



## Highlights report

### Purpose

This Highlights report presents key results from the 2020 Working for Queensland survey, which was conducted from 2 September to 28 September 2020. Results reflect the views of respondents from your agency.

### Reporting framework

This report represents scores across two different types of metrics, **factors** and **indices**.

**Factors** in the survey combine data from multiple questions that correlate highly with the overall factor.

**Workplace climate indices** by contrast, simply group all climate questions within topics to which they generally relate.

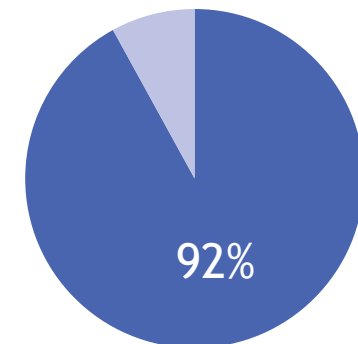
### Content

- 01 Factors
- 02 Factors by division
- 03 Factors by question
- 04 Workplace climate
- 05 Workplace climate by division
- 06 Workplace climate by question
- 07 Most changed since 2019, by question
- 08 Flexible work options
- 09 Domestic and family violence
- 10 Bullying and sexual harassment
- 11 Civility
- 12 Agency specific questions
- 13 How to interpret this report

Returned surveys:

# 44

Response Rate:



**Queensland  
Government**

# 01 Factors

## Purpose

This section provides an overview of the 2020 factor results. The % positive score is benchmarked against the Queensland public sector and the 2019 score.

### Key

Response scale:

Positive

Neutral

Negative

## Factors

| Name                      | Response scale % |     |     | vs 2019 | vs Qld public sector |
|---------------------------|------------------|-----|-----|---------|----------------------|
| Agency engagement         | 69%              | 25% | 6%  | +16     | +10                  |
| Job empowerment           | 78%              | 16% | 6%  | +12     | +4                   |
| Workload and health*      | 48%              | 34% | 18% | +7      | +9                   |
| Learning and development  | 68%              | 24% | 8%  | +20     | +12                  |
| My workgroup              | 89%              | 8%  | 3%  | +11     | +12                  |
| My manager                | 82%              | 14% | 4%  | +10     | +9                   |
| Organisational leadership | 72%              | 18% | 10% | +25     | +20                  |
| Organisational fairness   | 55%              | 28% | 17% | +17     | +12                  |
| Anti-discrimination       | 87%              | 7%  | 7%  | +10     | +21                  |
| Innovation                | 82%              | 14% | 4%  | +17     | +22                  |

\* % positive indicates those who have limited to no issues with workload and health

## 02 Factors by division

### Purpose

This section shows the breakdown of results for the factors at various levels in the agency hierarchy.

The scores shown are the % positive.

| Name                      | Energy and Water Ombudsman Queensland | Corporate Team | Dispute Resolution Team |
|---------------------------|---------------------------------------|----------------|-------------------------|
| Responses                 | 44                                    | 23             | 21                      |
| Agency engagement         | 69%                                   | 83%            | 53%                     |
| Anti-discrimination       | 87%                                   | 91%            | 82%                     |
| Innovation                | 82%                                   | 92%            | 71%                     |
| Job empowerment           | 78%                                   | 93%            | 61%                     |
| Learning and development  | 68%                                   | 79%            | 56%                     |
| My manager                | 82%                                   | 98%            | 64%                     |
| My workgroup              | 89%                                   | 94%            | 83%                     |
| Organisational fairness   | 55%                                   | 69%            | 39%                     |
| Organisational leadership | 72%                                   | 88%            | 53%                     |
| Workload and health*      | 48%                                   | 70%            | 24%                     |

\* % positive indicates those who have limited to no issues with workload and health

## 03 Factors by question

### Purpose

This section provides an overview of the 2020 factor results, by question. The % positive score is benchmarked against the Queensland public sector and the 2019 score.

### Key

Response scale:

Positive

Neutral

Negative

| Question   | Response scale % |     |     | vs 2019 | vs Qld public sector |
|--|------------------|-----|-----|---------|----------------------|
| <b>Agency engagement</b>   |                  |     |     |         |                      |
| Q33a. I would recommend my organisation as a great place to work     | 72%              | 21% | 7%  | +23     | +10                  |
| Q33b. I am proud to tell others I work for my organisation           | 74%              | 21% | 5%  | +10     | +7                   |
| Q33c. I feel strong personal attachment to my organisation           | 65%              | 26% | 9%  | +20     | +6                   |
| Q33d. My organisation motivates me to help it achieve its objectives | 65%              | 30% | 5%  | +8      | +11                  |
| Q33e. My organisation inspires me to do the best in my job           | 70%              | 28% | 2%  | +17     | +15                  |
| <b>Job empowerment</b>   |                  |     |     |         |                      |
| Q22a. I have a choice in deciding how I do my work                   | 73%              | 14% | 14% | +13     | +5                   |
| Q22b. I have the tools I need to do my job effectively               | 82%              | 11% | 7%  | +14     | +9                   |
| Q22c. I get the information I need to do my job well                 | 73%              | 23% | 5%  | +9      | +3                   |
| Q22d. I have the authority necessary to do my job effectively        | 75%              | 20% | 5%  | +11     | +4                   |
| Q22e. My job gives me opportunities to utilise my skills             | 75%              | 18% | 7%  | +12     | -1                   |
| Q34b. Your ability to work on your own initiative                    | 88%              | 9%  | 2%  | +14     | +5                   |

## 03 Factors by question

| Question  | Response scale % |     |     | vs 2019 | vs Qld public sector |
|---|------------------|-----|-----|---------|----------------------|
| <b>Workload and health*</b>                       |                  |     |     |         |                      |
| Q23a. I am overloaded with work*                  | 30%              | 48% | 23% | +2      | -2                   |
| Q23b. I feel burned out by my work*               | 52%              | 25% | 23% | +10     | +12                  |
| Q23e. My work has a negative impact on my health* | 61%              | 30% | 9%  | +10     | +16                  |

\* These questions have been reversed. The % positive indicates those who have limited to no issues with workload and health.

