



Highlights report

Purpose

This Highlights report presents key results from the 2019 Working for Queensland survey, which was conducted from 2 September to 30 September 2019. 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.

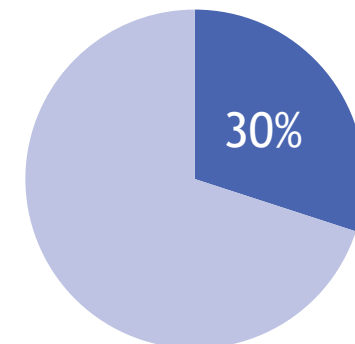
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Returned surveys:

2,294

Response Rate:



**Queensland
Government**

01 Factors

Purpose

This section provides an overview of the 2019 factor results. The % positive score is benchmarked against the Queensland public sector and the 2018 score.

Key

Response scale:

Positive

Neutral

Negative

Factors

Name	Response scale %			vs 2018	vs Qld public sector
Agency engagement	47%	29%	23%	-5	-10
Job empowerment	67%	17%	16%	-3	-4
Workload and health*	31%	28%	41%	-4	-7
Learning and development	50%	24%	26%	-1	-6
My workgroup	72%	16%	11%	-1	-2
My manager	66%	17%	18%	-2	-7
Organisational leadership	32%	29%	38%	-3	-17
Organisational fairness	36%	29%	36%	-1	-6
Anti-discrimination	62%	30%	8%	0	-3
Innovation	53%	25%	22%	-1	-5

* %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	Sunshine Coast Hospital and Health Service	Caloundra Health Service	Clinical Access and Operations	Community Integrated & Subacute Services	Finance and Business Services	Gympie Hospital	Health Service Chief Executive	Human Resources	Information & Communication Technology	Innovation Quality, Research & Education	Maleny Soldiers Memorial Hospital	Medical Services	Mental Health and Addiction Services	Nambour General Hospital	Operational Support Services	Professional Leadership	Strategy Performance & Governance	Surgical Services	Women's and Families Service Group
Responses	2,294	83	116	162	69	107	13	64	138	87	40	530	140	180	79	15	45	274	146
Agency engagement	47%	54%	43%	51%	45%	58%	49%	46%	57%	42%	68%	43%	39%	52%	32%	63%	32%	43%	62%
Job empowerment	67%	71%	63%	70%	60%	72%	77%	71%	75%	80%	81%	64%	63%	68%	49%	60%	58%	65%	75%
Workload and health*	31%	39%	31%	32%	39%	29%	23%	40%	38%	45%	34%	27%	30%	35%	18%	23%	44%	24%	38%
Learning and development	50%	54%	45%	51%	32%	60%	47%	49%	39%	56%	72%	51%	54%	47%	25%	58%	26%	52%	67%
My workgroup	72%	72%	69%	72%	68%	70%	69%	85%	80%	78%	84%	74%	73%	68%	42%	75%	84%	69%	81%
My manager	66%	64%	64%	69%	64%	71%	67%	80%	74%	81%	82%	65%	60%	64%	39%	55%	77%	60%	68%
Organisational leadership	32%	46%	31%	37%	25%	50%	38%	30%	37%	24%	44%	24%	29%	35%	19%	35%	20%	30%	49%
Organisational fairness	36%	40%	38%	38%	26%	38%	25%	38%	41%	45%	54%	32%	37%	37%	15%	38%	26%	32%	47%
Anti-discrimination	62%	65%	63%	64%	57%	71%	88%	71%	68%	54%	74%	60%	56%	58%	56%	70%	46%	59%	71%
Innovation	53%	56%	46%	55%	49%	52%	50%	62%	62%	69%	70%	51%	50%	51%	28%	65%	59%	50%	66%

* %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 2019 factor results, by question. The % positive score is benchmarked against the Queensland public sector and the 2018 score.

Key

Response scale:

Positive

Neutral

Negative

Question	Response scale %			vs 2018	vs Qld public sector
Agency engagement					
Q33a. I would recommend my organisation as a great place to work	49%	26%	24%	-6	-10
Q33b. I am proud to tell others I work for my organisation	58%	26%	16%	-6	-8
Q33c. I feel strong personal attachment to my organisation	50%	28%	22%	-3	-8
Q33d. My organisation motivates me to help it achieve its objectives	39%	34%	27%	-6	-14
Q33e. My organisation inspires me to do the best in my job	41%	32%	27%	-5	-13
Job empowerment					
Q22a. I have a choice in deciding how I do my work	64%	19%	17%	0	-4
Q22b. I have the tools I need to do my job effectively	65%	16%	19%	-6	-4
Q22c. I get the information I need to do my job well	62%	21%	17%	-4	-5
Q22d. I have the authority necessary to do my job effectively	64%	19%	17%	-3	-5
Q22e. My job gives me opportunities to utilise my skills	73%	13%	14%	-1	-2
Q34b. Your ability to work on your own initiative	77%	12%	11%	-2	-2

