



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.

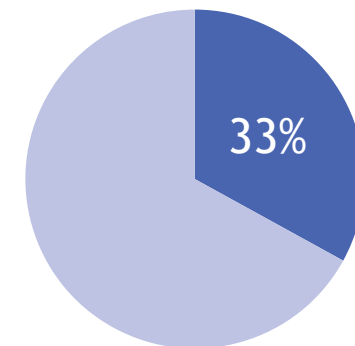
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Returned surveys:

1,322

Response Rate:



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	57%	29%	14%	-2	-3
Job empowerment	72%	16%	11%	0	-1
Workload and health*	35%	32%	32%	-1	-4
Learning and development	56%	25%	18%	-3	+1
My workgroup	69%	19%	12%	0	-7
My manager	68%	17%	15%	+1	-6
Organisational leadership	45%	30%	25%	-3	-7
Organisational fairness	39%	30%	31%	-2	-4
Anti-discrimination	70%	23%	7%	0	+4
Innovation	58%	26%	16%	0	-2

* % 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	Central Queensland Hospital and Health Service	Corporate Services	Gladstone and Rural Service Areas	Rockhampton Business Unit
Responses	1,322	267	334	713
Agency engagement	57%	52%	57%	58%
Anti-discrimination	70%	70%	72%	69%
Innovation	58%	62%	53%	59%
Job empowerment	72%	72%	70%	73%
Learning and development	56%	51%	55%	59%
My manager	68%	71%	65%	68%
My workgroup	69%	68%	66%	71%
Organisational fairness	39%	36%	37%	41%
Organisational leadership	45%	39%	48%	46%
Workload and health*	35%	33%	36%	36%

* % 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
Agency engagement					
Q33a. I would recommend my organisation as a great place to work	59%	27%	14%	-1	-4
Q33b. I am proud to tell others I work for my organisation	66%	24%	10%	0	-2
Q33c. I feel strong personal attachment to my organisation	57%	30%	14%	-2	-3
Q33d. My organisation motivates me to help it achieve its objectives	50%	34%	17%	-5	-5
Q33e. My organisation inspires me to do the best in my job	54%	31%	15%	-3	-1
Job empowerment					
Q22a. I have a choice in deciding how I do my work	67%	20%	13%	0	-1
Q22b. I have the tools I need to do my job effectively	67%	17%	16%	0	-6
Q22c. I get the information I need to do my job well	69%	18%	13%	-1	-1
Q22d. I have the authority necessary to do my job effectively	70%	19%	11%	-1	-1
Q22e. My job gives me opportunities to utilise my skills	77%	13%	10%	-1	+1
Q34b. Your ability to work on your own initiative	84%	11%	5%	+2	+1

03 Factors by question

Question	Response scale %			vs 2019	vs Qld public sector
Workload and health*					
Q23a. I am overloaded with work*	26%	34%	39%	0	-5
Q23b. I feel burned out by my work*	35%	31%	34%	-2	-5
Q23e. My work has a negative impact on my health*	44%	32%	24%	0	-1

* 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	61%	22%	18%	-2	0
Q28e. I am able to access relevant learning and development opportunities	61%	25%	14%	-3	+1
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	65%	24%	11%	-4	+3
Q28g. I am satisfied with the opportunities available for career development	51%	25%	24%	0	+5
Q31b. My organisation is committed to developing its employees	45%	31%	24%	-6	-6

03 Factors by question

Question	Response scale %			vs 2019	vs Qld public sector
My workgroup					
Q24a. People in my workgroup treat each other with respect	64%	18%	18%	0	-12
Q24b. I receive help and support from other people in my workgroup	78%	14%	8%	0	-6
Q24c. People in my workgroup are honest, open and transparent in their dealings	57%	25%	18%	0	-12
Q24d. People in my workgroup use their time and resources efficiently	57%	24%	19%	0	-9
Q24e. People in my workgroup treat customers with respect	83%	13%	4%	0	-3
Q24f. People in my workgroup are committed to delivering excellent service to customers	79%	15%	5%	+1	-3
Q24g. People in my workgroup do their jobs effectively	67%	22%	11%	0	-8
My manager					
Q29a. My manager treats employees with dignity and respect	76%	11%	12%	+3	-4
Q29b. My manager listens to what I have to say	75%	12%	13%	+3	-4
Q29c. My manager keeps me informed about what's going on	62%	19%	19%	-1	-9
Q29d. My manager understands my work	67%	17%	17%	0	-8
Q29e. My manager creates a shared sense of purpose	63%	22%	15%	0	-7
Q29f. My manager demonstrates honesty and integrity	74%	14%	12%	+2	-4
Q29g. My manager draws the best out of me	56%	28%	16%	0	-5