### Learning and development

|  |     |     |     |     |     |
|--|-----|-----|-----|-----|-----|
| Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge                            | 65% | 28% | 7%  | +22 | +4  |
| Q28e. I am able to access relevant learning and development opportunities  | 72% | 23% | 5%  | +21 | +12 |
| Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance | 67% | 21% | 13% | +9  | +5  |
| Q28g. I am satisfied with the opportunities available for career development   | 56% | 35% | 9%  | +21 | +9  |
| Q31b. My organisation is committed to developing its employees   | 81% | 12% | 7%  | +26 | +31 |

## 03 Factors by question

| Question  | Response scale % |     |    | vs 2019 | vs Qld public sector |
|---|------------------|-----|----|---------|----------------------|
| <b>My workgroup</b>   |                  |     |    |         |                      |
| Q24a. People in my workgroup treat each other with respect                              | 86%              | 12% | 2% | +4      | +11                  |
| Q24b. I receive help and support from other people in my workgroup                      | 93%              | 5%  | 2% | +13     | +10                  |
| Q24c. People in my workgroup are honest, open and transparent in their dealings         | 90%              | 5%  | 5% | +24     | +22                  |
| Q24d. People in my workgroup use their time and resources efficiently                   | 84%              | 12% | 5% | +19     | +18                  |
| Q24e. People in my workgroup treat customers with respect                               | 93%              | 5%  | 2% | +9      | +7                   |
| Q24f. People in my workgroup are committed to delivering excellent service to customers | 91%              | 7%  | 2% | 0       | +8                   |
| Q24g. People in my workgroup do their jobs effectively                                  | 86%              | 9%  | 5% | +8      | +11                  |
| <b>My manager</b>   |                  |     |    |         |                      |
| Q29a. My manager treats employees with dignity and respect                              | 86%              | 12% | 2% | +6      | +6                   |
| Q29b. My manager listens to what I have to say  | 88%              | 9%  | 2% | +11     | +10                  |
| Q29c. My manager keeps me informed about what's going on                                | 81%              | 14% | 5% | +10     | +10                  |
| Q29d. My manager understands my work  | 79%              | 19% | 2% | +4      | +4                   |
| Q29e. My manager creates a shared sense of purpose                                      | 79%              | 16% | 5% | +10     | +9                   |
| Q29f. My manager demonstrates honesty and integrity                                     | 88%              | 9%  | 2% | +11     | +10                  |
| Q29g. My manager draws the best out of me   | 72%              | 21% | 7% | +21     | +12                  |

## 03 Factors by question

| Question   | Response scale % |     |     | vs 2019 | vs Qld public sector |
|--|------------------|-----|-----|---------|----------------------|
| <b>Organisational leadership</b>   |                  |     |     |         |                      |
| Q31a. In my organisation, the leadership is of high quality                                | 70%              | 19% | 12% | +16     | +16                  |
| Q31c. Management model the behaviours expected of all employees                            | 69%              | 19% | 12% | +29     | +17                  |
| Q31d. In my organisation, the leadership operates with a high level of integrity           | 74%              | 16% | 9%  | +23     | +19                  |
| Q31f. My organisation is well managed  | 74%              | 19% | 7%  | +30     | +26                  |
| <b>Organisational fairness</b>   |                  |     |     |         |                      |
| Q25f. Performance is assessed and rewarded fairly in my workplace                          | 56%              | 35% | 9%  | +12     | +19                  |
| Q25g. I am confident that poor performance will be appropriately addressed in my workplace | 49%              | 26% | 26% | +5      | +11                  |
| Q25h. People are treated fairly and consistently in my workplace                           | 58%              | 28% | 14% | +23     | +6                   |
| Q25i. People take responsibility for their decisions and actions in my workplace           | 58%              | 28% | 14% | +28     | +6                   |
| Q31e. Recruitment and promotion decisions in this organisation are fair                    | 53%              | 23% | 23% | +18     | +17                  |

## 03 Factors by question

| Question   | Response scale % |     |    | vs 2019 | vs Qld public sector |
|--|------------------|-----|----|---------|----------------------|
| <b>Anti-discrimination</b>   |                  |     |    |         |                      |
| Q32a. Age is not a barrier to success in my organisation                                 | 84%              | 9%  | 7% | +8      | +19                  |
| Q32b. Gender is not a barrier to success in my organisation                              | 84%              | 9%  | 7% | +1      | +14                  |
| Q32c. Disability is not a barrier to success in my organisation                          | 84%              | 9%  | 7% | +17     | +26                  |
| Q32d. Cultural background is not a barrier to success in my organisation                 | 91%              | 2%  | 7% | +13     | +22                  |
| Q32e. Sexual orientation is not a barrier to success in my organisation                  | 93%              | 2%  | 5% | +11     | +22                  |
| <b>Innovation</b>  |                  |     |    |         |                      |
| Q27a. I get the opportunity to develop new and better ways of doing my job               | 77%              | 16% | 7% | +16     | +19                  |
| Q27b. I am encouraged to make suggestions about improving work processes and/or services | 91%              | 7%  | 2% | +12     | +23                  |
| Q27c. Management is willing to act on suggestions to improve how things are done         | 74%              | 21% | 5% | +20     | +20                  |
| Q27d. My workgroup uses research and expertise to identify better practice               | 81%              | 14% | 5% | +27     | +25                  |
| Q27e. My workgroup always tries to improve its performance                               | 81%              | 14% | 5% | +5      | +12                  |
| Q27f. My organisation is open to new ideas   | 88%              | 9%  | 2% | +23     | +33                  |



# 04 Workplace climate

## Purpose

This section provides an overview of the 2020 workplace climate index results. The % positive score is benchmarked against the Queensland public sector and the 2019 score.