03 Factors by question

Question	Response scale %			vs 2018	vs Qld public sector
Workload and health*					
Q23a. I am overloaded with work*	25%	30%	45%	-4	-7
Q23b. I feel burned out by my work*	34%	25%	41%	-5	-8
Q23e. My work has a negative impact on my health*	36%	29%	36%	-3	-8

* 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	56%	20%	24%	-1	-5
Q28e. I am able to access relevant learning and development opportunities	57%	22%	21%	0	-3
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	66%	22%	12%	-1	+3
Q28g. I am satisfied with the opportunities available for career development	38%	28%	35%	-1	-8
Q31b. My organisation is committed to developing its employees	35%	29%	36%	-2	-15

03 Factors by question

Question	Response scale %			vs 2018	vs Qld public sector
My workgroup					
Q24a. People in my workgroup treat each other with respect	69%	15%	17%	-2	-5
Q24b. I receive help and support from other people in my workgroup	78%	14%	8%	-3	-4
Q24c. People in my workgroup are honest, open and transparent in their dealings	58%	22%	20%	-2	-8
Q24d. People in my workgroup use their time and resources efficiently	59%	22%	18%	0	-4
Q24e. People in my workgroup treat customers with respect	88%	9%	3%	-1	+3
Q24f. People in my workgroup are committed to delivering excellent service to customers	82%	13%	4%	-1	+2
Q24g. People in my workgroup do their jobs effectively	72%	18%	10%	+1	-1
My manager					
Q29a. My manager treats employees with dignity and respect	75%	12%	13%	-2	-5
Q29b. My manager listens to what I have to say	73%	13%	14%	-3	-5
Q29c. My manager keeps me informed about what's going on	62%	17%	21%	-1	-7
Q29d. My manager understands my work	66%	15%	18%	-2	-9
Q29e. My manager creates a shared sense of purpose	61%	19%	19%	0	-7
Q29f. My manager demonstrates honesty and integrity	71%	16%	14%	-2	-7
Q29g. My manager draws the best out of me	51%	26%	23%	-2	-8

03 Factors by question

Question	Response scale %			vs 2018	vs Qld public sector
Organisational leadership					
Q31a. In my organisation, the leadership is of high quality	34%	28%	38%	-3	-16
Q31c. Management model the behaviours expected of all employees	33%	28%	39%	-3	-16
Q31d. In my organisation, the leadership operates with a high level of integrity	34%	32%	34%	-2	-19
Q31f. My organisation is well managed	27%	30%	43%	-3	-18
Organisational fairness					
Q25f. Performance is assessed and rewarded fairly in my workplace	31%	35%	34%	+1	-4
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	29%	25%	46%	-4	-6
Q25h. People are treated fairly and consistently in my workplace	45%	26%	29%	-2	-6
Q25i. People take responsibility for their decisions and actions in my workplace	47%	27%	25%	-1	-3
Q31e. Recruitment and promotion decisions in this organisation are fair	24%	31%	45%	0	-12

03 Factors by question

Question	Response scale %			vs 2018	vs Qld public sector
Anti-discrimination					
Q32a. Age is not a barrier to success in my organisation	59%	28%	13%	-2	-3
Q32b. Gender is not a barrier to success in my organisation	67%	23%	10%	0	-1
Q32c. Disability is not a barrier to success in my organisation	54%	39%	7%	0	-2
Q32d. Cultural background is not a barrier to success in my organisation	64%	30%	5%	0	-3
Q32e. Sexual orientation is not a barrier to success in my organisation	65%	30%	5%	0	-4
Innovation					
Q27a. I get the opportunity to develop new and better ways of doing my job	52%	25%	24%	0	-5
Q27b. I am encouraged to make suggestions about improving work processes and/or services	64%	18%	19%	0	-3
Q27c. Management is willing to act on suggestions to improve how things are done	44%	26%	30%	-1	-8
Q27d. My workgroup uses research and expertise to identify better practice	50%	31%	20%	-2	-4
Q27e. My workgroup always tries to improve its performance	67%	21%	12%	-1	-1
Q27f. My organisation is open to new ideas	44%	29%	27%	-3	-10

04 Workplace climate

Purpose

This section provides an overview of the 2019 workplace climate index results. The % positive score is benchmarked against the Queensland public sector and the 2018 score.

