Working for Queensland survey

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.
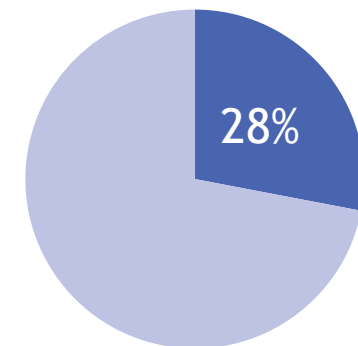
Content

Returned surveys:

114

Response Rate:

28%

Queensland Government

Central West Hospital & Health Service

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	46%	34%	20%	-3	-12
Job empowerment	68%	17%	15%	-1	-3
Workload and health*	36%	29%	35%	+4	-3
Learning and development	57%	23%	19%	+1	+2
My workgroup	67%	19%	14%	+7	-8
My manager	66%	18%	16%	+7	-6
Organisational leadership	36%	31%	33%	0	-14
Organisational fairness	39%	27%	34%	+7	-3
Anti-discrimination	63%	26%	11%	-3	-1
Innovation	56%	27%	18%	+4	-3

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

02 Factors by division

Purpose

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

The scores shown are the % positive.

Name	Central West Hospital & Health Service	Barcaldine Hospital Hub (Incl. Alpha/Aramac/ Muttaburra PHC)	Blackall Hospital Hub (Including Tambo and Isisford PHC)	Longreach Hospital	Regional Services (incl Allied Hlth/Mental Hlth & Comm Hlth)	Winton Hospital Hub (Incl. Boulia, Jundah, Windorah, Birdsville and Bedourie)
Responses	114	28	10	26	38	12
Agency engagement	46%	60%	50%	42%	45%	-
Job empowerment	68%	76%	67%	70%	64%	52%
Workload and health*	36%	42%	30%	35%	34%	39%
Learning and development	57%	80%	38%	50%	56%	-
My workgroup	67%	69%	80%	75%	61%	52%
My manager	66%	76%	-	72%	68%	-
Organisational leadership	36%	52%	20%	41%	31%	-
Organisational fairness	39%	47%	26%	46%	35%	28%
Anti-discrimination	63%	88%	30%	53%	65%	-
Innovation	56%	65%	52%	47%	61%	-

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

Central West Hospital & Health Service

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	40%	39%	21%	-8	-19
Q33b. I am proud to tell others I work for my organisation	53%	31%	16%	-5	-12
Q33c. I feel strong personal attachment to my organisation	45%	33%	22%	-5	-12
Q33d. My organisation motivates me to help it achieve its objectives	47%	30%	23%	+5	-6
Q33e. My organisation inspires me to do the best in my job	45%	36%	19%	-2	-8
Job empowerment					
Q22a. I have a choice in deciding how I do my work	67%	20%	13%	-5	-1
Q22b. I have the tools I need to do my job effectively	65%	17%	18%	0	-3
Q22c. I get the information I need to do my job well	59%	21%	20%	-2	-8
Q22d. I have the authority necessary to do my job effectively	61%	20%	18%	-1	-8
Q22e. My job gives me opportunities to utilise my skills	77%	13%	10%	+4	+2
Q34b. Your ability to work on your own initiative	80%	9%	11%	-3	+1

03 Factors by question

Question	Response scale %			vs 2018	vs Qld public sector
Workload and health*					
Q23a. I am overloaded with work*	29%	33%	38%	+3	-2
Q23b. I feel burned out by my work*	38%	25%	37%	+2	-4
Q23e. My work has a negative impact on my health*	42%	28%	30%	+6	-1

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

Question	Response scale %			vs 2018	vs Qld public sector
Learning and development					
Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge	63%	19%	17%	+5	+2
Q28e. I am able to access relevant learning and development opportunities	61%	23%	16%	0	+1
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	73%	20%	7%	+1	+10
Q28g. I am satisfied with the opportunities available for career development	44%	27%	29%	-4	-2
Q31b. My organisation is committed to developing its employees	47%	26%	26%	+4	-4