03 Factors by question

Question	Response scale %			vs 2019	vs Qld public sector
Organisational leadership					
Q31a. In my organisation, the leadership is of high quality	46%	30%	25%	-4	-8
Q31c. Management model the behaviours expected of all employees	46%	28%	26%	-2	-6
Q31d. In my organisation, the leadership operates with a high level of integrity	47%	31%	23%	-3	-9
Q31f. My organisation is well managed	41%	32%	27%	-5	-8
Organisational fairness					
Q25f. Performance is assessed and rewarded fairly in my workplace	36%	35%	30%	-3	-1
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	34%	25%	41%	-3	-4
Q25h. People are treated fairly and consistently in my workplace	46%	27%	27%	-1	-6
Q25i. People take responsibility for their decisions and actions in my workplace	44%	30%	26%	-1	-8
Q31e. Recruitment and promotion decisions in this organisation are fair	36%	32%	32%	-4	-1

03 Factors by question

Question	Response scale %			vs 2019	vs Qld public sector
Anti-discrimination					
Q32a. Age is not a barrier to success in my organisation	70%	20%	10%	+1	+5
Q32b. Gender is not a barrier to success in my organisation	75%	17%	7%	+2	+6
Q32c. Disability is not a barrier to success in my organisation	60%	32%	7%	+1	+3
Q32d. Cultural background is not a barrier to success in my organisation	71%	22%	7%	-2	+2
Q32e. Sexual orientation is not a barrier to success in my organisation	72%	23%	4%	-1	+2
Innovation					
Q27a. I get the opportunity to develop new and better ways of doing my job	58%	25%	16%	+3	0
Q27b. I am encouraged to make suggestions about improving work processes and/or services	68%	18%	14%	+2	0
Q27c. Management is willing to act on suggestions to improve how things are done	52%	26%	22%	0	-3
Q27d. My workgroup uses research and expertise to identify better practice	55%	31%	14%	+2	-1
Q27e. My workgroup always tries to improve its performance	67%	22%	11%	-2	-3
Q27f. My organisation is open to new ideas	50%	31%	19%	-4	-5

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	51%	28%	20%	0	-6
Effectiveness and innovation	56%	25%	19%	0	-2
People and relationships	70%	19%	12%	0	-7
Fairness and trust	58%	25%	17%	-1	-1
Performance and development	57%	25%	18%	-2	0
Leadership and engagement	59%	24%	17%	-1	-5
My job	79%	13%	8%	0	+1

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	Central Queensland Hospital and Health Service	Corporate Services	Gladstone and Rural Service Areas	Rockhampton Business Unit
Responses	1,322	267	334	713
Effectiveness and innovation	56%	56%	54%	57%
Fairness and trust	58%	56%	57%	59%
Leadership and engagement	59%	57%	58%	59%
My job	79%	76%	79%	81%
People and relationships	70%	68%	66%	72%
Performance and development	57%	53%	54%	59%
Safety, health and wellness	51%	52%	49%	52%

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
Safety, health and wellness					
Q23a. I am overloaded with work*	26%	34%	39%	0	-5
Q23b. I feel burned out by my work*	35%	31%	34%	-2	-5
Q23e. My work has a negative impact on my health*	44%	32%	24%	0	-1
Q23f. My work contributes positively to my quality of life	46%	37%	17%	-1	-1
Q24h. People in my workgroup are committed to workplace safety	79%	16%	5%	0	-4
Q24j. People in my workgroup work together to ensure flexible work arrangements meet both individual and business needs	60%	28%	12%	0	-9
Q25b. My workplace culture supports people to achieve a good work/life balance	58%	25%	17%	+1	-6
Q25c. There is adequate focus on workplace safety at my workplace	72%	19%	9%	-2	-5
Q29h. My manager proactively discusses flexible work arrangements with my workgroup	49%	26%	26%	+1	-9
Q31g. In my organisation, senior leaders clearly consider the wellbeing of employees to be important	44%	29%	27%	-3	-10
Q31h. The wellbeing of employees is a priority for my organisation	42%	31%	27%	-3	-11
Q31j. My commitment to this organisation would be questioned if I chose to use flexible work options*	44%	35%	21%	+2	-6
Q34e. Your work-life balance	66%	20%	13%	+1	-2
Q34g. Your ability to access and use flexible work arrangements	54%	31%	14%	+1	-6