### Key

Response scale:

Positive

Neutral

Negative

## Workplace climate indices

| Name                         | Response scale % |     |     | vs 2019 | vs Qld public sector |
|------------------------------|------------------|-----|-----|---------|----------------------|
| Safety, health and wellness  | 73%              | 20% | 7%  | +10     | +16                  |
| Effectiveness and innovation | 74%              | 17% | 9%  | +16     | +16                  |
| People and relationships     | 88%              | 8%  | 4%  | +11     | +11                  |
| Fairness and trust           | 74%              | 15% | 11% | +13     | +15                  |
| Performance and development  | 72%              | 20% | 8%  | +17     | +16                  |
| Leadership and engagement    | 76%              | 19% | 6%  | +16     | +12                  |
| My job                       | 80%              | 14% | 7%  | +8      | +2                   |

## 05 Workplace climate by division

### Purpose

This section shows the breakdown of the workplace climate indices at various levels in the agency hierarchy.

The scores shown are the % positive.

| Name                         | Energy and Water Ombudsman Queensland | Corporate Team | Dispute Resolution Team |
|------------------------------|---------------------------------------|----------------|-------------------------|
| Responses                    | 44                                    | 23             | 21                      |
| Effectiveness and innovation | 74%                                   | 86%            | 61%                     |
| Fairness and trust           | 74%                                   | 84%            | 63%                     |
| Leadership and engagement    | 76%                                   | 91%            | 58%                     |
| My job                       | 80%                                   | 94%            | 64%                     |
| People and relationships     | 88%                                   | 95%            | 81%                     |
| Performance and development  | 72%                                   | 81%            | 62%                     |
| Safety, health and wellness  | 73%                                   | 87%            | 56%                     |

## 06 Workplace climate by question

### Purpose

This section provides an overview of the 2020 workplace climate index results, by question. The % positive score is benchmarked against the Queensland public sector and the 2019 score.

### Key

Response scale:

Positive Neutral Negative

| Question  | Response scale % |     |     | vs 2019 | vs Qld public sector |
|---|------------------|-----|-----|---------|----------------------|
| <b>Safety, health and wellness</b>  |                  |     |     |         |                      |
| Q23a. I am overloaded with work*  | 30%              | 48% | 23% | +2      | -2                   |
| Q23b. I feel burned out by my work*   | 52%              | 25% | 23% | +10     | +12                  |
| Q23e. My work has a negative impact on my health*   | 61%              | 30% | 9%  | +10     | +16                  |
| Q23f. My work contributes positively to my quality of life  | 64%              | 30% | 7%  | +17     | +17                  |
| Q24h. People in my workgroup are committed to workplace safety  | 93%              | 5%  | 2%  | +6      | +11                  |
| Q24j. People in my workgroup work together to ensure flexible work arrangements meet both individual and business needs | 88%              | 9%  | 2%  | +15     | +19                  |
| Q25b. My workplace culture supports people to achieve a good work/life balance  | 84%              | 9%  | 7%  | +16     | +20                  |
| Q25c. There is adequate focus on workplace safety at my workplace   | 93%              | 5%  | 2%  | +13     | +16                  |
| Q29h. My manager proactively discusses flexible work arrangements with my workgroup                                     | 70%              | 23% | 7%  | +12     | +12                  |
| Q31g. In my organisation, senior leaders clearly consider the wellbeing of employees to be important                    | 74%              | 23% | 2%  | +19     | +21                  |
| Q31h. The wellbeing of employees is a priority for my organisation  | 81%              | 17% | 2%  | +23     | +28                  |
| Q31j. My commitment to this organisation would be questioned if I chose to use flexible work options*                   | 72%              | 21% | 7%  | -10     | +23                  |
| Q34e. Your work-life balance  | 81%              | 14% | 5%  | +7      | +13                  |
| Q34g. Your ability to access and use flexible work arrangements   | 76%              | 21% | 2%  | +5      | +15                  |

\* indicates a negatively worded question

## 06 Workplace climate by question

| Question   | Response scale % |     |     | vs 2019 | vs Qld public sector |
|--|------------------|-----|-----|---------|----------------------|
| <b>Effectiveness and innovation</b>  |                  |     |     |         |                      |
| Q22b. I have the tools I need to do my job effectively                                       | 82%              | 11% | 7%  | +14     | +9                   |
| Q22c. I get the information I need to do my job well   | 73%              | 23% | 5%  | +9      | +3                   |
| Q22d. I have the authority necessary to do my job effectively                                | 75%              | 20% | 5%  | +11     | +4                   |
| Q23c. I feel my job is secure  | 64%              | 23% | 14% | +13     | 0                    |
| Q23d. There is too much 'red tape' in my work (e.g. regulatory or administrative processes)* | 41%              | 30% | 30% | +28     | +22                  |
| Q24k. People in my workgroup share diverse ideas to develop innovative solutions             | 84%              | 12% | 5%  | +8      | +16                  |
| Q25d. Approval processes at my workplace are excessive*                                      | 33%              | 30% | 37% | +26     | +13                  |
| Q26a. My workplace has undergone significant change in the past 12 months                    | 95%              | 5%  | 0%  | +9      | +41                  |
| Q27a. I get the opportunity to develop new and better ways of doing my job                   | 77%              | 16% | 7%  | +16     | +19                  |
| Q27b. I am encouraged to make suggestions about improving work processes and/or services     | 91%              | 7%  | 2%  | +12     | +23                  |
| Q27c. Management is willing to act on suggestions to improve how things are done             | 74%              | 21% | 5%  | +20     | +20                  |
| Q27d. My workgroup uses research and expertise to identify better practice                   | 81%              | 14% | 5%  | +27     | +25                  |
| Q27e. My workgroup always tries to improve its performance                                   | 81%              | 14% | 5%  | +5      | +12                  |
| Q27f. My organisation is open to new ideas   | 88%              | 9%  | 2%  | +23     | +33                  |
| Q34f. Your ability to 'make a difference' to the community                                   | 76%              | 19% | 5%  | +17     | +11                  |