*NOTE: In 2019, questions were removed from **My job** and **Effectiveness and innovation**. Comparisons to 2018 have been recalculated to exclude those questions.*

Key

Response scale:

Positive

Neutral

Negative

Workplace climate indices

Name	Response scale %			vs 2018	vs Qld public sector
Safety, health and wellness	46%	27%	28%	-2	-9
Effectiveness and innovation	52%	24%	24%	-2	-4
People and relationships	72%	16%	11%	-2	-3
Fairness and trust	53%	27%	20%	0	-5
Performance and development	51%	24%	25%	-1	-4
Leadership and engagement	52%	24%	24%	-3	-10
My job	74%	13%	13%	-2	-3

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	Sunshine Coast Hospital and Health Service	Caloundra Health Service	Clinical Access and Operations	Community Integrated & Subacute Services	Finance and Business Services	Gympie Hospital	Health Service Chief Executive	Human Resources	Information & Communication Technology	Innovation, Quality, Research & Education	Maleny Soldiers Memorial Hospital	Medical Services	Mental Health and Addiction Services	Nambour General Hospital	Operational Support Services	Professional Leadership	Strategy Performance & Governance	Surgical Services	Women's and Families Service Group
Responses	2,294	83	116	162	69	107	13	64	138	87	40	530	140	180	79	15	45	274	146
Safety, health and wellness	46%	51%	44%	47%	44%	48%	44%	59%	52%	57%	53%	41%	41%	48%	27%	49%	54%	40%	56%
Effectiveness and innovation	52%	54%	47%	52%	46%	52%	54%	54%	57%	61%	64%	50%	51%	51%	34%	56%	50%	50%	62%
People and relationships	72%	72%	68%	72%	68%	70%	70%	85%	80%	79%	84%	74%	73%	68%	43%	74%	84%	68%	80%
Fairness and trust	53%	57%	51%	55%	46%	58%	58%	62%	59%	55%	68%	50%	49%	52%	38%	57%	47%	50%	62%
Performance and development	51%	53%	45%	54%	38%	59%	48%	51%	45%	63%	70%	52%	54%	50%	27%	63%	36%	51%	64%
Leadership and engagement	52%	56%	49%	56%	48%	62%	54%	57%	60%	55%	68%	48%	46%	53%	31%	53%	49%	47%	62%
My job	74%	76%	67%	76%	67%	80%	77%	78%	78%	80%	87%	71%	71%	74%	57%	75%	66%	73%	83%

06 Workplace climate by question

Purpose

This section provides an overview of the 2019 workplace climate index results, by question. The % positive score is benchmarked against the Queensland public sector and the 2018 score.

Key

Response scale:

Positive Neutral Negative

Question	Response scale %			vs 2018	vs Qld public sector
Safety, health and wellness					
Q23a. I am overloaded with work*	25%	30%	45%	-4	-7
Q23b. I feel burned out by my work*	34%	25%	41%	-5	-8
Q23e. My work has a negative impact on my health*	36%	29%	36%	-3	-8
Q23f. My work contributes positively to my quality of life	40%	33%	27%	-1	-3
Q24h. People in my workgroup are committed to workplace safety	81%	15%	5%	-3	0
Q24j. People in my workgroup work together to ensure flexible work arrangements meet both individual and business needs	58%	25%	17%	-1	-9
Q25b. My workplace culture supports people to achieve a good work/life balance	50%	24%	26%	-2	-12
Q25c. There is adequate focus on workplace safety at my workplace	72%	18%	10%	-5	-4
Q29h. My manager proactively discusses flexible work arrangements with my workgroup	42%	26%	32%	0	-9
Q31g. In my organisation, senior leaders clearly consider the wellbeing of employees to be important	30%	28%	42%	-2	-20
Q31h. The wellbeing of employees is a priority for my organisation	29%	29%	42%	-2	-20
Q31j. My commitment to this organisation would be questioned if I chose to use flexible work options*	43%	35%	22%	+4	-6
Q34e. Your work-life balance	56%	21%	24%	-2	-9
Q34g. Your ability to access and use flexible work arrangements	42%	34%	24%	+1	-15