* indicates a negatively worded question

06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
Effectiveness and innovation					
Q22b. I have the tools I need to do my job effectively	67%	17%	16%	0	-6
Q22c. I get the information I need to do my job well	69%	18%	13%	-1	-1
Q22d. I have the authority necessary to do my job effectively	70%	19%	11%	-1	-1
Q23c. I feel my job is secure	63%	19%	19%	-4	-1
Q23d. There is too much 'red tape' in my work (e.g. regulatory or administrative processes)*	19%	35%	46%	0	0
Q24k. People in my workgroup share diverse ideas to develop innovative solutions	60%	27%	12%	0	-7
Q25d. Approval processes at my workplace are excessive*	15%	40%	45%	-2	-5
Q26a. My workplace has undergone significant change in the past 12 months	54%	30%	16%	+7	-1
Q27a. I get the opportunity to develop new and better ways of doing my job	58%	25%	16%	+3	0
Q27b. I am encouraged to make suggestions about improving work processes and/or services	68%	18%	14%	+2	0
Q27c. Management is willing to act on suggestions to improve how things are done	52%	26%	22%	0	-3
Q27d. My workgroup uses research and expertise to identify better practice	55%	31%	14%	+2	-1
Q27e. My workgroup always tries to improve its performance	67%	22%	11%	-2	-3
Q27f. My organisation is open to new ideas	50%	31%	19%	-4	-5
Q34f. Your ability to 'make a difference' to the community	69%	23%	9%	-1	+3

* indicates a negatively worded question

06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
People and relationships					
Q24a. People in my workgroup treat each other with respect	64%	18%	18%	0	-12
Q24b. I receive help and support from other people in my workgroup	78%	14%	8%	0	-6
Q24c. People in my workgroup are honest, open and transparent in their dealings	57%	25%	18%	0	-12
Q24d. People in my workgroup use their time and resources efficiently	57%	24%	19%	0	-9
Q24e. People in my workgroup treat customers with respect	83%	13%	4%	0	-3
Q24f. People in my workgroup are committed to delivering excellent service to customers	79%	15%	5%	+1	-3
Q24g. People in my workgroup do their jobs effectively	67%	22%	11%	0	-8
Q24i. People in my workgroup work effectively with other workgroups in my organisation to deliver service to our customers	72%	19%	9%	+1	-6

06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
Fairness and trust					
Q25a. My workplace has an inclusive culture where diversity is valued and respected	69%	23%	8%	-1	-4
Q25f. Performance is assessed and rewarded fairly in my workplace	36%	35%	30%	-3	-1
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	34%	25%	41%	-3	-4
Q25h. People are treated fairly and consistently in my workplace	46%	27%	27%	-1	-6
Q25i. People take responsibility for their decisions and actions in my workplace	44%	30%	26%	-1	-8
Q25j. I am able to speak up and share a different view to my colleagues and manager	68%	18%	14%	+1	-5
Q30a. My senior manager demonstrates honesty and integrity	67%	21%	12%	+1	-5
Q31e. Recruitment and promotion decisions in this organisation are fair	36%	32%	32%	-4	-1
Q31i. My responsibilities outside of work restrict my opportunities for promotion*	55%	28%	17%	+1	-4
Q32a. Age is not a barrier to success in my organisation	70%	20%	10%	+1	+5
Q32b. Gender is not a barrier to success in my organisation	75%	17%	7%	+2	+6
Q32c. Disability is not a barrier to success in my organisation	60%	32%	7%	+1	+3
Q32d. Cultural background is not a barrier to success in my organisation	71%	22%	7%	-2	+2
Q32e. Sexual orientation is not a barrier to success in my organisation	72%	23%	4%	-1	+2
Q32f. If I raised a complaint, I feel confident that it would be taken seriously	51%	23%	26%	-2	-5
Q32g. Women and men have equal access to work experiences that support career progression	71%	23%	7%	-1	+4