\* indicates a negatively worded question

## 06 Workplace climate by question

| Question   | Response scale % |     |    | vs 2019 | vs Qld public sector |
|--|------------------|-----|----|---------|----------------------|
| <b>People and relationships</b>  |                  |     |    |         |                      |
| Q24a. People in my workgroup treat each other with respect   | 86%              | 12% | 2% | +4      | +11                  |
| Q24b. I receive help and support from other people in my workgroup   | 93%              | 5%  | 2% | +13     | +10                  |
| Q24c. People in my workgroup are honest, open and transparent in their dealings  | 90%              | 5%  | 5% | +24     | +22                  |
| Q24d. People in my workgroup use their time and resources efficiently  | 84%              | 12% | 5% | +19     | +18                  |
| Q24e. People in my workgroup treat customers with respect  | 93%              | 5%  | 2% | +9      | +7                   |
| Q24f. People in my workgroup are committed to delivering excellent service to customers                                    | 91%              | 7%  | 2% | 0       | +8                   |
| Q24g. People in my workgroup do their jobs effectively   | 86%              | 9%  | 5% | +8      | +11                  |
| Q24i. People in my workgroup work effectively with other workgroups in my organisation to deliver service to our customers | 84%              | 7%  | 9% | +13     | +5                   |

## 06 Workplace climate by question

| Question   | Response scale % |     |     | vs 2019 | vs Qld public sector |
|--|------------------|-----|-----|---------|----------------------|
| <b>Fairness and trust</b>  |                  |     |     |         |                      |
| Q25a. My workplace has an inclusive culture where diversity is valued and respected        | 93%              | 2%  | 5%  | +23     | +20                  |
| Q25f. Performance is assessed and rewarded fairly in my workplace                          | 56%              | 35% | 9%  | +12     | +19                  |
| Q25g. I am confident that poor performance will be appropriately addressed in my workplace | 49%              | 26% | 26% | +5      | +11                  |
| Q25h. People are treated fairly and consistently in my workplace                           | 58%              | 28% | 14% | +23     | +6                   |
| Q25i. People take responsibility for their decisions and actions in my workplace           | 58%              | 28% | 14% | +28     | +6                   |
| Q25j. I am able to speak up and share a different view to my colleagues and manager        | 86%              | 5%  | 9%  | +16     | +13                  |
| Q30a. My senior manager demonstrates honesty and integrity                                 | 79%              | 14% | 7%  | +11     | +7                   |
| Q31e. Recruitment and promotion decisions in this organisation are fair                    | 53%              | 23% | 23% | +18     | +17                  |
| Q31i. My responsibilities outside of work restrict my opportunities for promotion*         | 70%              | 19% | 12% | -8      | +11                  |
| Q32a. Age is not a barrier to success in my organisation                                   | 84%              | 9%  | 7%  | +8      | +19                  |
| Q32b. Gender is not a barrier to success in my organisation                                | 84%              | 9%  | 7%  | +1      | +14                  |
| Q32c. Disability is not a barrier to success in my organisation                            | 84%              | 9%  | 7%  | +17     | +26                  |
| Q32d. Cultural background is not a barrier to success in my organisation                   | 91%              | 2%  | 7%  | +13     | +22                  |
| Q32e. Sexual orientation is not a barrier to success in my organisation                    | 93%              | 2%  | 5%  | +11     | +22                  |
| Q32f. If I raised a complaint, I feel confident that it would be taken seriously           | 72%              | 14% | 14% | +12     | +16                  |
| Q32g. Women and men have equal access to work experiences that support career progression  | 81%              | 14% | 5%  | +8      | +15                  |

\* indicates a negatively worded question

## 06 Workplace climate by question

| Question   | Response scale % |     |     | vs 2019 | vs Qld public sector |
|--|------------------|-----|-----|---------|----------------------|
| <b>Performance and development</b>   |                  |     |     |         |                      |
| Q28a. I receive useful feedback on my performance  | 88%              | 5%  | 7%  | +21     | +31                  |
| Q28b. My performance is assessed against clear criteria  | 81%              | 12% | 7%  | +23     | +30                  |
| Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge                            | 65%              | 28% | 7%  | +22     | +4                   |
| Q28d. I am supported to pursue developmental opportunities in other workplaces   | 42%              | 47% | 12% | +3      | -3                   |
| Q28e. I am able to access relevant learning and development opportunities  | 72%              | 23% | 5%  | +21     | +12                  |
| Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance | 67%              | 21% | 13% | +9      | +5                   |
| Q28g. I am satisfied with the opportunities available for career development   | 56%              | 35% | 9%  | +21     | +9                   |
| Q28h. I have had productive conversations with my manager on my performance in the past 12 months                      | 79%              | 14% | 7%  | +12     | +21                  |
| Q28i. I develop new knowledge and skills through undertaking tasks at work   | 88%              | 7%  | 5%  | +14     | +17                  |
| Q31b. My organisation is committed to developing its employees   | 81%              | 12% | 7%  | +26     | +31                  |