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	64%	14%	23%	+12	-10
Q24b. I receive help and support from other people in my workgroup	77%	13%	10%	+6	-5
Q24c. People in my workgroup are honest, open and transparent in their dealings	58%	23%	20%	+7	-8
Q24d. People in my workgroup use their time and resources efficiently	51%	31%	18%	+2	-12
Q24e. People in my workgroup treat customers with respect	80%	11%	9%	+6	-4
Q24f. People in my workgroup are committed to delivering excellent service to customers	77%	16%	7%	+11	-4
Q24g. People in my workgroup do their jobs effectively	62%	25%	13%	+5	-11
My manager					
Q29a. My manager treats employees with dignity and respect	73%	15%	12%	+9	-7
Q29b. My manager listens to what I have to say	77%	12%	11%	+10	-1
Q29c. My manager keeps me informed about what's going on	60%	18%	22%	+4	-8
Q29d. My manager understands my work	62%	21%	17%	+6	-13
Q29e. My manager creates a shared sense of purpose	61%	22%	17%	+3	-7
Q29f. My manager demonstrates honesty and integrity	71%	17%	12%	+9	-7
Q29g. My manager draws the best out of me	57%	23%	20%	+7	-2

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	36%	31%	32%	-1	-14
Q31c. Management model the behaviours expected of all employees	38%	26%	35%	+4	-11
Q31d. In my organisation, the leadership operates with a high level of integrity	37%	32%	30%	+1	-15
Q31f. My organisation is well managed	31%	33%	35%	-3	-14
Organisational fairness					
Q25f. Performance is assessed and rewarded fairly in my workplace	37%	35%	28%	+10	+1
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	37%	22%	41%	+6	+1
Q25h. People are treated fairly and consistently in my workplace	44%	25%	31%	+6	-7
Q25i. People take responsibility for their decisions and actions in my workplace	47%	25%	28%	+15	-4
Q31e. Recruitment and promotion decisions in this organisation are fair	29%	26%	44%	-2	-6

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%	25%	16%	-7	-4
Q32b. Gender is not a barrier to success in my organisation	64%	25%	12%	-8	-4
Q32c. Disability is not a barrier to success in my organisation	59%	32%	9%	0	+3
Q32d. Cultural background is not a barrier to success in my organisation	67%	24%	10%	+2	-1
Q32e. Sexual orientation is not a barrier to success in my organisation	69%	24%	8%	-1	-1
Innovation					
Q27a. I get the opportunity to develop new and better ways of doing my job	58%	26%	16%	+3	+2
Q27b. I am encouraged to make suggestions about improving work processes and/or services	61%	19%	19%	+2	-5
Q27c. Management is willing to act on suggestions to improve how things are done	48%	26%	26%	-1	-5
Q27d. My workgroup uses research and expertise to identify better practice	49%	30%	21%	+9	-5
Q27e. My workgroup always tries to improve its performance	65%	24%	11%	+8	-4
Q27f. My organisation is open to new ideas	52%	33%	15%	+3	-2

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 re-calculated 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	49%	27%	23%	+4	-5
Effectiveness and innovation	53%	26%	21%	+2	-2
People and relationships	68%	19%	13%	+7	-7
Fairness and trust	54%	25%	21%	+3	-4
Performance and development	53%	25%	22%	+2	-2
Leadership and engagement	52%	26%	21%	+2	-10
My job	72%	16%	12%	-1	-5

05 Workplace climate by division

Purpose

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

The scores shown are the % positive.

Name	Central West Hospital & Health Service	Barcaldine Hospital Hub (Incl. Alpha /Aramac/ Muttaburra PHC)	Blackall Hospital Hub (Including Tambo and Isisford PHC)	Longreach Hospital	Regional Services (incl Allied Hlth/Mental Hlth & Comm Hlth)	Winton Hospital Hub (Incl. Boulia, Jundah, Windorah, Birdsville and Bedourie)
Responses	114	28	10	26	38	12
Safety, health and wellness	49%	52%	52%	51%	49%	40%
Effectiveness and innovation	53%	58%	52%	51%	55%	44%
People and relationships	68%	71%	81%	75%	61%	53%
Fairness and trust	54%	66%	37%	54%	53%	40%
Performance and development	53%	71%	33%	43%	57%	-
Leadership and engagement	52%	65%	37%	55%	52%	-
My job	72%	79%	66%	76%	68%	67%