* indicates a negatively worded question

06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
	Strongly agree	Disagree	Strongly disagree		
Performance and development					
Q28a. I receive useful feedback on my performance	53%	27%	20%	-2	-4
Q28b. My performance is assessed against clear criteria	53%	29%	17%	-1	+2
Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge	61%	22%	18%	-2	0
Q28d. I am supported to pursue developmental opportunities in other workplaces	46%	32%	22%	0	+1
Q28e. I am able to access relevant learning and development opportunities	61%	25%	14%	-3	+1
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	65%	24%	11%	-4	+3
Q28g. I am satisfied with the opportunities available for career development	51%	25%	24%	0	+5
Q28h. I have had productive conversations with my manager on my performance in the past 12 months	58%	21%	22%	-3	0
Q28i. I develop new knowledge and skills through undertaking tasks at work	73%	17%	9%	+2	+2
Q31b. My organisation is committed to developing its employees	45%	31%	24%	-6	-6

06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
Leadership and engagement					
Q29a. My manager treats employees with dignity and respect	76%	11%	12%	+3	-4
Q29b. My manager listens to what I have to say	75%	12%	13%	+3	-4
Q29c. My manager keeps me informed about what's going on	62%	19%	19%	-1	-9
Q29d. My manager understands my work	67%	17%	17%	0	-8
Q29e. My manager creates a shared sense of purpose	63%	22%	15%	0	-7
Q29f. My manager demonstrates honesty and integrity	74%	14%	12%	+2	-4
Q29g. My manager draws the best out of me	56%	28%	16%	0	-5
Q31a. In my organisation, the leadership is of high quality	46%	30%	25%	-4	-8
Q31c. Management model the behaviours expected of all employees	46%	28%	26%	-2	-6
Q31d. In my organisation, the leadership operates with a high level of integrity	47%	31%	23%	-3	-9
Q31f. My organisation is well managed	41%	32%	27%	-5	-8
Q33a. I would recommend my organisation as a great place to work	59%	27%	14%	-1	-4
Q33b. I am proud to tell others I work for my organisation	66%	24%	10%	0	-2
Q33c. I feel strong personal attachment to my organisation	57%	30%	14%	-2	-3
Q33d. My organisation motivates me to help it achieve its objectives	50%	34%	17%	-5	-5
Q33e. My organisation inspires me to do the best in my job	54%	31%	15%	-3	-1

06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
My job					
Q21a. I understand what is expected of me to do well in my job	92%	5%	4%	0	+1
Q21b. I understand how my work contributes to my organisation's objectives	93%	5%	2%	0	+1
Q22a. I have a choice in deciding how I do my work	67%	20%	13%	0	-1
Q22e. My job gives me opportunities to utilise my skills	77%	13%	10%	-1	+1
Q22f. I enjoy the work in my current job	78%	14%	8%	-1	+3
Q22g. My job gives me a feeling of personal accomplishment	72%	18%	10%	-2	+3
Q34b. Your ability to work on your own initiative	84%	11%	5%	+2	+1
Q35. All things considered, how satisfied are you with your current job?	71%	17%	12%	-1	-1

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
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Survey questions with the most positive change

Q27a. I get the opportunity to develop new and better ways of doing my job	58%	25%	16%	+3
Q29a. My manager treats employees with dignity and respect	76%	11%	12%	+3
Q29b. My manager listens to what I have to say	75%	12%	13%	+3
Q31j. My commitment to this organisation would be questioned if I chose to work flexibly*	44%	35%	21%	+2
Q27d. My workgroup uses research and expertise to identify better practice	55%	31%	14%	+2

Survey questions with the most negative change

Q31e. Recruitment and promotion decisions in this organisation are fair	36%	32%	32%	-4
Q28f. L&D activities I have completed in the past 12 months have helped to improve my performance	65%	24%	11%	-4
Q31f. My organisation is well managed	41%	32%	27%	-5
Q33d. My organisation motivates me to help it achieve its objectives	50%	34%	17%	-5
Q31b. My organisation is committed to developing its employees	45%	31%	24%	-6