## 06 Workplace climate by question

| Question   | Response scale % |     |     | vs 2019 | vs Qld public sector |
|--|------------------|-----|-----|---------|----------------------|
| <b>Leadership and engagement</b>   |                  |     |     |         |                      |
| Q29a. My manager treats employees with dignity and respect                       | 86%              | 12% | 2%  | +6      | +6                   |
| Q29b. My manager listens to what I have to say                                   | 88%              | 9%  | 2%  | +11     | +10                  |
| Q29c. My manager keeps me informed about what's going on                         | 81%              | 14% | 5%  | +10     | +10                  |
| Q29d. My manager understands my work   | 79%              | 19% | 2%  | +4      | +4                   |
| Q29e. My manager creates a shared sense of purpose                               | 79%              | 16% | 5%  | +10     | +9                   |
| Q29f. My manager demonstrates honesty and integrity                              | 88%              | 9%  | 2%  | +11     | +10                  |
| Q29g. My manager draws the best out of me  | 72%              | 21% | 7%  | +21     | +12                  |
| Q31a. In my organisation, the leadership is of high quality                      | 70%              | 19% | 12% | +16     | +16                  |
| Q31c. Management model the behaviours expected of all employees                  | 69%              | 19% | 12% | +29     | +17                  |
| Q31d. In my organisation, the leadership operates with a high level of integrity | 74%              | 16% | 9%  | +23     | +19                  |
| Q31f. My organisation is well managed  | 74%              | 19% | 7%  | +30     | +26                  |
| Q33a. I would recommend my organisation as a great place to work                 | 72%              | 21% | 7%  | +23     | +10                  |
| Q33b. I am proud to tell others I work for my organisation                       | 74%              | 21% | 5%  | +10     | +7                   |
| Q33c. I feel strong personal attachment to my organisation                       | 65%              | 26% | 9%  | +20     | +6                   |
| Q33d. My organisation motivates me to help it achieve its objectives             | 65%              | 30% | 5%  | +8      | +11                  |
| Q33e. My organisation inspires me to do the best in my job                       | 70%              | 28% | 2%  | +17     | +15                  |



## 06 Workplace climate by question

| Question   | Response scale % |     |     | vs 2019 | vs Qld public sector |
|--|------------------|-----|-----|---------|----------------------|
| <b>My job</b>  |                  |     |     |         |                      |
| Q21a. I understand what is expected of me to do well in my job             | 86%              | 7%  | 7%  | +6      | -4                   |
| Q21b. I understand how my work contributes to my organisation's objectives | 93%              | 5%  | 2%  | +2      | +2                   |
| Q22a. I have a choice in deciding how I do my work                         | 73%              | 14% | 14% | +13     | +5                   |
| Q22e. My job gives me opportunities to utilise my skills                   | 75%              | 18% | 7%  | +12     | -1                   |
| Q22f. I enjoy the work in my current job                                   | 70%              | 23% | 7%  | -13     | -5                   |
| Q22g. My job gives me a feeling of personal accomplishment                 | 73%              | 18% | 9%  | +20     | +4                   |
| Q34b. Your ability to work on your own initiative                          | 88%              | 9%  | 2%  | +14     | +5                   |
| Q35. All things considered, how satisfied are you with your current job?   | 79%              | 16% | 5%  | +12     | +7                   |

# 07 Most changed since 2019, by question

## Purpose

This section identifies areas of improvement and strength, while also identifying areas that may need attention.

NOTE: Survey questions in scope for this section were single response non-demographic questions that were asked of all respondents in 2020 as well as in 2019. 'My workplace has undergone significant change in the past 12 months' has not been included in the analysis.

### Key

Response scale:

Positive Neutral Negative

| Question | Response scale % |  |  | vs 2019 |
|----------|------------------|--|--|---------|
|----------|------------------|--|--|---------|

### Survey questions with the most positive change

|  |     |     |     |     |
|--|-----|-----|-----|-----|
| Q31f. My organisation is well managed  | 74% | 19% | 7%  | +30 |
| Q31c. Management model the behaviours expected of all employees                              | 69% | 19% | 12% | +29 |
| Q23d. There is too much 'red tape' in my work (e.g. regulatory or administrative processes)* | 41% | 30% | 30% | +28 |
| Q25i. People take responsibility for their decisions and actions in my workplace             | 58% | 28% | 14% | +28 |
| Q27d. My workgroup uses research and expertise to identify better practice                   | 81% | 14% | 5%  | +27 |

### Survey questions with the most negative change

|   |     |     |     |     |
|---|-----|-----|-----|-----|
| Q32b. Gender is not a barrier to success in my organisation                               | 84% | 9%  | 7%  | +1  |
| Q24f. People in my workgroup are committed to delivering excellent service to customers   | 91% | 7%  | 2%  | 0   |
| Q31i. My responsibilities outside of work restrict my opportunities for promotion*        | 70% | 19% | 12% | -8  |
| Q31j. My commitment to this organisation would be questioned if I chose to work flexibly* | 72% | 21% | 7%  | -10 |
| Q22f. I enjoy the work in my current job  | 70% | 23% | 7%  | -13 |

\* indicates a negatively worded question

## 08 Flexible work

### Purpose

This section outlines the types of flexible work arrangements being used and highlights some potential barriers to their take-up.

*NOTE: Multi-select questions may not add up to 100%.*

|   | 2020       | 2019       |
|---|------------|------------|
| <b>Do you currently use any flexible work options?</b>  |            |            |
| Use flexible workplace option   | <b>86%</b> | <b>87%</b> |
| Use no flexible work option   | <b>14%</b> | <b>13%</b> |
| <b>If yes to using flexible work option, which of the following do you use?</b>               |            |            |
| Flexible work hours for example accumulated hours as 'flexitime'                              | <b>73%</b> | <b>78%</b> |
| Telecommuting (Remote working)  | <b>54%</b> | <b>39%</b> |
| Flexible work hours for example start late or early to meet responsibilities external to work | <b>27%</b> | <b>17%</b> |
| Part time work  | <b>16%</b> | <b>15%</b> |
| Hot desks   | <b>11%</b> | -          |
| Leave at half pay   | <b>5%</b>  | -          |
| Purchased leave/extended leave/deferred salary schemes  | <b>3%</b>  | -          |
| Other   | -          | <b>2%</b>  |

## 08 Flexible work

|  | 2020       | 2019       |
|--|------------|------------|
| <b>Have you made a request regarding flexible work arrangements in the last 12 months?</b> |            |            |
| No, I have not made a request but I am content with my current arrangements                | <b>59%</b> | <b>50%</b> |
| Yes, I requested flexibility   | <b>32%</b> | <b>37%</b> |
| No, I have not made a request but I am not content with my current arrangements            | <b>9%</b>  | <b>13%</b> |

**If yes to having made a request regarding flexible work arrangements, was your request for flexible work arrangements:**

|                                    |            |            |
|------------------------------------|------------|------------|
| Fully granted                      | <b>93%</b> | <b>76%</b> |
| Partially granted                  | <b>7%</b>  | <b>12%</b> |
| Declined - reason provided         | <b>-</b>   | <b>6%</b>  |
| I have not received a reply as yet | <b>-</b>   | <b>6%</b>  |

**If no to having made a request and not content with your current arrangement, why haven't you made a request to change your work arrangements?**

Due to insufficient responses, the data for this question has been restricted.

