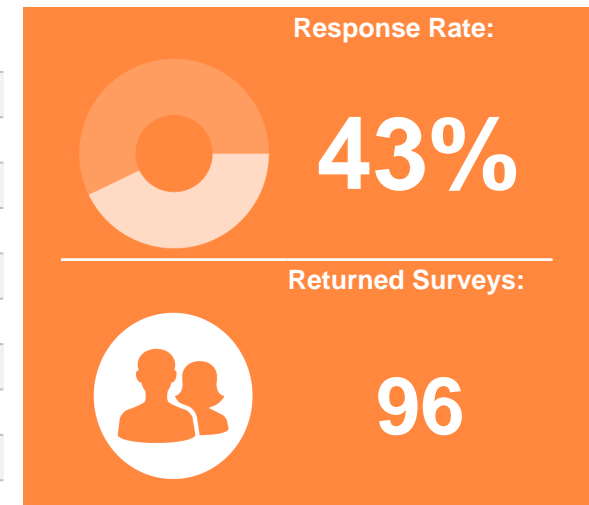


Queensland Racing Integrity Commission

Highlight Report

Report Content

Reporting Framework	
STRATEGIC PRIORITIES	01 Driver analysis scorecard
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Purpose

The Highlight Report presents key results from the 2017 Working for Queensland survey, which was conducted from late July to late August 2017. Results reflect the respondents from your agency.

Note on the response rate

The displayed response rate was calculated using statistical workforce data (Minimum Obligatory Human Resource Information).

Reporting Framework

All highlight reports include two different types of analysis, each of which provides a different lens through which to understand organisational climate and workplace improvement in your agency.

Strategic priorities: driver analysis

The first type of analysis is driver analysis, which is focused on survey results at the agency level. Driver analysis is designed to provide an understanding of the key drivers of three strategic priorities for your agency – agency engagement, organisational leadership and innovation.

The purpose of this analysis is to inform strategy development and resource investment across your agency.



Workplace climate

The second type of analysis relates to the workplace climate indices, which is focused on the workgroup level. The workplace climate indices have been grouped by topic so they more closely align with the way work, roles and responsibilities are broken up across agencies.

The index scores are reported as a per cent positive, which is the percentage of people who responded positively to all items in that index.

The purpose of this information is to provide workgroups with insight into their strengths and weaknesses by topic, so that the information can be easily discussed and actioned at the workgroup level.

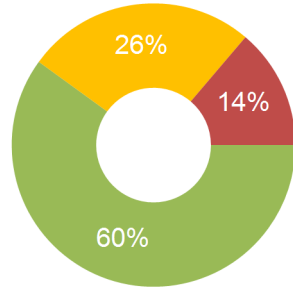


01 Driver analysis scorecard

Purpose

This section provides an overview of the drivers of the strategic priorities (agency engagement, organisational leadership and innovation) in your agency.

Agency Engagement

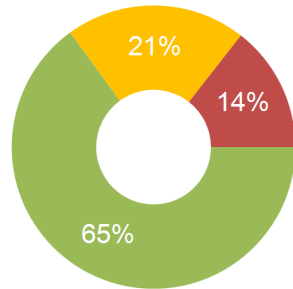


Top 3 drivers

% Positive

Organisational leadership	2017	<div style="width: 65%;"></div>	65%
Innovation	2017	<div style="width: 59%;"></div>	59%
Organisational fairness	2017	<div style="width: 42%;"></div>	42%

Organisational leadership

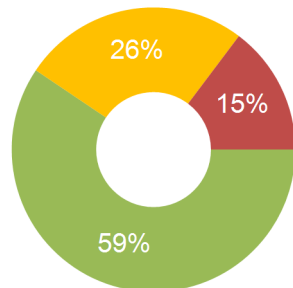


Top 3 drivers

% Positive

Organisational fairness	2017	<div style="width: 42%;"></div>	42%
Innovation	2017	<div style="width: 59%;"></div>	59%
My manager	2017	<div style="width: 73%;"></div>	73%

Innovation



Top 3 drivers

% Positive

Learning and development	2017	<div style="width: 45%;"></div>	45%
Organisational leadership	2017	<div style="width: 65%;"></div>	65%
Job empowerment	2017	<div style="width: 74%;"></div>	74%

02 Factors

Purpose

This section provides an overview of your agency's 2017 strategic priorities* and factor results. This data is benchmarked against the Queensland public sector and other agency results, as well as being compared with the previous year's results.

Understanding your agency's data, across time and in relation to the Queensland public sector, will enable your agency to assess its progress in workplace improvement.

	Response scale (%)			% positive	vs Qld public sector	Range of all agencies	Your agency quintile
Agency engagement*	60	26	14	60%	+1	41 - 82	3
Job empowerment	74	14	12	74%	+2	60 - 86	2
Workload and health <small>% positive indicates those who have limited to no issues with workload and health</small>	41	29	30	41%	+1	29 - 68	3
Learning and development	45	29	26	45%	-11	33 - 82	5
My workgroup	72	19	9	72%	-4	58 - 92	5
My manager	73	14	13	73%	+2	57 - 84	3
Organisational leadership*	65	21	14	65%	+14	29 - 85	1
Organisational fairness	42	30	27	42%	-1	26 - 67	3
Anti-discrimination	79	16	6	79%	+13	48 - 96	1
Innovation*	59	26	15	59%	0	46 - 89	4

03 Factors by division

Purpose

This section shows the breakdown of division and agency results for strategic priorities* and factors.

	Queensland Racing Integrity Commission % positive	Integrity Services and Operations	Office of Racing Integrity Commissioner
<i>This section shows the % positive scores for divisions within the agency</i>			
Number of respondents	96	61	25
Agency engagement*	60%	62%	61%
Job empowerment	74%	75%	72%
Workload and health <small>% positive indicates those who have limited to no issues with workload and health</small>	41%	41%	33%
Learning and development	45%	45%	53%
My workgroup	72%	74%	64%
My manager	73%	75%	64%
Organisational leadership*	65%	62%	76%
Organisational fairness	42%	43%	41%
Anti-discrimination	79%	76%	93%
Innovation*	59%	63%	57%

04 Workplace climate

Purpose

This section provides an overview of your agency's workplace climate index results. This data is benchmarked against the Queensland public sector and other agency results, as well as being compared with the previous year's results.

Understanding your agency's data, across time and in relation to the Queensland public sector, will enable your agency to assess its progress in workplace improvement.

Please note index data will be impacted by the inclusion of new items to the 2017 survey. The indices impacted are marked with *. Please treat all 2016 to 2017 trend data indicatively.