* indicates a negatively worded question

06 Workplace climate by question

Question	Response scale %			vs 2018	vs Qld public sector
Effectiveness and innovation					
Q22b. I have the tools I need to do my job effectively	65%	16%	19%	-6	-4
Q22c. I get the information I need to do my job well	62%	21%	17%	-4	-5
Q22d. I have the authority necessary to do my job effectively	64%	19%	17%	-3	-5
Q23c. I feel my job is secure	54%	19%	27%	+3	-7
Q23d. There is too much 'red tape' in my work (e.g. regulatory or administrative processes)*	14%	30%	56%	-2	-4
Q24k. People in my workgroup share diverse ideas to develop innovative solutions	61%	23%	16%	-1	-4
Q25d. Approval processes at my workplace are excessive*	15%	37%	49%	+1	-5
Q26a. My workplace has undergone significant change in the past 12 months	64%	21%	14%	-7	+16
Q27a. I get the opportunity to develop new and better ways of doing my job	52%	25%	24%	0	-5
Q27b. I am encouraged to make suggestions about improving work processes and/or services	64%	18%	19%	0	-3
Q27c. Management is willing to act on suggestions to improve how things are done	44%	26%	30%	-1	-8
Q27d. My workgroup uses research and expertise to identify better practice	50%	31%	20%	-2	-4
Q27e. My workgroup always tries to improve its performance	67%	21%	12%	-1	-1
Q27f. My organisation is open to new ideas	44%	29%	27%	-3	-10
Q34f. Your ability to 'make a difference' to the community	61%	25%	14%	-4	-3

* indicates a negatively worded question

06 Workplace climate by question

Question	Response scale %			vs 2018	vs Qld public sector
People and relationships					
Q24a. People in my workgroup treat each other with respect	69%	15%	17%	-2	-5
Q24b. I receive help and support from other people in my workgroup	78%	14%	8%	-3	-4
Q24c. People in my workgroup are honest, open and transparent in their dealings	58%	22%	20%	-2	-8
Q24d. People in my workgroup use their time and resources efficiently	59%	22%	18%	0	-4
Q24e. People in my workgroup treat customers with respect	88%	9%	3%	-1	+3
Q24f. People in my workgroup are committed to delivering excellent service to customers	82%	13%	4%	-1	+2
Q24g. People in my workgroup do their jobs effectively	72%	18%	10%	+1	-1
Q24i. People in my workgroup work effectively with other workgroups in my organisation to deliver service to our customers	72%	17%	11%	-4	-4

06 Workplace climate by question

Question	Response scale %			vs 2018	vs Qld public sector
Fairness and trust					
Q25a. My workplace has an inclusive culture where diversity is valued and respected	66%	22%	11%	-2	-6
Q25f. Performance is assessed and rewarded fairly in my workplace	31%	35%	34%	+1	-4
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	29%	25%	46%	-4	-6
Q25h. People are treated fairly and consistently in my workplace	45%	26%	29%	-2	-6
Q25i. People take responsibility for their decisions and actions in my workplace	47%	27%	25%	-1	-3
Q25j. I am able to speak up and share a different view to my colleagues and manager	66%	16%	18%	-1	-5
Q30a. My senior manager demonstrates honesty and integrity	61%	23%	17%	+10	-11
Q31e. Recruitment and promotion decisions in this organisation are fair	24%	31%	45%	0	-12
Q31i. My responsibilities outside of work restrict my opportunities for promotion*	60%	25%	15%	+1	+3
Q32a. Age is not a barrier to success in my organisation	59%	28%	13%	-2	-3
Q32b. Gender is not a barrier to success in my organisation	67%	23%	10%	0	-1
Q32c. Disability is not a barrier to success in my organisation	54%	39%	7%	0	-2
Q32d. Cultural background is not a barrier to success in my organisation	64%	30%	5%	0	-3
Q32e. Sexual orientation is not a barrier to success in my organisation	65%	30%	5%	0	-4
Q32f. If I raised a complaint, I feel confident that it would be taken seriously	46%	23%	31%	-2	-9
Q32g. Women and men have equal access to work experiences that support career progression	62%	27%	11%	-1	-3

* indicates a negatively worded question

06 Workplace climate by question

Question	Response scale %			vs 2018	vs Qld public sector
Performance and development					
Q28a. I receive useful feedback on my performance	53%	23%	24%	-1	-1
Q28b. My performance is assessed against clear criteria	51%	26%	23%	-1	+3
Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge	56%	20%	24%	-1	-5
Q28d. I am supported to pursue developmental opportunities in other workplaces	36%	33%	31%	+3	-7
Q28e. I am able to access relevant learning and development opportunities	57%	22%	21%	0	-3
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	66%	22%	12%	-1	+3
Q28g. I am satisfied with the opportunities available for career development	38%	28%	35%	-1	-8
Q28h. I have had productive conversations with my manager on my performance in the past 12 months	56%	19%	25%	-1	0
Q28i. I develop new knowledge and skills through undertaking tasks at work	67%	19%	14%	-2	-2
Q31b. My organisation is committed to developing its employees	35%	29%	36%	-2	-15