# 09 Domestic and family violence

## Purpose

This section is focused on understanding the confidence levels of Queensland public sector employees in dealing with domestic and family violence (DFV) in the workplace.

### All employees

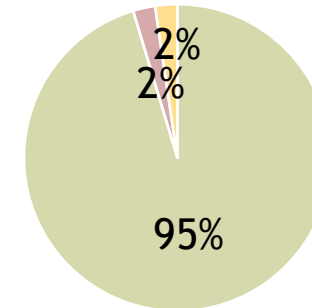
| Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community? | 2020       | 2019       |
|---|------------|------------|
| <b>Yes</b>  | <b>95%</b> | <b>87%</b> |
| <b>No</b>   | <b>2%</b>  | <b>7%</b>  |
| <b>Don't know</b>   | <b>2%</b>  | <b>7%</b>  |

### Managers

| Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community? | 2020        | 2019       |
|---|-------------|------------|
| <b>Yes</b>  | <b>100%</b> | <b>86%</b> |
| <b>No</b>   | <b>-</b>    | <b>7%</b>  |
| <b>Don't know</b>   | <b>-</b>    | <b>7%</b>  |

### Managers

| Q36c. In the past 12 months, have you been in a situation where you have responded to an employee/colleague affected by DFV? | 2020       | 2019       |
|--|------------|------------|
| <b>No</b>  | <b>93%</b> | <b>93%</b> |
| <b>Yes</b>   | <b>7%</b>  | <b>7%</b>  |



### Non-managers

| Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community? | 2020       | 2019       |
|---|------------|------------|
| <b>Yes</b>  | <b>93%</b> | <b>87%</b> |
| <b>No</b>   | <b>3%</b>  | <b>6%</b>  |
| <b>Don't know</b>   | <b>3%</b>  | <b>6%</b>  |

### Non-managers

| Q36c. In the past 12 months, have you been in a situation where you have responded to an employee/colleague affected by DFV? | 2020       | 2019       |
|--|------------|------------|
| <b>No</b>  | <b>90%</b> | <b>87%</b> |
| <b>Yes</b>   | <b>3%</b>  | <b>10%</b> |
| <b>Don't know</b>  | <b>3%</b>  | <b>3%</b>  |
| <b>Prefer not to say</b>   | <b>3%</b>  | <b>-</b>   |

# 09 Domestic and family violence

| Question | Response scale % |  |  | vs 2019 | vs Qld public sector |
|----------|------------------|--|--|---------|----------------------|
|----------|------------------|--|--|---------|----------------------|

## Managers

|   |     |    |    |     |    |
|---|-----|----|----|-----|----|
| Q36a.a. I am confident that I could sensitively communicate with employees affected by domestic and family violence   | 93% | 7% | 0% | +7  | +6 |
| Q36a.b. If I was approached directly by an employee affected by domestic and family violence, I am confident in my ability to provide appropriate levels of support   | 93% | 7% | 0% | +7  | +7 |
| Q36a.c. If I was made aware (e.g. by other colleagues) that domestic and family violence was affecting an employee, I am confident that I could respond appropriately | 93% | 7% | 0% | +14 | +7 |

## Non-managers

|   |     |     |     |    |     |
|---|-----|-----|-----|----|-----|
| Q36b.a I am confident that I could sensitively communicate with colleagues affected by domestic and family violence               | 79% | 10% | 10% | -1 | +4  |
| Q36b.b. I am confident that I could effectively refer a colleague affected by domestic and family violence to appropriate support | 89% | 0%  | 11% | +3 | +14 |

### Key

Response scale:

|          |         |          |
|----------|---------|----------|
| Positive | Neutral | Negative |
|----------|---------|----------|

# 10 Bullying and sexual harassment

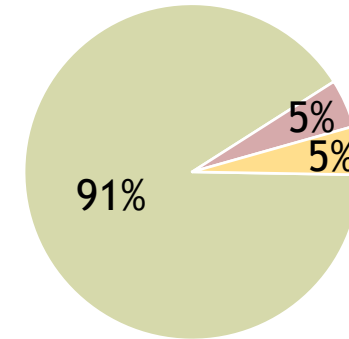
## Purpose

This section focuses on understanding the prevalence and sources of bullying and sexual harassment as well as the rate of reporting and barriers to reporting such incidences. The comparison columns show the score each question received in 2019.