Central West Hospital & Health Service

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*	29%	33%	38%	+3	-2
Q23b. I feel burned out by my work*	38%	25%	37%	+2	-4
Q23e. My work has a negative impact on my health*	42%	28%	30%	+6	-1
Q23f. My work contributes positively to my quality of life	46%	30%	25%	+6	+2
Q24h. People in my workgroup are committed to workplace safety	72%	18%	10%	+3	-9
Q24j. People in my workgroup work together to ensure flexible work arrangements meet both individual and business needs	59%	23%	17%	+5	-7
Q25b. My workplace culture supports people to achieve a good work/life balance	54%	26%	20%	+2	-8
Q25c. There is adequate focus on workplace safety at my workplace	67%	22%	11%	+7	-9
Q29h. My manager proactively discusses flexible work arrangements with my workgroup	56%	22%	22%	+12	+6
Q31g. In my organisation, senior leaders clearly consider the wellbeing of employees to be important	34%	33%	32%	-2	-16
Q31h. The wellbeing of employees is a priority for my organisation	37%	33%	31%	+1	-12
Q31j. My commitment to this organisation would be questioned if I chose to use flexible work options*	41%	36%	23%	+2	-7
Q34e. Your work-life balance	63%	17%	20%	+8	-1
Q34g. Your ability to access and use flexible work arrangements	51%	36%	13%	+1	-6

* 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%	17%	18%	0	-3
Q22c. I get the information I need to do my job well	59%	21%	20%	-2	-8
Q22d. I have the authority necessary to do my job effectively	61%	20%	18%	-1	-8
Q23c. I feel my job is secure	55%	25%	20%	-4	-5
Q23d. There is too much 'red tape' in my work (e.g. regulatory or administrative processes)*	23%	33%	44%	+5	+5
Q24k. People in my workgroup share diverse ideas to develop innovative solutions	62%	21%	17%	+6	-3
Q25d. Approval processes at my workplace are excessive*	17%	40%	42%	+5	-2
Q26a. My workplace has undergone significant change in the past 12 months	51%	38%	11%	0	+2
Q27a. I get the opportunity to develop new and better ways of doing my job	58%	26%	16%	+3	+2
Q27b. I am encouraged to make suggestions about improving work processes and/or services	61%	19%	19%	+2	-5
Q27c. Management is willing to act on suggestions to improve how things are done	48%	26%	26%	-1	-5
Q27d. My workgroup uses research and expertise to identify better practice	49%	30%	21%	+9	-5
Q27e. My workgroup always tries to improve its performance	65%	24%	11%	+8	-4
Q27f. My organisation is open to new ideas	52%	33%	15%	+3	-2
Q34f. Your ability to 'make a difference' to the community	74%	18%	9%	+6	+10

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	64%	14%	23%	+12	-10
Q24b. I receive help and support from other people in my workgroup	77%	13%	10%	+6	-5
Q24c. People in my workgroup are honest, open and transparent in their dealings	58%	23%	20%	+7	-8
Q24d. People in my workgroup use their time and resources efficiently	51%	31%	18%	+2	-12
Q24e. People in my workgroup treat customers with respect	80%	11%	9%	+6	-4
Q24f. People in my workgroup are committed to delivering excellent service to customers	77%	16%	7%	+11	-4
Q24g. People in my workgroup do their jobs effectively	62%	25%	13%	+5	-11
Q24i. People in my workgroup work effectively with other workgroups in my organisation to deliver service to our customers	73%	19%	8%	+8	-3