	Response scale (%)			% positive	vs Qld public sector	Range of all agencies	Your agency quintile
● Safety, health and wellness*	55	27	18	55%	+1	43 - 82	3
● Effectiveness and innovation*	61	24	15	61%	+4	49 - 77	2
● People and relationships	72	18	10	72%	-5	56 - 92	5
● Fairness and trust*	64	21	14	64%	+6	46 - 78	2
● Performance and development	47	28	25	47%	-8	41 - 74	5
● Leadership and engagement	67	19	14	67%	+5	49 - 81	2
● My job	80	12	9	80%	+2	58 - 89	2

* Index impacted by the addition of new survey items in 2017

05 Workplace climate by division

Purpose

This section shows the breakdown of division and agency results for each workplace climate index.

Please note index data will be impacted by the inclusion of new items to the 2017 survey. The indices impacted are marked with *. Please treat all 2016 to 2017 trend data indicatively.

	Queensland Racing Integrity Commission % positive	Integrity Services and Operations	Office of Racing Integrity Commissioner
<i>This section shows the % positive scores for divisions within the agency</i>			
Number of respondents	96	61	25
● Safety, health and wellness*	55%	54%	56%
● Effectiveness and innovation*	61%	63%	59%
● People and relationships	72%	73%	65%
● Fairness and trust*	64%	65%	66%
● Performance and development	47%	47%	53%
● Leadership and engagement	67%	68%	66%
● My job	80%	82%	71%

* Index impacted by the addition of new survey items in 2017

06 Workplace climate by item

Purpose

This section provides your agency's workplace climate index results by item. This data is benchmarked against the Queensland public sector and is compared with the previous year's results.

New items were added to this index in 2017.

● Safety, health and wellness		Response scale (%)			% positive	vs Qld public sector
Q23a	I am overloaded with work % positive indicates those who "strongly disagree" or "disagree" with this statement	31	31	38	31%	0
Q23b	I feel burned out by my work % positive indicates those who "strongly disagree" or "disagree" with this statement	41	30	29	41%	-2
Q23e	My work has a negative impact on my health % positive indicates those who "strongly disagree" or "disagree" with this statement	52	26	22	52%	+6
Q23f	My work contributes positively to my quality of life*	45	29	26	45%	+1
Q24h	People in my workgroup are committed to workplace safety	79	18	3	79%	-3
Q24j	People in my workgroup work together to ensure flexible work arrangements meet both individual and business needs*	68	22	10	68%	+1
Q25b	My workplace culture supports people to achieve a good work/life balance	57	27	16	57%	-5
Q25c	There is adequate focus on workplace safety at my workplace	77	20	3	77%	-2

* New in 2017, no trend

06 Workplace climate by item

Purpose

This section provides your agency's workplace climate index results by item. This data is benchmarked against the Queensland public sector and is compared with the previous year's results.

New items were added to this index in 2017.

● Safety, health and wellness (cont.)		Response scale (%)			% positive	vs Qld public sector
Q29h	My manager proactively discusses flexible work arrangements*	48	32	19	48%	-1
Q31g	In my organisation, senior leaders clearly consider the wellbeing of employees to be important*	58	24	18	58%	+7
Q31h	The wellbeing of employees is a priority for my organisation*	50	31	19	50%	+1
Q31j	My commitment to this organisation would be questioned if I chose to use flexible work options* % <small>positive indicates those who "strongly disagree" or "disagree" with this statement</small>	53	31	16	53%	+12
Q34e	Your work-life balance % positive indicates those who responded with "very satisfied" or "satisfied"	62	19	19	62%	-2
Q34g	Your ability to access and use flexible work arrangements* % positive indicates those who responded with "very satisfied" or "satisfied"	57	32	11	57%	+2

* New in 2017, no trend

06 Workplace climate by item (cont.)

Purpose

This section provides your agency's workplace climate index results by item. This data is benchmarked against the Queensland public sector and is compared with the previous year's results.

New items were added to this index in 2017.

● Effectiveness and innovation		Response scale (%)			% positive	vs Qld public sector
Q22b	I have the tools I need to do my job effectively	76	11	13	76%	+5
Q22c	I get the information I need to do my job well	60	22	18	60%	-7
Q22d	I have the authority necessary to do my job effectively	78	12	11	78%	+8
Q23c	I feel my job is secure	50	25	25	50%	-8
Q23d	There is too much 'red tape' in my work (e.g. Regulatory or administrative processes) <small>% positive indicates those who "strongly disagree" or "disagree" with this statement</small>	32	39	29	32%	+13
Q24k	People in my workgroup share diverse ideas to develop innovative solutions*	59	26	15	59%	-6
Q25d	Approval processes at my workplace are excessive <small>% positive indicates those who "strongly disagree" or "disagree" with this statement</small>	35	43	22	35%	+16
Q25e	Disruptions and/or noise at my workplace make it hard to get things done <small>% positive indicates those who "strongly disagree" or "disagree" with this statement</small>	54	19	27	54%	+8
Q26a	My workplace has undergone significant change in the past 12 months	86	11	3	86%	+34

* New in 2017, no trend

06 Workplace climate by item (cont.)

Purpose

This section provides your agency's workplace climate index results by item. This data is benchmarked against the Queensland public sector and is compared with the previous year's results.

New items were added to this index in 2017.

● Effectiveness and innovation (cont.)		Response scale (%)			% positive	vs Qld public sector
Q27a	I get the opportunity to develop new and better ways of doing my job	55	24	22	55%	-3
Q27b	I am encouraged to make suggestions about improving work processes and/or services	67	17	16	67%	-1
Q27c	Management is willing to act on suggestions to improve how things are done	57	27	16	57%	+3
Q27d	My workgroup uses research and expertise to identify better practice	48	35	16	48%	-7
Q27e	My workgroup always tries to improve its performance	69	23	9	69%	-1
Q27f	My organisation is open to new ideas	61	29	10	61%	+7
Q34c	Your physical working environment <small>% positive indicates those who responded with "very satisfied" or "satisfied"</small>	74	17	9	74%	+5
Q34d	The location of your work <small>% positive indicates those who responded with "very satisfied" or "satisfied"</small>	78	18	4	78%	0
Q34f	Your ability to 'make a difference' to the community <small>% positive indicates those who responded with "very satisfied" or "satisfied"</small>	59	33	8	59%	-5

06 Workplace climate by item (cont.)

Purpose

This section provides your agency's workplace climate index results by item. This data is benchmarked against the Queensland public sector and is compared with the previous year's results.

● People and relationships		Response scale (%)			% positive	vs Qld public sector
Q24a	People in my workgroup treat each other with respect	72	16	13	72%	-2
Q24b	I receive help and support from other people in my workgroup	75	18	7	75%	-8
Q24c	People in my workgroup are honest, open and transparent in their dealings	60	29	10	60%	-7
Q24d	People in my workgroup use their time and resources efficiently	60	23	17	60%	-4
Q24e	People in my workgroup treat customers with respect	84	15	1	84%	-1
Q24f	People in my workgroup are committed to delivering excellent service to customers	84	14	2	84%	+1
Q24g	People in my workgroup do their jobs effectively	67	19	15	67%	-8
Q24i	People in my workgroup work effectively with other workgroups in my organisation to deliver services to our customers	69	15	15	69%	-9

06 Workplace climate by item (cont.)

Purpose

This section provides your agency's workplace climate index results by item. This data is benchmarked against the Queensland public sector and is compared with the previous year's results.