*NOTE: Multi-select questions may not add up to 100%.*

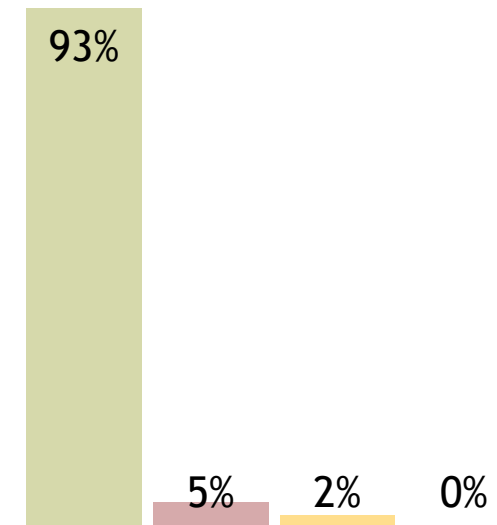
During the last 12 months have you witnessed bullying or sexual harassment in your workplace?

|            | 2020 | 2019 |
|------------|------|------|
| No         | 91%  | 71%  |
| Yes        | 5%   | 18%  |
| Don't know | 5%   | 11%  |



During the last 12 months have you been subjected to bullying or sexual harassment in your workplace?

|            | 2020 | 2019 |
|------------|------|------|
| No         | 93%  | 84%  |
| Bullying   | 5%   | 9%   |
| Don't know | 2%   | 7%   |



# 10 Bullying and sexual harassment

*NOTE: Only respondents who identified they had been subjected to bullying were asked these questions. Therefore the population base is a smaller number of total survey respondents.*

| Key |    |
|-----|----|
| Yes | No |

|  | 2020 | 2019 |
|--|------|------|
| <b>If you were subjected to bullying, who were you bullied by?</b> |      |      |

Due to insufficient responses, the data for this question has been restricted.

**If you were subjected to bullying, what type of bullying did you experience?**

Due to insufficient responses, the data for this question has been restricted.

**If you were subjected to bullying, did you report the bullying?**

Due to insufficient responses, the data for this question has been restricted.

|   | 2020 | 2019 |
|---|------|------|
| <b>Why did you not report the bullying?</b> |      |      |

Due to insufficient responses, the data for this question has been restricted.



# 10 Bullying and sexual harassment

*NOTE: Only respondents who identified they had been subjected to sexual harassment were asked these questions. Therefore the population base is a smaller number of total survey respondents.*

## Key

Yes

No

2020

2019

**If you were subjected to sexual harassment, who were you sexually harassed by?**

Due to insufficient responses, the data for this question has been restricted.

**If you were subjected to sexual harassment, what type of sexual harassment did you experience?**

Due to insufficient responses, the data for this question has been restricted.

**If you were subjected to sexual harassment, did you report the sexual harassment?**

Due to insufficient responses, the data for this question has been restricted.

2020

2019

**Why did you not report the sexual harassment?**

Due to insufficient responses, the data for this question has been restricted.

# 11 Civility

## Purpose

This section is focused on exploring workplace behavior.

The % positive score is benchmarked against the Queensland public sector and the 2019 score.

## Key

### Positive Negative

|            |                         |
|------------|-------------------------|
| Daily      | Rarely/<br>sporadically |
| Very often | Never                   |
| Often      |                         |
| Regularly  |                         |

### \*Negatively worded question

### Negative Positive

|            |                         |
|------------|-------------------------|
| Daily      | Rarely/<br>sporadically |
| Very often | Never                   |
| Often      |                         |
| Regularly  |                         |

Question

Response scale %

vs  
2019

vs Qld  
public  
sector

Over the past month, how often has your manager/supervisor behaved in the following ways?

Showed appreciation of you and your work

86%

14%

+20

+15

Made you feel included

90%

10%

+2

+9

Was polite and courteous with you

95%

5%

-2

+2

Made you feel ignored\*

90%

10%

-3

+1

Behaved towards you in a manner that you felt was inconsiderate\*

93%

7%

+2

+1

Behaved towards you in a manner that you felt was rude\*

95%

5%

+2

+1

Acted in an aggressive or intimidating manner towards you\*

98%

2%

+4

+2

Acted in an aggressive or intimidating manner towards someone you work with\*

98%

2%

+4

+3

\* indicates a negatively worded question

# 11 Civility

## Purpose

This section is focused on exploring workplace behavior.

The % positive score is benchmarked against the Queensland public sector and the 2019 score.

## Key

### Positive Negative

|            |                         |
|------------|-------------------------|
| Daily      | Rarely/<br>sporadically |
| Very often | Never                   |
| Often      |                         |
| Regularly  |                         |

*\*Negatively worded question*

### Negative Positive

|            |                         |
|------------|-------------------------|
| Daily      | Rarely/<br>sporadically |
| Very often | Never                   |
| Often      |                         |
| Regularly  |                         |

Question

Response scale %

vs  
2019

vs Qld  
public  
sector

Over the past month, how often have your immediate colleagues behaved in the following ways?

Showed appreciation of you and your work

76%

24%

+13

+6

Made you feel included

93%

7%

+13

+8

Was polite and courteous with you

98%

2%

+4

+3

Made you feel ignored\*

95%

5%

+8

+8

Behaved towards you in a manner that you felt was inconsiderate\*

93%

7%

+2

+5

Behaved towards you in a manner that you felt was rude\*

95%

5%

+2

+5

Acted in an aggressive or intimidating manner towards you\*

95%

5%

0

+1

Acted in an aggressive or intimidating manner towards someone you work with\*

98%

2%

+7

+5

*\* indicates a negatively worded question*

# 12 Agency specific questions

## Purpose

The purpose of agency specific questions is to provide agencies with an opportunity to explore questions that are of interest in their unique context.

*NOTE: Question wording may have been truncated to accommodate length restrictions in reporting.*

## Key

Response scale:

Positive

Neutral

Negative

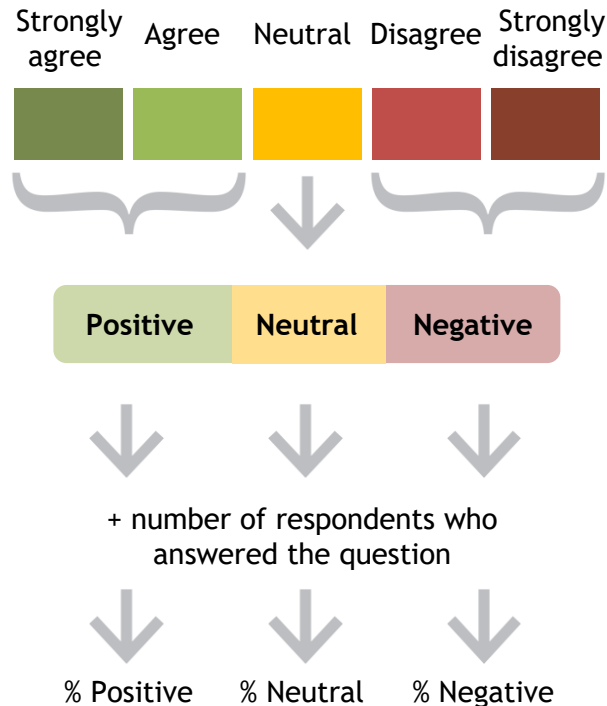
| Question   | Response scale % |     |     | vs 2019 |
|--|------------------|-----|-----|---------|
| EWOQ i. I feel I have effectively used EWOQ's flexible working arrangements during COVID-19                                  | 88%              | 7%  | 5%  | -       |
| EWOQ d. My direct manager communicates clearly and appropriately   | 83%              | 10% | 7%  | +17     |
| EWOQ a. I am feeling positive about the future direction of EWOQ   | 83%              | 12% | 5%  | +19     |
| EWOQ b. I feel I am supported through the EWOQ change process  | 81%              | 14% | 5%  | +23     |
| EWOQ g. I see examples of EWOQ values and behaviours being demonstrated regularly in the workplace                           | 76%              | 17% | 7%  | -       |
| EWOQ e. My senior manager communicates clearly and appropriately   | 76%              | 19% | 5%  | +15     |
| EWOQ c. I feel encouraged and supported by my direct manager to improve my skills and knowledge                              | 76%              | 21% | 2%  | +7      |
| EWOQ h. The EWOQ Leadership Group has spent more time and effort positively engaging with team members in the past 12 months | 71%              | 27% | 2%  | -       |
| EWOQ f. The EMG team communicates clearly and appropriately  | 67%              | 21% | 12% | +27     |

# 13 How to interpret this report

## % Positive, neutral and negative scores

Across Working for Queensland (WfQ) reporting, most data is expressed as % positive, % neutral or % negative.

- % **positive** presents the proportion of respondents who expressed a positive opinion or assessment i.e. combining 'Strongly agree' and 'Agree' responses.
- % **neutral** presents the proportion of respondents who expressed a neutral opinion or assessment.
- % **negative** presents the proportion of respondents who expressed a negative opinion or assessment i.e. combining 'Strongly disagree' and 'Disagree' responses.



## Negatively worded questions

### What are negatively worded questions?

Negatively worded questions are those phrased in a negative way e.g. "Approval processes at my work are excessive".

### How are the negatively worded responses scored?

When responding to a negatively worded question, "Strongly disagree" and "Disagree" responses are classified as positive i.e. it is good that you disagree that approval processes at work are excessive (this means they are not excessive!). Therefore, the "Strongly disagree" and "Disagree" responses are combined to calculate the % positive score.

### What does this mean for interpreting the % positive score for negatively worded questions?

The % positive score combines the negative responses as they are the "preferred" responses to this question.

## EXAMPLE

In the image below the % positive score for "Approval processes at my work are excessive" is 51%. This result can be expressed by stating that:

**51% disagreed that "Approval processes at my work are excessive"**

OR

**51% felt that the "Approval processes at their work are not excessive"**



Conversely, the % negative score means that 20% of the employees perceive that the approval processes at their work are excessive.

## Interpreting the six point scale

Some questions ask respondents to indicate how regularly they experienced different workplace behaviours. Note that a number of these questions are negatively worded.



# 13 How to interpret this report

## Rounding

Results are rounded to whole numbers.  
Percentages may therefore not add up to 100%.

## Factor scores

Factor measures combine information from multiple survey questions that correlate highly with the overall factor. The factor scores are calculated as the sum of positive responses given to all questions within the factor, divided by the number of answers to all questions within the factor.

## Workplace climate index scores

Workplace climate indices have been created by grouping together questions within topics to which they generally relate. The climate index scores are calculated as the sum of positive responses given to all questions within the index, divided by the number of answers to all questions within the index.

## Number of respondents

The number of respondents for subpopulations (i.e. divisions, demographic groups) may not add up to the total number of respondents due to missing demographic or division information.

## % Change and division comparisons

Throughout this report, the % change figure and division comparisons are frequently reported. The % change score relates to differences between:

- the 2019 and 2020 % positive scores, or
- the 2020 agency and Qld public sector % scores.

The division comparisons relate to the comparisons of the % positive scores between the agency and other divisions.

## Definitions

The following definitions were used in the survey:

- **Your workgroup:** the group or team where you spend most of your time. If you are a manager, your workgroup is the people you manage.
- **Your workplace:** the place where you work, such as a hospital or office location as well as the places you visit as part of your work. Questions about your workplace concern the experiences you have in this environment.
- **Your organisation:** The government department, Health Service or Public Service Office you currently work for (e.g. The Department of Transport and Main Roads for staff employed in RoadTek, the Public Trustee for staff working for the Public Trustee, the Hospital and Health Service (HHS) you work for or the Department of Health).

- **Your immediate co-worker(s):** the person(s) in your agency you spend the majority of your time with.
- **Your manager/supervisor:** the person you usually report to.
- **Your senior manager:** the person your manager reports to.
- **Your customer(s):** the person(s) you provide advice or service to, whether internal or external to the Queensland public sector (e.g. students, clients, customers, stakeholders, patients, members of the community).
- **Your leader:** The person who sets the strategic direction for your organisation
- **Sexual harassment:** an unwelcome sexual advance, unwelcome request for sexual favours or other unwelcome conduct of a sexual nature which makes a person feel offended, humiliated or intimidated, and where that reaction is reasonable in the circumstances. Sexual harassment does not need to be deliberate or repeated to be illegal.
- **Bullying:** repeated and unreasonable behaviour directed towards a worker or group of workers that creates a risk to health and safety.