* 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
Do you currently use any flexible work options?		
Use flexible workplace option	54%	56%
Use no flexible work option	46%	44%
If yes to using flexible work option, which of the following do you use?		
Part time work	52%	61%
Flexible work hours for example start late or early to meet responsibilities external to work	16%	13%
Flexible work hours for example accumulated hours as 'flexitime'	15%	14%
Casual/on call	13%	10%
Hot desks	8%	4%
Leave at half pay	6%	6%
Job sharing	6%	5%
Telecommuting (Remote working)	5%	1%
Compressed work hours	5%	3%
Other	5%	6%
Part-year work/annualised hours	1%	1%
Purchased leave/extended leave/deferred salary schemes	1%	1%
Term-time working	-	0%

08 Flexible work

	2020	2019
Have you made a request regarding flexible work arrangements in the last 12 months?		
No, I have not made a request but I am content with my current arrangements	68%	69%
Yes, I requested flexibility	19%	20%
No, I have not made a request but I am not content with my current arrangements	13%	11%
If yes to having made a request regarding flexible work arrangements, was your request for flexible work arrangements:		
Fully granted	67%	66%
Partially granted	14%	17%
Declined - reason provided	9%	9%
Declined - no reason given	6%	4%
I have not received a reply as yet	5%	4%
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?		
None of the above	39%	25%
I feel flexibility is not possible in my current job	28%	27%
I didn't feel confident presenting my case or negotiating arrangements with my manager	20%	25%
I was concerned that it may negatively impact my team	20%	23%
Flexible working is frowned upon/not supported by my workplace culture	18%	21%
I don't feel confident in my manager's ability to manage staff working flexibly	14%	10%
I didn't feel I had the right to	14%	20%
I felt it would limit my career	13%	15%
I feel the technology I currently have access to does not support flexible working	5%	-
I felt it would limit my access to training and development	5%	7%

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

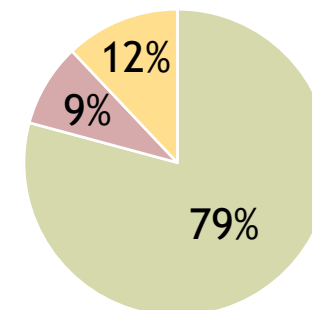
Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2020	2019
Yes	79%	72%
No	9%	13%
Don't know	12%	15%

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
Yes	91%	89%
No	5%	5%
Don't know	4%	6%

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
No	75%	68%
Yes	19%	26%
Prefer not to say	5%	4%
Don't know	2%	2%



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
Yes	77%	69%
Don't know	14%	16%
No	9%	14%

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
No	86%	85%
Yes	7%	8%
Prefer not to say	5%	5%
Don't know	2%	3%

09 Domestic and family violence

Question	Response scale %			vs 2019	vs Qld public sector
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Managers

Q36a.a. I am confident that I could sensitively communicate with employees affected by domestic and family violence	84%	11%	5%	-1	-3
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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	86%	10%	4%	+4	-1
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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	83%	12%	5%	-1	-3
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Non-managers

Q36b.a I am confident that I could sensitively communicate with colleagues affected by domestic and family violence	69%	23%	8%	0	-6
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Q36b.b. I am confident that I could effectively refer a colleague affected by domestic and family violence to appropriate support	69%	23%	8%	0	-6
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Key

Response scale:

Positive	Neutral	Negative
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10 Bullying and sexual harassment

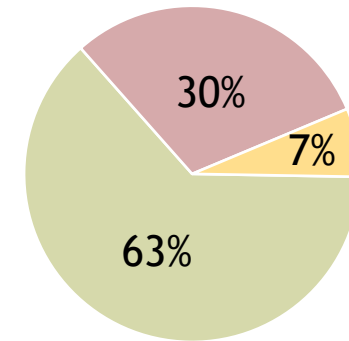
Purpose

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%.