New items were added to this index in 2017.

● Fairness and trust		Response scale (%)			% positive	vs Qld public sector
Q25a	My workplace has an inclusive culture where diversity is valued and respected	61	30	10	61%	-12
Q25f	Performance is assessed and rewarded fairly in my workplace	30	35	35	30%	-6
Q25g	I am confident that poor performance will be appropriately addressed in my workplace	43	29	29	43%	+4
Q25h	People are treated fairly and consistently in my workplace	49	27	24	49%	-2
Q25i	People take responsibility for their decisions and actions in my workplace	48	29	23	48%	-4
Q25j	I am able to speak up and share a different view to my colleagues and manager*	74	12	14	74%	+3
Q30a	My senior manager demonstrates honesty and integrity	80	14	6	80%	+10
Q31e	Recruitment and promotion decisions in this organisation are fair	42	32	26	42%	+5

* New in 2017, no trend

06 Workplace climate by item (cont.)

Purpose

This section provides your agency's workplace climate index results by item. This data is benchmarked against the Queensland public sector and is compared with the previous year's results.

New items were added to this index in 2017.

● Fairness and trust (cont.)		Response scale (%)			% positive	vs Qld public sector
Q31i	My responsibilities outside of work restrict my opportunities for promotion* % positive indicates those who "strongly disagree" or "disagree" with this statement	62	27	11	62%	+9
Q32a	Age is not a barrier to success in my organisation	84	8	8	84%	+19
Q32b	Gender is not a barrier to success in my organisation	82	10	8	82%	+12
Q32c	Disability is not a barrier to success in my organisation	64	30	6	64%	+8
Q32d	Cultural background is not a barrier to success in my organisation	82	14	3	82%	+13
Q32e	Sexual orientation is not a barrier to success in my organisation	80	16	4	80%	+10
Q32f	If I raised a complaint, I feel confident that it would be taken seriously	70	14	16	70%	+16
Q32g	Women and men have equal access to work experiences that support career progression*	79	16	6	79%	+12

* New in 2017, no trend

06 Workplace climate by item (cont.)

Purpose

This section provides your agency's workplace climate index results by item. This data is benchmarked against the Queensland public sector and is compared with the previous year's results.

		Response scale (%)			% positive	vs Qld public sector
●	Performance and development					
Q28a	I receive useful feedback on my performance	54	24	23	54%	-3
Q28b	My performance is assessed against clear criteria	45	29	26	45%	-6
Q28c	In my organisation, there are opportunities for me to develop my skills and knowledge	53	22	26	53%	-10
Q28d	I am encouraged to pursue developmental opportunities in other workplaces	21	42	37	21%	-20
Q28e	I am able to access relevant learning and development opportunities	42	30	28	42%	-20
Q28f	Learning and development activities I have completed in the past 12 months have helped to improve my performance	47	35	18	47%	-12
Q28g	I am satisfied with the opportunities available for career development	39	26	35	39%	-6
Q28h	I have had productive conversations with my manager on my performance in the past 12 months	52	24	25	52%	-4
Q28i	I develop new knowledge and skills through undertaking tasks at work	72	18	10	72%	0
Q31b	My organisation is committed to developing its employees	47	33	20	47%	-6

06 Workplace climate by item (cont.)

Purpose

This section provides your agency's workplace climate index results by item. This data is benchmarked against the Queensland public sector and is compared with the previous year's results.

		Response scale (%)			% positive	vs Qld public sector
● Leadership and engagement						
Q29a	My manager treats employees with dignity and respect	85	5	10	85%	+7
Q29b	My manager listens to what I have to say	78	10	12	78%	+2
Q29c	My manager keeps me informed about what's going on	62	20	18	62%	-5
Q29d	My manager understands my work	69	16	15	69%	-4
Q29e	My manager creates a shared sense of purpose	69	20	11	69%	+1
Q29f	My manager demonstrates honesty and integrity	84	8	9	84%	+7
Q29g	My manager draws the best out of me	65	18	17	65%	+7
Q31a	In my organisation, the leadership is of high quality	61	22	17	61%	+8

06 Workplace climate by item (cont.)

Purpose

This section provides your agency's workplace climate index results by item. This data is benchmarked against the Queensland public sector and is compared with the previous year's results.

● Leadership and engagement (cont.)		Response scale (%)			% positive	vs Qld public sector
Q31c	Management model the behaviours expected of all employees	62	26	12	62%	+13
Q31d	In my organisation, the leadership operates with a high level of integrity	80	14	6	80%	+26
Q31f	My organisation is well managed	57	20	23	57%	+9
Q33a	I would recommend my organisation as a great place to work	53	29	18	53%	-7
Q33b	I am proud to tell others I work for my organisation	67	24	9	67%	-1
Q33c	I feel strong personal attachment to my organisation	63	21	16	63%	+4
Q33d	My organisation motivates me to help it achieve its objectives	57	29	14	57%	+4
Q33e	My organisation inspires me to do the best in my job	60	28	12	60%	+7

06 Workplace climate by item (cont.)

Purpose

This section provides your agency's workplace climate index results by item. This data is benchmarked against the Queensland public sector and is compared with the previous year's results.

● My job		Response scale (%)			% positive	vs Qld public sector
Q21a	I understand what is expected of me to do well in my job	93	5	2	93%	+3
Q21b	I understand how my work contributes to my organisation's objectives	93	5	2	93%	+2
Q22a	I have a choice in deciding how I do my work	72	19	9	72%	+4
Q22e	My job gives me opportunities to utilise my skills	74	9	17	74%	-1
Q22f	I enjoy the work in my current job	78	16	6	78%	+2
Q22g	My job gives me a feeling of personal accomplishment	72	15	14	72%	+3
Q34a	The degree to which your work is interesting/challenging <i>% positive indicates those who responded with "very satisfied" or "satisfied"</i>	80	12	8	80%	+4
Q34b	Your ability to work on your own initiative <i>% positive indicates those who responded with "very satisfied" or "satisfied"</i>	86	10	4	86%	+6
Q35	All things considered, how satisfied are you with your current job? <i>% positive indicates those who responded with "very satisfied" or "satisfied"</i>	69	14	17	69%	-4

07 Leadership behaviour in your agency: Team Leader

Purpose

This section focuses on leadership behaviours as outlined in the Queensland Public Service Workforce Capability Success Profile.

The leadership behaviours change depending on the leadership level of the respondent's manager or direct supervisor.

Leadership levels are defined as follows:

- **Team leader:** manages individuals
- **Program manager:** manages multiple teams/projects
- **Senior officer:** manages program managers
- **Executive:** salary over \$150,000

POSITIVE IMPACT

Please indicate the three leadership behaviours, displayed by your direct manager, that have the greatest positive impact on engaging you in your work

SUCCESSION

Which three of the following leadership behaviours do you think are MOST important for YOU to demonstrate your readiness for promotion?