06 Workplace climate by question

Question	Response scale %			vs 2018	vs Qld public sector
Leadership and engagement					
Q29a. My manager treats employees with dignity and respect	75%	12%	13%	-2	-5
Q29b. My manager listens to what I have to say	73%	13%	14%	-3	-5
Q29c. My manager keeps me informed about what's going on	62%	17%	21%	-1	-7
Q29d. My manager understands my work	66%	15%	18%	-2	-9
Q29e. My manager creates a shared sense of purpose	61%	19%	19%	0	-7
Q29f. My manager demonstrates honesty and integrity	71%	16%	14%	-2	-7
Q29g. My manager draws the best out of me	51%	26%	23%	-2	-8
Q31a. In my organisation, the leadership is of high quality	34%	28%	38%	-3	-16
Q31c. Management model the behaviours expected of all employees	33%	28%	39%	-3	-16
Q31d. In my organisation, the leadership operates with a high level of integrity	34%	32%	34%	-2	-19
Q31f. My organisation is well managed	27%	30%	43%	-3	-18
Q33a. I would recommend my organisation as a great place to work	49%	26%	24%	-6	-10
Q33b. I am proud to tell others I work for my organisation	58%	26%	16%	-6	-8
Q33c. I feel strong personal attachment to my organisation	50%	28%	22%	-3	-8
Q33d. My organisation motivates me to help it achieve its objectives	39%	34%	27%	-6	-14
Q33e. My organisation inspires me to do the best in my job	41%	32%	27%	-5	-13

06 Workplace climate by question

Question	Response scale %			vs 2018	vs Qld public sector
My job					
Q21a. I understand what is expected of me to do well in my job	90%	4%	5%	-1	+1
Q21b. I understand how my work contributes to my organisation's objectives	89%	6%	5%	-2	-1
Q22a. I have a choice in deciding how I do my work	64%	19%	17%	0	-4
Q22e. My job gives me opportunities to utilise my skills	73%	13%	14%	-1	-2
Q22f. I enjoy the work in my current job	70%	17%	13%	-4	-4
Q22g. My job gives me a feeling of personal accomplishment	65%	17%	17%	-2	-2
Q34b. Your ability to work on your own initiative	77%	12%	11%	-2	-2
Q35. All things considered, how satisfied are you with your current job?	61%	18%	21%	-8	-9

07 Most changed since 2018, 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 2019 as well as in 2018. '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 2018
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Survey questions with the most positive change

Q30a. My senior manager demonstrates honesty and integrity	61%	23%	17%	+10
Q31j. My commitment to this organisation would be questioned if I chose to work flexibly*	43%	35%	22%	+4
Q23c. I feel my job is secure	54%	19%	27%	+3
Q28d. I am supported to pursue developmental opportunities in other workplaces	36%	33%	31%	+3
Q25d.*Approval processes at my workplace are excessive	15%	37%	49%	+1

Survey questions with the most negative change

Q33d. My organisation motivates me to help it achieve its objectives	39%	34%	27%	-6
Q33b. I am proud to tell others I work for my organisation	58%	26%	16%	-6
Q22b. I have the tools I need to do my job effectively	65%	16%	19%	-6
Q33a. I would recommend my organisation as a great place to work	49%	26%	24%	-6
Q35. All things considered, how satisfied are you with your current job?	61%	18%	21%	-8

* 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%.

	2019	2018
Do you currently use any flexible work options?		
Use flexible workplace option	59%	62%
Use no flexible work option	41%	38%
If yes to using flexible work option, which of the following do you use?		
Part time work	61%	57%
Flexible work hours for example accumulated hours as 'flexitime'	22%	23%
Flexible work hours for example start late or early to meet responsibilities external to work	12%	9%
Hot desks	8%	11%
Casual/on call	6%	9%
Job sharing	4%	3%
Compressed work hours	4%	3%
Other	2%	5%
Leave at half pay	2%	2%
Telecommuting	2%	2%
Purchased leave/extended leave/deferred salary schemes	1%	1%
Part-year work/annualised hours	0%	0%
Term-time working	0%	0%