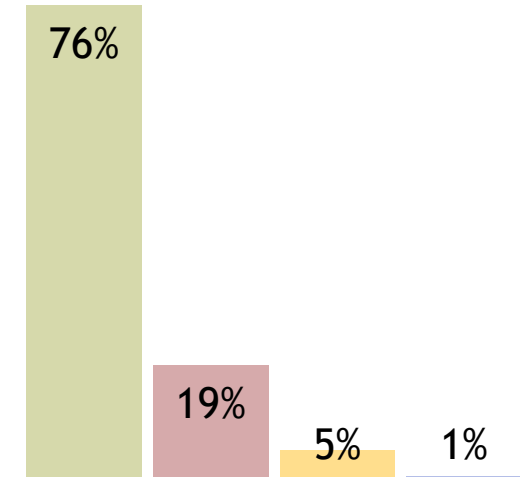
During the last 12 months have you witnessed bullying or sexual harassment in your workplace?

	2020	2019
No	63%	58%
Yes	30%	35%
Don't know	7%	6%



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

	2020	2019
No	76%	74%
Bullying	19%	21%
Don't know	5%	4%
Sexual harassment	1%	1%



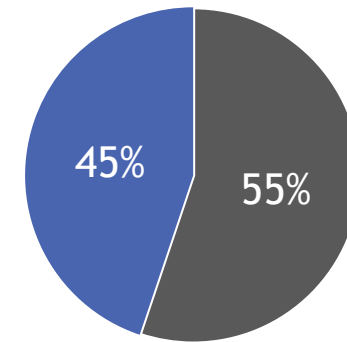
10 Bullying and sexual harassment

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
If you were subjected to bullying, who were you bullied by?		
A fellow worker	58%	53%
Your immediate manager/supervisor	33%	31%
A senior manager	29%	23%
A group of fellow workers	17%	14%
A client/customer	11%	8%
A worker that reports to you	8%	5%
A member of the public	4%	8%
Other	4%	2%
Prefer not to specify	4%	7%
A representative of another agency	3%	2%
A consultant/service provider	1%	2%
If you were subjected to bullying, what type of bullying did you experience?		
Verbal abuse	63%	64%
Inappropriate and unfair application of work policies or rules	40%	34%
Other	26%	28%
Physical behaviour	13%	8%
Interference with your personal property or work equipment	7%	8%
'Initiations' or pranks	6%	6%
Cyber bullying	6%	5%

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



	2020	2019
Why did you not report the bullying?		
I did not think any action would be taken	63%	54%
It could affect my career	44%	42%
Managers accepted the behaviour	41%	35%
I did not want to upset relationships in the workplace	40%	38%
I did not think it was worth the hassle of going through the report process	34%	38%
I did not have enough evidence	23%	23%
Other	16%	13%
I did not think the bullying was serious enough	11%	12%
The matter was resolved informally	9%	5%
I did not know how to report it	7%	6%

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?		
A fellow worker	-	48%
A client/customer	-	38%
A member of the public	-	5%
A group of fellow workers	-	10%
A representative of another agency	-	5%
Prefer not to specify	-	14%
Your immediate manager/supervisor	-	5%
A worker that reports to you	-	5%
If you were subjected to sexual harassment, what type of sexual harassment did you experience?		
Remarks of a sexual nature	-	81%
Unwanted physical intimacy	-	48%
Unwelcome demand or request, either directly or implied, for sexual favours	-	43%
Any other unwelcome conduct of a sexual nature in relation to you	-	14%
Other	-	10%

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?		
I did not think any action would be taken	-	36%
I did not want to upset relationships in the workplace	-	9%
Managers accepted the behaviour	-	18%
It could affect my career	-	9%
I did not have enough evidence	-	18%
I did not think the sexual harassment was serious enough	-	55%
I did not think it was worth the hassle of going through the report process	-	55%
Other	-	9%
The matter was resolved informally	-	18%

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/ sporadically
Very often	Never
Often	
Regularly	

*Negatively worded question

Negative Positive

Daily	Rarely/ 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

64%

36%

0

-6

Made you feel included

76%

24%

-1

-6

Was polite and courteous with you

91%

9%

+1

-2

Made you feel ignored*

88%

12%

0

-1

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

90%

10%

+1

-1

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

92%

8%

+1

-2

Acted in an aggressive or intimidating manner towards you*

95%

5%

+1

-1

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

93%

7%

+1

-2

* 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/ sporadically
Very often	Never
Often	
Regularly	