Proportion vs Qld public sector

	Proportion	vs Qld public sector
Upholds ethical standards and principles	47%	+16
Demonstrates sound judgment	44%	+17
Responds confidently when faced with uncertainty	39%	+14
Empowers their team to perform at their best	28%	-4
Builds effective working relationships with others	25%	-4
Applies sound business management skills	19%	+5
Delegates work effectively and monitors performance	19%	-4
Describes how their team's work aligns to organisational objectives	19%	+2
Encourages a strong customer and stakeholder focus	17%	-9
Implements improved ways of doing things	14%	-6
Takes responsibility for team development	11%	-5
Supports their team to adapt to change	8%	-19
Actively seeks feedback for personal development	3%	-5
Implements improved ways of doing things	42%	+16
Responds confidently when faced with uncertainty	33%	+7
Demonstrates sound judgment	31%	+1
Empowers their team to perform at their best	31%	-5
Upholds ethical standards and principles	31%	+3
Builds effective working relationships with others	28%	-11
Applies sound business management skills	19%	+5
Delegates work effectively and monitors performance	19%	+1
Takes responsibility for team development	19%	+1
Encourages a strong customer and stakeholder focus	14%	-4
Supports their team to adapt to change	14%	-5
Describes how their team's work aligns to organisational objectives	11%	+3
Actively seeks feedback for personal development	8%	-12

07 Leadership behaviour in your agency: Team Leader (cont.)

Purpose

This section focuses on leadership behaviours as outlined in the Queensland Public Service Workforce Capability Success Profile.

The leadership behaviours change depending on the leadership level of the respondent's manager or direct supervisor.

Leadership levels are defined as follows:

- **Team leader:** manages individuals
- **Program manager:** manages multiple teams/projects
- **Senior officer:** manages program managers
- **Executive:** salary over \$150,000

Proportion vs Qld public sector

DEMONSTRATED

Please indicate the three leadership behaviours that you see most frequently demonstrated by your direct manager

	Proportion	vs Qld public sector
Demonstrates sound judgment	51%	+22
Responds confidently when faced with uncertainty	40%	+15
Upholds ethical standards and principles	40%	+9
Delegates work effectively and monitors performance	31%	+8
Applies sound business management skills	23%	+5
Takes responsibility for team development	23%	+6
Describes how their team's work aligns to organisational objectives	20%	+1
Empowers their team to perform at their best	17%	-9
Implements improved ways of doing things	17%	-3
Builds effective working relationships with others	14%	-14
Encourages a strong customer and stakeholder focus	14%	-13
Supports their team to adapt to change	9%	-17
Actively seeks feedback for personal development	0%	-7

NOT DEMONSTRATED

Please indicate the three leadership behaviours that you would like to see demonstrated more frequently by your direct manager

	Proportion	vs Qld public sector
Empowers their team to perform at their best	38%	+3
Supports their team to adapt to change	38%	+12
Takes responsibility for team development	35%	+5
Delegates work effectively and monitors performance	32%	+3
Describes how their team's work aligns to organisational objectives	26%	+6
Encourages a strong customer and stakeholder focus	24%	+12
Implements improved ways of doing things	24%	-8
Actively seeks feedback for personal development	21%	-10
Applies sound business management skills	15%	+1
Builds effective working relationships with others	15%	-9
Demonstrates sound judgment	12%	-2
Upholds ethical standards and principles	12%	-1
Responds confidently when faced with uncertainty	9%	-10

07 Leadership behaviour in your agency: Program Manager

Purpose

This section focuses on leadership behaviours as outlined in the Queensland Public Service Workforce Capability Success Profile.

The leadership behaviours change depending on the leadership level of the respondent's manager or direct supervisor.

Leadership levels are defined as follows:

- **Team leader:** manages individuals
- **Program manager:** manages multiple teams/projects
- **Senior officer:** manages program managers
- **Executive:** salary over \$150,000

POSITIVE IMPACT

Please indicate the three leadership behaviours, displayed by your direct manager, that have the greatest positive impact on engaging you in your work

SUCCESSION

Which three of the following leadership behaviours do you think are MOST important for YOU to demonstrate your readiness for promotion?

Proportion vs Qld public sector

	Proportion	vs Qld public sector
Demonstrates sound judgment	59%	+30
Takes responsibility for upholding ethical standards and principles	41%	+17
Takes a 'big picture' view of issues or problems	35%	0
Manages and prioritises resources to achieve the best outcomes	29%	-3
Empowers individuals and teams to build capability	24%	-3
Encourages innovative ideas and solutions	24%	-2
Builds effective networks across the organisation and sector	18%	-3
Demonstrates sound business acumen	18%	+2
Motivates others to perform at their best	18%	-2
Leads change and culture initiatives	12%	-3
Encourages collaboration and inclusion across workgroups	6%	-22
Manages ambiguity and politics effectively	6%	-11
Actively seeks feedback for personal development	0%	-7
Manages and prioritises resources to achieve the best outcomes	44%	+9
Demonstrates sound judgment	39%	+11
Motivates others to perform at their best	39%	+3
Actively seeks feedback for personal development	33%	+16
Encourages innovative ideas and solutions	28%	+8
Leads change and culture initiatives	28%	+5
Empowers individuals and teams to build capability	22%	-10
Takes a 'big picture' view of issues or problems	22%	-5
Builds effective networks across the organisation and sector	17%	-4
Takes responsibility for upholding ethical standards and principles	17%	-4
Encourages collaboration and inclusion across workgroups	6%	-11
Manages ambiguity and politics effectively	6%	-8
Demonstrates sound business acumen	0%	-10

07 Leadership behaviour in your agency: Program Manager (cont.)

Purpose

This section focuses on leadership behaviours as outlined in the Queensland Public Service Workforce Capability Success Profile.

The leadership behaviours change depending on the leadership level of the respondent's manager or direct supervisor.