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	62%	23%	15%	+2	-10
Q25f. Performance is assessed and rewarded fairly in my workplace	37%	35%	28%	+10	+1
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	37%	22%	41%	+6	+1
Q25h. People are treated fairly and consistently in my workplace	44%	25%	31%	+6	-7
Q25i. People take responsibility for their decisions and actions in my workplace	47%	25%	28%	+15	-4
Q25j. I am able to speak up and share a different view to my colleagues and manager	68%	17%	15%	+11	-3
Q30a. My senior manager demonstrates honesty and integrity	55%	27%	18%	+2	-16
Q31e. Recruitment and promotion decisions in this organisation are fair	29%	26%	44%	-2	-6
Q31i. My responsibilities outside of work restrict my opportunities for promotion*	63%	22%	15%	+10	+6
Q32a. Age is not a barrier to success in my organisation	59%	25%	16%	-7	-4
Q32b. Gender is not a barrier to success in my organisation	64%	25%	12%	-8	-4
Q32c. Disability is not a barrier to success in my organisation	59%	32%	9%	0	+3
Q32d. Cultural background is not a barrier to success in my organisation	67%	24%	10%	+2	-1
Q32e. Sexual orientation is not a barrier to success in my organisation	69%	24%	8%	-1	-1
Q32f. If I raised a complaint, I feel confident that it would be taken seriously	46%	25%	29%	+3	-9
Q32g. Women and men have equal access to work experiences that support career progression	63%	29%	8%	-6	-2

indicates a negatively worded question

Central West Hospital & Health Service

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	**39%**	**32%**	**29%**	0	-15
Q28b. My performance is assessed against clear criteria	**40%**	**32%**	**28%**	+3	-8
Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge	**63%**	**19%**	**17%**	+5	+2
Q28d. I am supported to pursue developmental opportunities in other workplaces	**42%**	**30%**	**28%**	-5	-2
Q28e. I am able to access relevant learning and development opportunities	**61%**	**23%**	**16%**	0	+1
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	**73%**	**20%**	**7%**	+1	+10
Q28g. I am satisfied with the opportunities available for career development	**44%**	**27%**	**29%**	-4	-2
Q28h. I have had productive conversations with my manager on my performance in the past 12 months	**56%**	**17%**	**26%**	+11	+1
Q28i. I develop new knowledge and skills through undertaking tasks at work	**71%**	**17%**	**12%**	+4	+1
Q31b. My organisation is committed to developing its employees	**47%**	**26%**	**26%**	+4	-4

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	73%	15%	12%	+9	-7
Q29b. My manager listens to what I have to say	77%	12%	11%	+10	-1
Q29c. My manager keeps me informed about what's going on	60%	18%	22%	+4	-8
Q29d. My manager understands my work	62%	21%	17%	+6	-13
Q29e. My manager creates a shared sense of purpose	61%	22%	17%	+3	-7
Q29f. My manager demonstrates honesty and integrity	71%	17%	12%	+9	-7
Q29g. My manager draws the best out of me	57%	23%	20%	+7	-2
Q31a. In my organisation, the leadership is of high quality	36%	31%	32%	-1	-14
Q31c. Management model the behaviours expected of all employees	38%	26%	35%	+4	-11
Q31d. In my organisation, the leadership operates with a high level of integrity	37%	32%	30%	+1	-15
Q31f. My organisation is well managed	31%	33%	35%	-3	-14
Q33a. I would recommend my organisation as a great place to work	40%	39%	21%	-8	-19
Q33b. I am proud to tell others I work for my organisation	53%	31%	16%	-5	-12
Q33c. I feel strong personal attachment to my organisation	45%	33%	22%	-5	-12
Q33d. My organisation motivates me to help it achieve its objectives	47%	30%	23%	+5	-6
Q33e. My organisation inspires me to do the best in my job	45%	36%	19%	-2	-8

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	85%	8%	7%	+4	-4
Q21b. I understand how my work contributes to my organisation's objectives	80%	13%	7%	-4	-10
Q22a. I have a choice in deciding how I do my work	67%	20%	13%	-5	-1
Q22e. My job gives me opportunities to utilise my skills	77%	13%	10%	+4	+2
Q22f. I enjoy the work in my current job	68%	20%	11%	+3	-6
Q22g. My job gives me a feeling of personal accomplishment	61%	18%	21%	-6	-7
Q34b. Your ability to work on your own initiative	80%	9%	11%	-3	+1
Q35. All things considered, how satisfied are you with your current job?	56%	28%	16%	-2	-13

