct Manager Responsibility

Ensure departing employee is offered the opportunity to participate in an exit interview with them or whoever they feel more comfortable with.

The exit interview should be conducted face to face in a comfortable environment. Maybe make it less formal and take the employee out for a cup of coffee.

Attachment: Questionnaire

EXIT INTERVIEW QUESTIONNAIRE

Name: _____ Date: _____

Team: _____ Position Held: _____

Manager/Supervisor: _____

PURPOSE

The aim of the Exit Interview is to determine the reasons behind staff leaving the Corporation, in a bid to identify any underlying trends and reduce staff turnover. Your input into this process is vital and we appreciate and value your time and comments.

QUESTIONS

1. What is the main reason for leaving the Corporation?

- Step up in position with increased remuneration
 - Similar position with increased remuneration
 - Similar position with same remuneration
 - Change of career
 - Moving interstate/city
 - Study
 - Other
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2. What if anything would have made you stay with the Corporation?

- More challenging work
 - Increased salary & benefits
 - Better work/life balance
 - Development opportunities
 - Other
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3. What were the most positive aspects of your time with the Corporation?

- Job satisfaction
 - Remuneration and benefits
 - Employee development opportunities
 - Co-worker and team interaction
 - Other
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4. Were there any unfavourable aspects of your time with the Corporation?

- Work demands
 - Relationship with manager/supervisor
 - Other
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5. What suggestions would you make for improvements to your position?



6. Describe how you found the culture of the Corporation?

7. Any other comments or suggestions that you feel are relevant?