Leadership levels are defined as follows:

- **Team leader:** manages individuals
- **Program manager:** manages multiple teams/projects
- **Senior officer:** manages program managers
- **Executive:** salary over \$150,000

DEMONSTRATED

Please indicate the three leadership behaviours that you see most frequently demonstrated by your direct manager

NOT DEMONSTRATED

Please indicate the three leadership behaviours that you would like to see demonstrated more frequently by your direct manager

Proportion vs Qld public sector

	Proportion	vs Qld public sector
Demonstrates sound judgment	53%	+22
Takes a 'big picture' view of issues or problems	35%	+1
Encourages innovative ideas and solutions	29%	+6
Takes responsibility for upholding ethical standards and principles	29%	+6
Empowers individuals and teams to build capability	24%	0
Encourages collaboration and inclusion across workgroups	24%	-3
Builds effective networks across the organisation and sector	18%	-7
Demonstrates sound business acumen	18%	0
Leads change and culture initiatives	18%	+3
Manages and prioritises resources to achieve the best outcomes	18%	-16
Manages ambiguity and politics effectively	12%	-7
Motivates others to perform at their best	12%	-8
Actively seeks feedback for personal development	0%	-7
Actively seeks feedback for personal development	40%	+11
Motivates others to perform at their best	40%	+6
Builds effective networks across the organisation and sector	33%	+16
Empowers individuals and teams to build capability	33%	-1
Encourages collaboration and inclusion across workgroups	27%	+3
Leads change and culture initiatives	27%	+2
Manages ambiguity and politics effectively	27%	0
Manages and prioritises resources to achieve the best outcomes	27%	+1
Demonstrates sound business acumen	13%	+4
Takes a 'big picture' view of issues or problems	13%	-6
Takes responsibility for upholding ethical standards and principles	13%	0
Demonstrates sound judgment	7%	-7
Encourages innovative ideas and solutions	0%	-26

07 Leadership behaviour in your agency: Senior Officer

Purpose

This section focuses on leadership behaviours as outlined in the Queensland Public Service Workforce Capability Success Profile.

The leadership behaviours change depending on the leadership level of the respondent's manager or direct supervisor.

Leadership levels are defined as follows:

- **Team leader:** manages individuals
- **Program manager:** manages multiple teams/projects
- **Senior officer:** manages program managers
- **Executive:** salary over \$150,000

POSITIVE IMPACT

Please indicate the three leadership behaviours, displayed by your direct manager, that have the greatest positive impact on engaging you in your work

SUCCESSION

Which three of the following leadership behaviours do you think are MOST important for YOU to demonstrate your readiness for promotion?

Proportion vs Qld public sector

	Proportion	vs Qld public sector
Models high levels of ethical and professional behaviour	73%	+34
Stands behind their decisions in the face of adversity	50%	+21
Navigates complex issues, politics and ambiguous situations effectively	41%	+5
Directs and prioritises resources to achieve the best outcomes	23%	-7
Creates a culture of continuous improvement	18%	-5
Inspires others to perform at their best	18%	-4
Seeks feedback to strengthen leadership approach	18%	+5
Builds strong relationships that influence organisational and sector outcomes	14%	-14
Adopts a system-wide view of issues to inform action	9%	-11
Demonstrates commercial acumen in managing corporate risk	9%	-4
Is compelling when communicating the organisational strategy	9%	-5
Leads change with agility	9%	-4
Nurtures a learning and development culture	9%	-7
Inspires others to perform at their best	55%	+12
Models high levels of ethical and professional behaviour	55%	+16
Navigates complex issues, politics and ambiguous situations effectively	45%	+15
Creates a culture of continuous improvement	27%	+2
Builds strong relationships that influence organisational and sector outcomes	23%	-13
Stands behind their decisions in the face of adversity	23%	+8
Directs and prioritises resources to achieve the best outcomes	18%	-7
Leads change with agility	18%	-3
Nurtures a learning and development culture	14%	0
Demonstrates commercial acumen in managing corporate risk	9%	+2
Adopts a system-wide view of issues to inform action	5%	-8
Is compelling when communicating the organisational strategy	5%	-9
Seeks feedback to strengthen leadership approach	5%	-16

07 Leadership behaviour in your agency: Senior Officer (cont.)

Purpose

This section focuses on leadership behaviours as outlined in the Queensland Public Service Workforce Capability Success Profile.

The leadership behaviours change depending on the leadership level of the respondent's manager or direct supervisor.

Leadership levels are defined as follows:

- **Team leader:** manages individuals
- **Program manager:** manages multiple teams/projects
- **Senior officer:** manages program managers
- **Executive:** salary over \$150,000

DEMONSTRATED

Please indicate the three leadership behaviours that you see most frequently demonstrated by your direct manager

NOT DEMONSTRATED

Please indicate the three leadership behaviours that you would like to see demonstrated more frequently by your direct manager

Proportion vs Qld public sector

	Proportion	vs Qld public sector
Models high levels of ethical and professional behaviour	45%	+10
Navigates complex issues, politics and ambiguous situations effectively	36%	+1
Creates a culture of continuous improvement	32%	+10
Inspires others to perform at their best	32%	+11
Directs and prioritises resources to achieve the best outcomes	27%	-3
Stands behind their decisions in the face of adversity	27%	0
Is compelling when communicating the organisational strategy	23%	+6
Builds strong relationships that influence organisational and sector outcomes	18%	-10
Seeks feedback to strengthen leadership approach	18%	+5
Leads change with agility	14%	-1
Adopts a system-wide view of issues to inform action	9%	-13
Demonstrates commercial acumen in managing corporate risk	9%	-6
Nurtures a learning and development culture	9%	-6
Seeks feedback to strengthen leadership approach	67%	+31
Nurtures a learning and development culture	43%	+17
Inspires others to perform at their best	38%	+1
Creates a culture of continuous improvement	29%	+2
Adopts a system-wide view of issues to inform action	24%	+6
Directs and prioritises resources to achieve the best outcomes	19%	-7
Is compelling when communicating the organisational strategy	19%	-1
Leads change with agility	19%	-2
Builds strong relationships that influence organisational and sector outcomes	14%	-8
Navigates complex issues, politics and ambiguous situations effectively	10%	-7
Stands behind their decisions in the face of adversity	10%	-9
Demonstrates commercial acumen in managing corporate risk	5%	-5
Models high levels of ethical and professional behaviour	0%	-18

08 Flexible work options

Purpose

Flexible work arrangements are a very important element of contemporary workplaces. Well executed and managed flexible work arrangements improve employee engagement, retention and attraction. 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 per cent.

Do you currently use any of the following flexible work options?	Proportion	vs Qld public sector
Used no flexible work option	27%	-17
Used flexible workplace option <i>% proportion indicates those that used at least one of the 13 work place options</i>	73%	+17
Flexible work hours for example accumulated hours as 'flexitime'*	52%	+23
None of the above	27%	-17
Flexible work hours for example start late or early to meet responsibilities external to work*	20%	+8
Casual/on call	10%	+7
Part time work	8%	-9
Telecommuting	7%	+3
Hot desks	3%	0
Job sharing	1%	-1
Leave at half pay	1%	-3
Other, please specify	1%	-1
Part-year work/annualised hours	1%	+1
Purchased leave/extended leave/deferred salary schemes	1%	0
Compressed work hours	0%	-2
Term-time working	0%	0

* New in 2017, no trend

08 Flexible work options (cont.)

Purpose

Flexible work arrangements are a very important element of contemporary workplaces. Well executed and managed flexible work arrangements improve employee engagement, retention and attraction. 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 per cent.

Have you made a request regarding flexible work arrangements in the last 12 months?