08 Flexible work

	2019	2018
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	63%	64%
Yes, I requested flexibility	21%	21%
No, I have not made a request but I am not content with my current arrangements	16%	15%
If yes to having made a request regarding flexible work arrangements, was your request for flexible work arrangements:		
Fully granted	55%	50%
Partially granted	15%	16%
Declined - reason provided	13%	17%
Declined - no reason given	10%	12%
I have not received a reply as yet	6%	5%
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?		
I feel flexibility is not possible in my current job	38%	36%
Flexible working is frowned upon/not supported by my workplace culture	33%	29%
I didn't feel confident presenting my case or negotiating arrangements with my manager	24%	26%
I was concerned that it may negatively impact my team	22%	19%
I didn't feel I had the right to	19%	16%
None of the above	18%	17%
I felt it would limit my career	16%	18%
I don't feel confident in my manager's ability to manage staff working flexibly	15%	13%
I felt it would limit my access to training and development	7%	5%
I feel the technology I currently have access to does not support flexible working	4%	3%

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

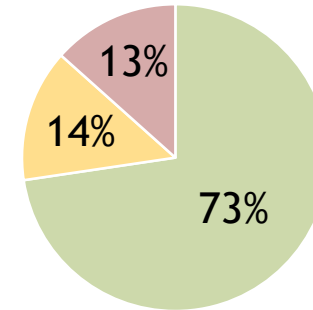
Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2019	2018
Yes	73%	67%
Don't know	14%	16%
No	13%	17%

Managers

Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2019	2018
Yes	89%	80%
Don't know	6%	8%
No	5%	12%

Managers

Q36c. In the past 12 months, have you been in a situation where you have responded to an employee/colleague affected by DFV?	2019	2018
No	76%	81%
Yes	20%	16%
Prefer not to say	3%	2%
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?	2019	2018
Yes	69%	64%
Don't know	16%	18%
No	15%	18%

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?	2019	2018
No	87%	89%
Yes	8%	6%
Prefer not to say	3%	3%
Don't know	2%	2%

09 Domestic and family violence

Question	Response scale %			vs 2018	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	82%	11%	7%	-2	-4
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	83%	12%	5%	+5	-2
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%	6%	+2	-3

Non-managers

Q36b.a I am confident that I could sensitively communicate with colleagues affected by domestic and family violence	71%	21%	8%	+2	-3
Q36b.b. I am confident that I could effectively refer a colleague affected by domestic and family violence to appropriate support	66%	21%	13%	+2	-8

Key

Response scale:

Positive	Neutral	Negative
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10 Bullying and sexual harassment

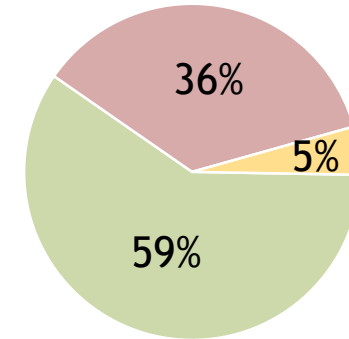
Purpose

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 2018.

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

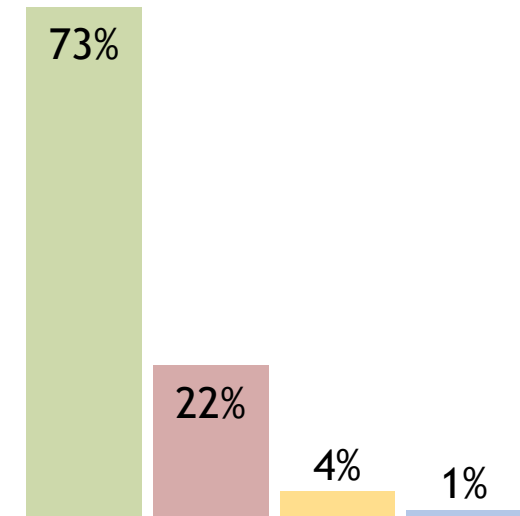
During the last 12 months have you witnessed bullying or sexual harassment in your workplace?

	2019	2018
No	59%	62%
Yes	36%	33%
Don't know	5%	5%



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

	2019	2018
No	73%	74%
Bullying	22%	21%
Don't know	4%	4%
Sexual harassment	1%	2%



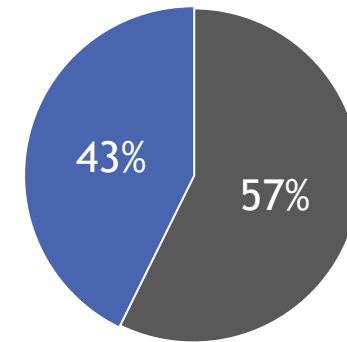
10 Bullying and sexual harassment

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

	2019	2018
If you were subjected to bullying, who were you bullied by?		
A fellow worker	48%	50%
Your immediate manager/supervisor	33%	36%
A senior manager	30%	23%
A group of fellow workers	12%	15%
A client/customer	9%	8%
Prefer not to specify	8%	5%
A member of the public	7%	5%
A worker that reports to you	6%	5%
A consultant/service provider	3%	2%
Other	2%	3%
A representative of another agency	1%	1%
If you were subjected to bullying, what type of bullying did you experience?		
Verbal abuse	64%	64%
Inappropriate and unfair application of work policies or rules	44%	39%
Other	24%	20%
Physical behaviour	11%	10%
Cyber bullying	6%	7%
'Initiations' or pranks	5%	5%
Interference with your personal property or work equipment	4%	5%

