

Frequently Asked Questions

What is the purpose of the TWI Light survey?

TWI Light helps assess and understand the mental health and wellbeing of employees. The insights gained help identify areas of improvement, implement supportive measures and foster a healthy, thriving workplace. Why? Because thriving workplaces are more likely to keep their people psychologically safe and well.

Who should participate in the TWI Light survey?

All employees within your organisation are encouraged to participate. The input of each team member is valuable because it contributes to a more comprehensive understanding of mental health across the organisation.

How does TWI Light complement other surveys?

The Thriving Workplace Index is an overall snapshot and action plan for your workforce's mental health and wellbeing. It can stand alone, or complement, other internal or external surveys measuring staff satisfaction, engagement, culture or a psychosocial hazard assessment. When it comes to the challenge of survey fatigue, the efficiency of the Thriving Workplace Index can help, typically taking less than 10mins to complete and recommended at a frequency of once a year.

Is the TWI Light survey anonymous?

Yes, it is completely anonymous. We respect all respondent's privacy, and their responses will be kept strictly confidential. Individual responses will not be shared with anyone, including management. Any analyses will be carried out as a group to make individual responses unidentifiable. The aggregated report will also provide demographic breakdowns only if there are more than 7 responses in that demographic, to ensure de-identification of respondents.

Is the data processing and storage secure?

We collect data through a licensed version of SurveyMonkey, a trusted survey platform known for its reliability and security measures. Our surveys are designed and distributed through SurveyMonkey's platform, ensuring ease of access for participants while maintaining the highest standards of data protection. Data is stored on shore and in adherence to all applicable Australian privacy laws and regulations, including the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

Does TWI Light meet compliance standards and if so how?

Legislation for providing a psychologically safe workplace comprises multiple steps (ask your Super Fund to SuperFriend's Psychosocial Hazard Think Workbook). The TWI Light meets two steps: Hazard Identification and Review/Revise Risk Control Measures. The two remaining steps (Risk Assessment and Risk Control) are required if Hazards are identified. In those instances, reach out to [SuperFriend](#) to hear about the available solutions.

How does SuperFriend use the data we collect?

The data collected is aggregated, de-identified and used solely for research purposes, including but not limited to analysis, reporting, and academic publications. We do not use this data for any commercial or marketing purposes.

What topics does the survey cover?

The survey will cover a range of topics related to mental health, including stress levels, work-life balance, workload and general wellbeing.

How long will it take to complete the survey?

The survey will take approximately 10 minutes to complete.

When and how does one access the survey?

Once SuperFriend has sent the email with a link to the survey then it can be distributed to your organisation's workforce e.g. through a company-wide email and/or intranet. A QR code can be provided so that participants can access it by other means e.g. mobile device or work laptops/desktops.

What happens after the survey is completed?

After completing the survey, the collected data will be analysed to identify trends and areas of concern. This information will be used for the development of strategies and initiatives to support mental health within your organisation.

Can additional feedback or suggestions be made regarding mental health support?

Yes, there is the opportunity to provide open-ended comments at the end of the survey. Further feedback and suggestions are highly encouraged.

What if there are any other questions or concerns about the TWI Light survey?

For any other questions or concerns about the survey, please reach out to us [by email](#). We are here to help.