	Proportion	vs Qld public sector
Yes, I requested flexibility	20%	0
No, I have not made a request but I am content with my current arrangements	68%	-1
No, I have not made a request but I am not content with my current arrangements	13%	+1

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

	Proportion	vs Qld public sector
Fully granted	79%	+13
Partially granted	16%	+1
Declined – no reason given	0%	-7
Declined – reason provided	0%	-8
I have not received a reply as yet	5%	+1

* New in 2017, no trend

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

	Proportion	vs Qld public sector
I was concerned that it may negatively impact my team	42%	+23
I didn't feel confident presenting my case or negotiating arrangements with my manager	33%	+11
I didn't feel I had the right to	33%	+17
I feel flexibility is not possible in my current job	33%	+4
None of the Above*	25%	+1
Flexible working is frowned upon/not supported by my workplace culture	8%	-21
I don't feel confident in my manager's ability to manage staff working flexibly	8%	-4
I felt it would limit my access to training and development	8%	+1
I felt it would limit my career	8%	-11
I feel the technology I currently have access to does not support flexible working	0%	-6

* New in 2017, no trend

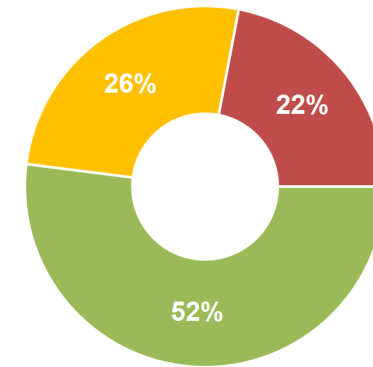
09 Domestic and family violence

Purpose

The Government has committed to a 15 year reform agenda with respect to domestic and family violence. This section is focused on understanding the confidence levels of Queensland public sector employees in dealing with domestic and family violence in the workplace.

Are you aware of any policies, in your workplace, designed to support employees affected by domestic and family violence in the workplace or the community?

Overall	% proportion	vs Qld public sector
Yes	52%	-24
No	22%	+10
Don't know	26%	+13



Managers <i>Manage one or more employees</i>	% proportion	vs Qld public sector
Yes	55%	-31
No	24%	+17
Don't Know	21%	+14

Non-managers <i>Manage no employees</i>	% proportion	vs Qld public sector
Yes	50%	-22
No	22%	+9
Don't Know	28%	+13

09 Domestic and family violence (cont.)

Purpose

The Government has committed to a 15 year reform agenda with respect to domestic and family violence. This section is focused on understanding the confidence levels of Queensland public sector employees in dealing with domestic and family violence in the workplace.

Managers <i>Manage one or more employees</i>	% positive	vs Qld public sector
I am confident that I could sensitively communicate with employees affected by domestic and family violence	75%	-7
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%	+4
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	86%	+4

Non-managers <i>Manage no employees</i>	% positive	vs Qld public sector
I am confident that I could sensitively communicate with colleagues affected by domestic and family violence	62%	-9
I am confident that I could effectively refer a colleague affected by domestic and family violence to appropriate support	66%	-6

In the past 12 months, have you been in a situation where you have responded to an employee/colleague affected by domestic and family violence?*

Managers <i>Manage one or more employees</i>	% proportion	vs Qld public sector	Non-managers <i>Manage no employees</i>	% proportion	vs Qld public sector
Yes	10%	-5	Yes	2%	-5
No	90%	+10	No	93%	+5
Don't Know	0%	-2	Don't Know	5%	+3
Prefer not to say	0%	-3	Prefer not to say	0%	-3

* New in 2017, no trend

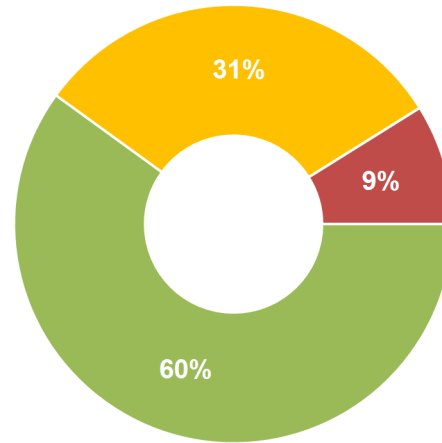
* New in 2017, no trend

10 Intention to leave your organisation

Purpose

The purpose of this section is to show the intention of employees to leave the organisation and their reasons for leaving.

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



60%

of employees agreed with the statement:

I intend to stay in my organisation within the next 12 months.

Reasons for leaving	Proportion	vs Qld public sector
Career or job opportunities	57%	+5
The workplace culture	49%	+9
Pay and conditions	37%	+10
Professional/personal development	37%	+2
Your relationship with your manager	34%	+12
Stress/Health	26%	-7
Job security	23%	+4
The location of your workplace or the time spent commuting	23%	+5
Balancing work and life commitments	17%	-5
Contract expiring	14%	+2
Fit between work and your interests	11%	0
Retirement	11%	+3
Work hours	11%	-3
Your relationship with your colleagues	11%	+1
Other (please specify)	9%	-2
Travel plans	9%	+2
Family/carer responsibilities	6%	-7

11 Bullying and sexual harassment

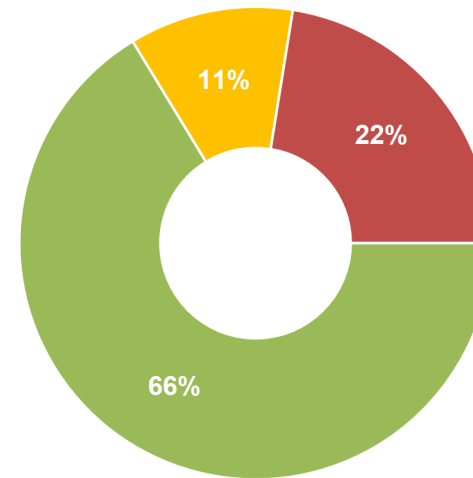
Purpose

This section is focused on understanding the prevalence and sources of bullying and sexual harassment as well as the rate of reporting and barriers to reporting such incidences.

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

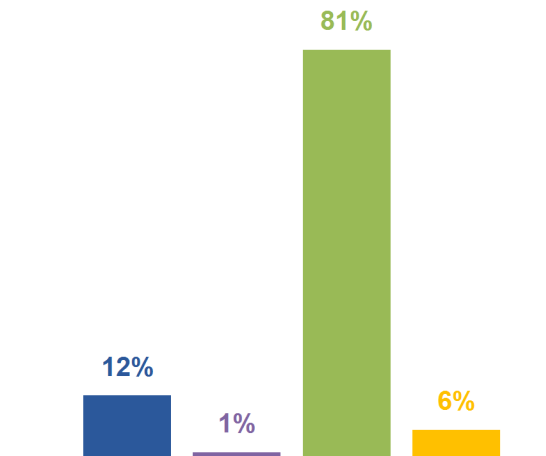
During the last 12 months have you witnessed bullying or sexual harassment in your workplace?

	Proportion	vs Qld public sector
Yes	22%	-5
No	66%	0
Don't know	11%	+6



During the last 12 months, have you been subjected to any of the following in your workplace?