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



	2019	2018
Why did you not report the bullying?		
I did not think any action would be taken	61%	59%
It could affect my career	43%	39%
Managers accepted the behaviour	39%	28%
I did not want to upset relationships in the workplace	35%	41%
I did not think it was worth the hassle of going through the report process	35%	41%
I did not have enough evidence	21%	19%
I did not think the bullying was serious enough	18%	17%
Other	8%	10%
The matter was resolved informally	6%	12%
I did not know how to report it	6%	5%

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.

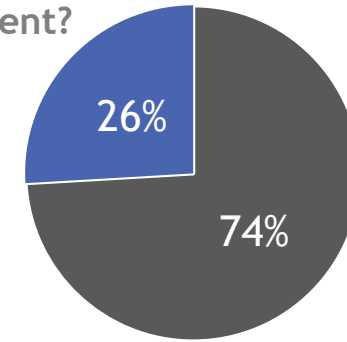
Key

Yes

No

	2019	2018
If you were subjected to sexual harassment, who were you sexually harassed by?		
A fellow worker	56%	53%
A client/customer	22%	21%
A member of the public	11%	18%
A group of fellow workers	7%	13%
A senior manager	7%	5%
A worker that reports to you	7%	-
Other	7%	3%
A representative of another agency	4%	-
Prefer not to specify	4%	13%
Your immediate manager/supervisor	4%	8%
A consultant/service provider	-	3%
If you were subjected to sexual harassment, what type of sexual harassment did you experience?		
Remarks of a sexual nature	74%	79%
Unwanted physical intimacy	33%	45%
Unwelcome demand or request, either directly or implied, for sexual favours	33%	24%
Any other unwelcome conduct of a sexual nature in relation to you with the intention of intimidating, offending or humiliating you or where a reasonable person would anticipate the possibility of this	26%	5%
Other	15%	-

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



	2019	2018
Why did you not report the sexual harassment?		
I did not want to upset relationships in the workplace	55%	50%
I did not think any action would be taken	45%	50%
I did not think it was worth the hassle of going through the report process	35%	57%
I did not think the sexual harassment was serious enough	30%	39%
It could affect my career	30%	36%
I did not have enough evidence	20%	18%
Managers accepted the behaviour	20%	18%
Other	10%	11%
The matter was resolved informally	10%	11%
I did not know how to report it	5%	14%

11 Civility

Purpose

This section is focused on exploring workplace behavior.

The % positive score is benchmarked against the Queensland public sector and the 2018 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
2018

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

62%

38%

0

-7

Made you feel included

74%

26%

-1

-7

Was polite and courteous with you

90%

10%

-2

-3

Made you feel ignored*

87%

13%

-1

-2

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*

93%

7%

-1

-1

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*

94%

6%

-1

-1

* 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 2018 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
2018

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

67%

33%

+1

-1

Made you feel included

81%

19%

0

-2

Was polite and courteous with you

93%

7%

-1

-1

Made you feel ignored*

84%

16%

-1

-2

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

84%

16%

-1

-3

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

86%

14%

-1

-3

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*

89%

11%

-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

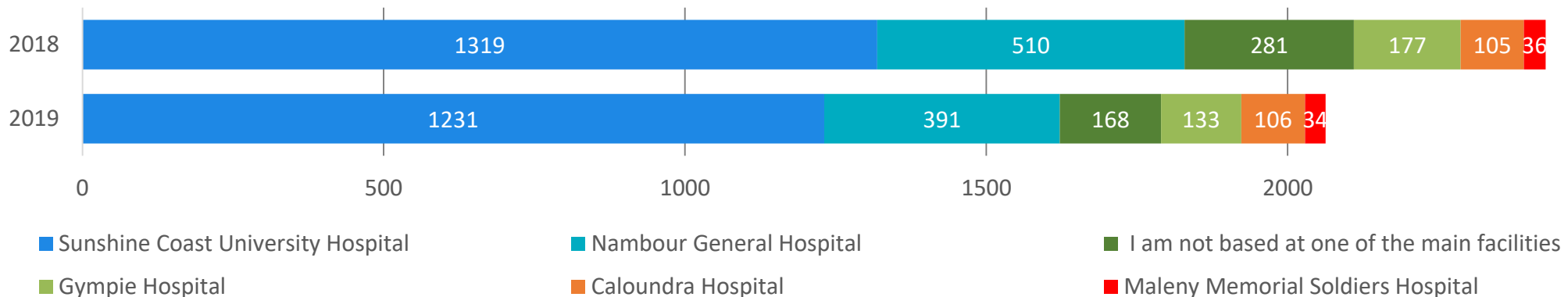
Response scale:

Positive Neutral Negative

Question	Response scale %			vs 2018
[SCHHS] b. I have the skills needed to use technology in our health service.	75%	15%	10%	+8
[SCHHS] a. The introduction of new technology will help me do my job	59%	25%	16%	+15
[SCHHS] c. I feel well supported here (in SCHHS) to develop my Leadership and Management skills	39%	34%	27%	+5

Please indicate how often the following statements apply:

Question	Response scale %			vs 2018
[SCHHS] f. We keep our patients and consumers informed about their treatment and care	80%	16%	4%	-3
[SCHHS] d. I would be happy for someone I love to receive care in our SCHHS	80%	15%	6%	-4
[SCHHS] g. We work collaboratively with staff of other areas to meet the needs of patients/consumers	79%	16%	5%	-2
[SCHHS] e. We engage our patients and consumers in making decisions about their treatment and care	78%	18%	5%	-3

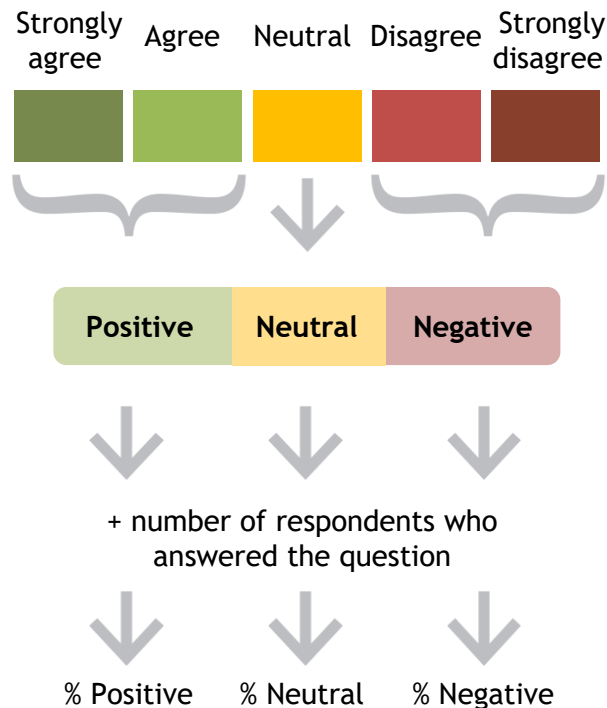


13 How to interpret this report

% 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.

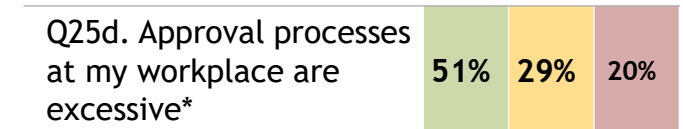
EXAMPLE

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

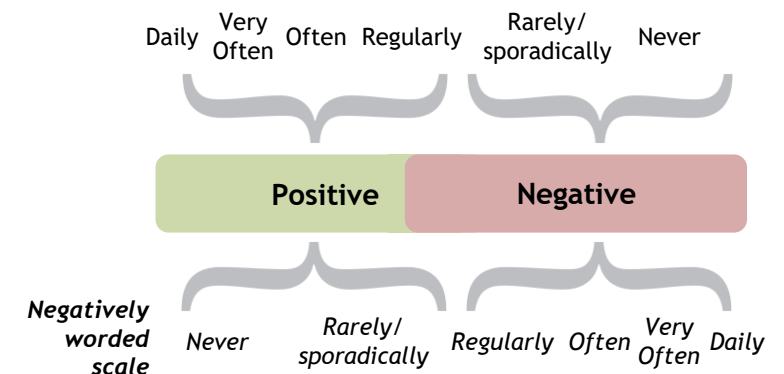
51% felt that the "Approval processes at their work are not excessive"



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 2018 and 2019 % positive scores, or
- the 2019 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 manager:** the person you usually report to.
- **Your senior manager:** the person your manager usually 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.