*Negatively worded question

Negative Positive

Daily	Rarely/ 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

66%

34%

+1

-4

Made you feel included

81%

19%

-1

-4

Was polite and courteous with you

93%

7%

+1

-2

Made you feel ignored*

84%

16%

+1

-4

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

84%

16%

+2

-4

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

86%

14%

+1

-4

Acted in an aggressive or intimidating manner towards you*

92%

8%

+1

-2

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

90%

10%

+2

-3

* 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

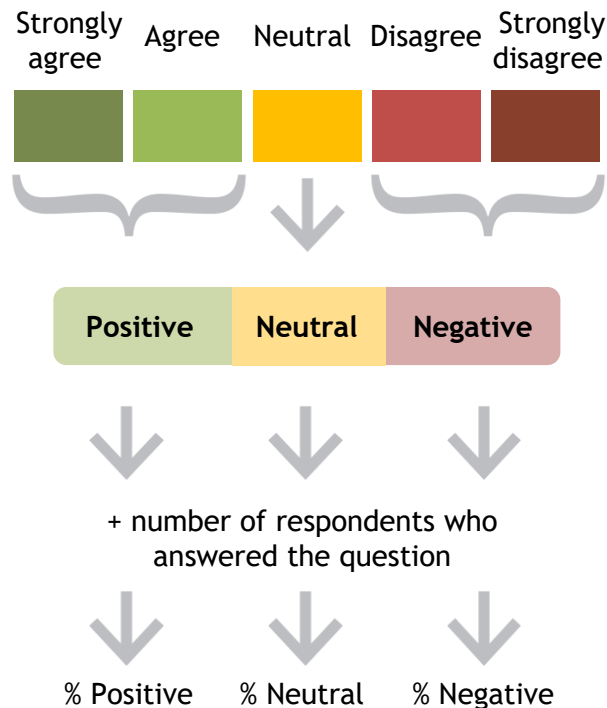
Question	Response scale %			vs 2019
CQHHS i. I am confident of the actions I can take to reduce the risk of COVID-19 spread	90%	8%	2%	-
CQHHS h. I understand the actions my HHS has taken to respond to the COVID-19 impact	83%	12%	5%	-
CQHHS j. I am happy with the level of communication on the COVID-19 actions in my HHS	80%	12%	7%	-
CQHHS f. I am comfortable with escalating concerns and reporting incidents about patient safety	80%	12%	9%	0
CQHHS d. I feel valued and supported by my line manager	69%	16%	15%	+1
CQHHS a. I regularly see examples of the CQHHS values being demonstrated in the workplace	69%	21%	10%	-4
CQHHS g. My team discusses ways to improve patient safety and person-centred care	68%	22%	10%	-2
CQHHS c. I understand how my work contributes to achieving the Destination 2030 vision of Great Care for Central Queenslanders	62%	26%	12%	-3
CQHHS b. The culture and sense of team in my workplace is great	58%	25%	17%	0
CQHHS e. I feel confident in holding other staff members to account for their behaviours	53%	30%	18%	-11

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.

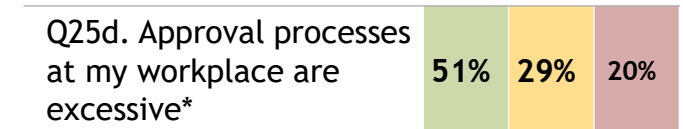
EXAMPLE

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

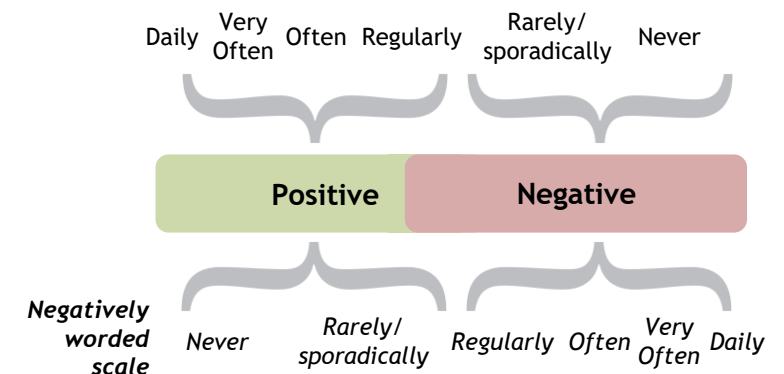
51% felt that the "Approval processes at their work are not excessive"



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.