	Proportion	vs Qld public sector
Bullying	12%	-4
Sexual Harassment	1%	0
No	81%	+3
Don't Know	6%	+1



11 Bullying and sexual harassment (cont.)

Purpose

This section is focused on understanding the prevalence and sources of bullying and sexual harassment as well as the rate of reporting and barriers to reporting such incidences.

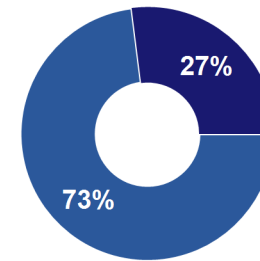
NOTE: Multi-select questions may not add up to 100 per cent.

Who were you BULLIED by?	Proportion	vs Qld public sector
A fellow worker	45%	+2
A senior manager	45%	+14
A group of fellow workers	9%	-5
A worker that reports to you	9%	+4
Your immediate manager/supervisor	9%	-25
A client/customer	0%	-7
A consultant/service provider	0%	-2
A member of the public	0%	-5
A representative of another agency	0%	-2
Other	0%	-2
Prefer not to specify	0%	-8

What type of BULLYING did you experience?	Proportion	vs Qld public sector
Verbal abuse	45%	-13
Other	36%	+10
Cyber bullying	27%	+21
Inappropriate and unfair application of work policies or rules	27%	-15
'Initiations' or pranks	9%	+2
Physical behaviour (e.g. assault or aggressive body language)	9%	-2
Interference with your personal property or work equipment	0%	-8

Did you report the BULLYING?

No



Yes

Why did you not report the BULLYING?

Due to insufficient responses, the remaining data within this section has been restricted.

12 Appendix A – Strategic priorities by demographics

Purpose

This section enables you to understand the perceptions of the varying demographic groups of your workforce for each of the strategic priorities (agency engagement, organisational leadership and innovation).

"Restricted" indicates a group with less than 10 respondents

	Number of respondents	Agency engagement (% positive)	Organisational leadership (% positive)	Innovation (% positive)
Queensland Racing Integrity Commission	96	60%	65%	59%
Managerial status				
Yes	30	72%	71%	71%
No	64	55%	62%	53%
Employment status				
Permanent	65	62%	67%	64%
Non-permanent	31	57%	61%	51%
Full-time status				
Full-time basis	77	63%	69%	63%
Part-time basis	16	45%	47%	43%
FTE Salary				
Under \$50,000	14	59%	61%	48%
\$50,000 - \$69,999	31	62%	56%	49%
\$70,000 - \$89,999	19	51%	62%	61%
\$90,000 or over	27	72%	81%	80%
Time in agency				
Less than 2 years	46	65%	71%	61%
2 to less than 6 years	19	53%	66%	53%
6 to less than 10 years	11	45%	43%	53%
10 to less than 14 years	5	Restricted	Restricted	Restricted
14 to less than 16 years	3	Restricted	Restricted	Restricted
16 to less than 20 years	3	Restricted	Restricted	Restricted
20 years or more	7	Restricted	Restricted	Restricted

12 Appendix A – Strategic priorities by demographics (cont.)

Purpose

This section enables you to understand the perceptions of the varying demographic groups of your workforce for each of the strategic priorities (agency engagement, organisational leadership and innovation).

"Restricted" indicates a group with less than 10 respondents

		Number of respondents	Agency engagement (% positive)	Organisational leadership (% positive)	Innovation (% positive)
Queensland Racing Integrity Commission		96	60%	65%	59%
Age	34 years or younger	30	63%	67%	62%
	35 to 44 years	24	50%	55%	53%
	45 to 54 years	15	72%	82%	78%
	55 years or older	24	62%	60%	50%
Gender*	Female	49	55%	59%	58%
	Male	44	66%	71%	60%
	X	1	Restricted	Restricted	Restricted
Type of work	Direct service delivery	24	49%	53%	42%
	Corporate services and administrative support/clerical	16	54%	67%	60%
	Other	55	66%	70%	67%
Shiftwork	Yes	19	49%	50%	43%
	No	75	64%	69%	64%

**Please note that from 2017 gender is a multi-tick question and, as such may not add up to 100%*

13 Appendix B – Strategic priorities and factors by item

Purpose

This section provides detailed information for each strategic priority and factor to enable in-depth discussions, action planning and workshopping.

Strategic priorities		% positive	% neutral	% negative
Agency engagement				
Q33a	I would recommend my organisation as a great place to work	53%	29%	18%
Q33b	I am proud to tell others I work for my organisation	67%	24%	9%
Q33c	I feel strong personal attachment to my organisation	63%	21%	16%
Q33d	My organisation motivates me to help it achieve its objectives	57%	29%	14%
Q33e	My organisation inspires me to do the best in my job	60%	28%	12%
Organisational leadership				
Q31a	In my organisation, the leadership is of high quality	61%	22%	17%
Q31c	Management model the behaviours expected of all employees	62%	26%	12%
Q31d	In my organisation, the leadership operates with a high level of integrity	80%	14%	6%
Q31f	My organisation is well managed	57%	20%	23%
Innovation				
Q27a	I get the opportunity to develop new and better ways of doing my job	55%	24%	22%
Q27b	I am encouraged to make suggestions about improving work processes and/or services	67%	17%	16%
Q27c	Management is willing to act on suggestions to improve how things are done	57%	27%	16%
Q27d	My workgroup uses research and expertise to identify better practice	48%	35%	16%
Q27e	My workgroup always tries to improve its performance	69%	23%	9%
Q27f	My organisation is open to new ideas	61%	29%	10%

13 Appendix B – Strategic priorities and factors by item (cont.)

Purpose

This section provides detailed information for each strategic priority and factor to enable in-depth discussions, action planning and workshoping.

Factors	% positive	% neutral	% negative
Job empowerment			
Q22a I have a choice in deciding how I do my work	72%	19%	9%
Q22b I have the tools I need to do my job effectively	76%	11%	12%
Q22c I get the information I need to do my job well	60%	22%	18%
Q22d I have the authority necessary to do my job effectively	78%	12%	11%
Q22e My job gives me opportunities to utilise my skills	74%	9%	17%
Q34b Your ability to work on your own initiative	86%	10%	4%
Workload and health			
Q23a I am overloaded with work % positive indicates those who "strongly disagree" or "disagree" with this statement i.e. limited to no issues with overload	31%	31%	38%
Q23b I feel burned out by my work % positive indicates those who "strongly disagree" or "disagree" with this statement i.e. limited to no issues with burn out	41%	30%	29%
Q23e My work has a negative impact on my health % positive indicates those who "strongly disagree" or "disagree" with this statement i.e. limited to no issues with negative health impacts	52%	26%	22%
Learning and development			
Q28c In my organisation, there are opportunities for me to develop my skills and knowledge	53%	22%	26%
Q28e I am able to access relevant learning and development opportunities	42%	30%	28%
Q28f Learning and development activities I have completed in the past 12 months have helped to improve my performance	47%	35%	18%
Q28g I am satisfied with the opportunities available for career development	39%	26%	35%
Q31b My organisation is committed to developing its employees	47%	33%	20%

13 Appendix B – Strategic priorities and factors by item (cont.)

Purpose

This section provides detailed information for each strategic priority and factor to enable in-depth discussions, action planning and workshopping.

Factors		% positive	% neutral	% negative
My workgroup				
Q24a	People in my workgroup treat each other with respect	72%	16%	12%
Q24b	I receive help and support from other people in my workgroup	75%	18%	7%
Q24c	People in my workgroup are honest, open and transparent in their dealings	60%	29%	10%
Q24d	People in my workgroup use their time and resources efficiently	60%	23%	17%
Q24e	People in my workgroup treat customers with respect	84%	15%	1%
Q24f	People in my workgroup are committed to delivering excellent service to customers	84%	14%	2%
Q24g	People in my workgroup do their jobs effectively	67%	19%	15%
My manager				
Q29a	My manager treats employees with dignity and respect	85%	5%	10%
Q29b	My manager listens to what I have to say	78%	10%	12%
Q29c	My manager keeps me informed about what's going on	62%	20%	18%
Q29d	My manager understands my work	69%	16%	15%
Q29e	My manager creates a shared sense of purpose	69%	20%	11%
Q29f	My manager demonstrates honesty and integrity	84%	8%	9%
Q29g	My manager draws the best out of me	65%	18%	17%

13 Appendix B – Strategic priorities and factors by item (cont.)

Purpose

This section provides detailed information for each strategic priority and factor to enable in-depth discussions, action planning and workshopping.

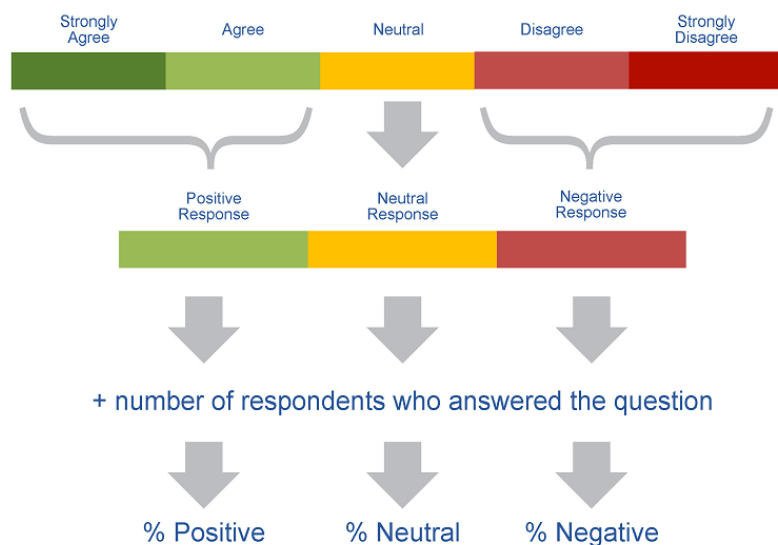
Factors		% positive	% neutral	% negative
Organisational fairness				
Q25f	Performance is assessed and rewarded fairly in my workplace	30%	35%	35%
Q25g	I am confident that poor performance will be appropriately addressed in my workplace	43%	29%	29%
Q25h	People are treated fairly and consistently in my workplace	49%	27%	24%
Q25i	People take responsibility for their decisions and actions in my workplace	48%	29%	23%
Q31e	Recruitment and promotion decisions in this organisation are fair	42%	32%	26%
Anti-discrimination				
Q32a	Age is not a barrier to success in my organisation	84%	8%	8%
Q32b	Gender is not a barrier to success in my organisation	82%	10%	8%
Q32c	Disability is not a barrier to success in my organisation	64%	30%	6%
Q32d	Cultural background is not a barrier to success in my organisation	82%	14%	3%
Q32e	Sexual orientation is not a barrier to success in my organisation	80%	16%	4%

14 Appendix C – 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: An example

What are negatively worded questions?

Negatively worded questions are items in the questionnaire that are 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 item.

EXAMPLE

In the table below the % positive score for "Approval processes at my work are excessive" is 82%. This result can be expressed by stating that:

82% disagreed that their "Approval processes at my work are excessive"

OR

82% felt that the approval processes at their work are not excessive.

Conversely, the % negative score means that 8% of the employees perceive that the approval processes at their work are excessive.

	% positive	vs 2016	% neutral	vs 2016	% negative	vs 2016
Q25 d Approval processes at my work are excessive.	82%	+4	10%	-2	8%	-5

How will I know if I am interpreting this correctly?

To assist in the interpretation, all negatively worded questions are accompanied by an explanatory statement.

14 Appendix C – How to interpret this report (cont.)

Rounding

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

Factor scores

Factor measures combine information from multiple survey items 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.

The report depicts three strategic priorities and makes use of seven factor measures.

Workplace climate index scores

Workplace climate indices have been created by grouping together survey items by theme. Like factor scores, 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.

% Change and division comparisons

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

- the 2016 and 2017 % positive, negative and neutral scores, or
- the 2017 agency and Qld Public Sector % scores.

The % score is highlighted green when the 2017 work area result is five or more percentage points higher than the 2016 score. The % score is highlighted red where the 2017 work area result is five or more percentage points lower.

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

Quintile

Indicates the position of your agency when the 62 participating agencies are ranked against individual workplace factors and workplace outcomes.

Quintile	Interpretation
1	Among first 20% of agencies OR Among top eleven ranked agencies
2	Among second 20% of agencies OR Between 12th and 22nd ranked agencies
3	Among third 20% of agencies OR Between 23rd and 33rd ranked agencies
4	Among fourth 20% of agencies OR Between 34th and 44th ranked agencies
5	Among last 20% of agencies OR Between 45th and 58th ranked agencies

Quintile positions 1 and 2 are indicated in green font, the third quintile is indicated in yellow font, and quintile positions 4 and 5 are indicated in red font.

PLEASE NOTE: While the coloured highlighting of both the % scores and the quintiles helps differentiate results, it does not necessarily indicate a statistically significant difference.

Number of respondents

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

Base size for Working for Queensland 2017

The base size of Working for Queensland refers to the number of people included in the data collection phase of the survey.

Please note, that key elements of the 2017 Working for Queensland survey have been incorporated into the School Opinion Survey. As such, school-based employees are not included in the WfQ base size for 2017, but data for this group will be incorporated at a later date. This will lead to fluctuations in response rate and, possibly, to Queensland public sector benchmarks in 2017 Working for Queensland reporting.

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 school, 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

For Health agencies - The Hospital and Health Service (HHS), in which you work, or the Queensland Ambulance Service or the Department of Health.

For non-Health agencies - The Government department or public service office you work for in your current job (e.g. Department of Transport and Main Roads for staff employed in RoadTek, The Public Trustee for staff working for the The Public Trustee).

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).

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.