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
Survey questions with the most positive change				
Q25i. People take responsibility for their decisions and actions in my workplace	47%	25%	28%	+15
Q24a. People in my workgroup treat each other with respect	64%	14%	23%	+12
Q29h. My manager proactively discusses flexible work arrangements with my workgroup	56%	22%	22%	+12
Q24f. People in my workgroup are committed to delivering excellent service to customers	77%	16%	7%	+11
Q25j. I am able to speak up and share a different view to my colleagues and manager	68%	17%	15%	+11
Survey questions with the most negative change				
Q32g. Women and men have equal access to work experiences that support career progression	63%	29%	8%	-6
Q22g. My job gives me a feeling of personal accomplishment	61%	18%	21%	-6
Q32a. Age is not a barrier to success in my organisation	59%	25%	16%	-7
Q33a. I would recommend my organisation as a great place to work	40%	39%	21%	-8
Q32b. Gender is not a barrier to success in my organisation	64%	25%	12%	-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	**55%**	42%
Use no flexible work option	**45%**	58%
If yes to using flexible work option, which of the following do you use?		
Part time work	**38%**	36%
Flexible work hours for example accumulated hours as 'flexitime'	**28%**	31%
Flexible work hours for example start late or early to meet responsibilities external to work	**17%**	24%
Casual/on call	**10%**	13%
Leave at half pay	**10%**	4%
Compressed work hours	**7%**	4%
Job sharing	**3%**	2%
Other	**3%**	11%
Hot desks	**2%**	2%
Purchased leave/extended leave/deferred salary schemes	**2%**	-
Telecommuting	-	2%

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	**73%**	67%
Yes, I requested flexibility	**19%**	23%
No, I have not made a request but I am not content with my current arrangements	**8%**	10%
If yes to having made a request regarding flexible work arrangements, was your request for flexible work arrangements:		
Fully granted	**59%**	46%
Partially granted	**27%**	12%
I have not received a reply as yet	**9%**	-
Declined – no reason given	**5%**	27%
Declined – reason provided	**-**	15%
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	-	45%
I felt it would limit my career	-	27%
I was concerned that it may negatively impact my team	-	36%
I didn't feel confident presenting my case or negotiating arrangements with my manager	-	36%
None of the above	-	9%
Flexible working is frowned upon/not supported by my workplace culture	-	27%
I didn't feel I had the right to	-	18%
I don't feel confident in my manager's ability to manage staff working flexibly	-	27%

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.
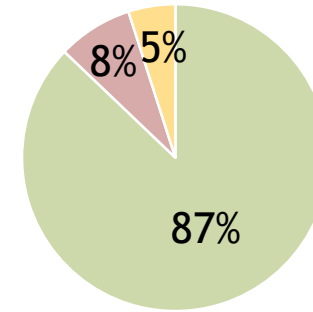
All employees

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	87%	76%
No	8%	14%
Don't know	5%	10%

8% 5%

87%

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%	88%
Don't know	6%	-
No	6%	12%

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	87%	72%
No	9%	15%
Don't know	5%	13%

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	68%	73%
Yes	32%	15%
Don't know	-	4%
Prefer not to say	-	8%

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%	87%
Yes	7%	8%
Prefer not to say	5%	1%
Don't know	1%	4%

09 Domestic and family violence

Key

Response scale:

Positive	Neutral	Negative

| Question	Response scale %			vs 2018	vs Qld public sector
Managers					
Q36a.a. I am confident that I could sensitively communicate with employees affected by domestic and family violence	89%	5%	5%	+9	+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	84%	11%	5%	+7	-1
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	84%	11%	5%	+7	-1
Non-managers					
Q36b.a I am confident that I could sensitively communicate with colleagues affected by domestic and family violence	75%	20%	5%	+9	+1
Q36b.b. I am confident that I could effectively refer a colleague affected by domestic and family violence to appropriate support	76%	20%	5%	+3	+2

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.

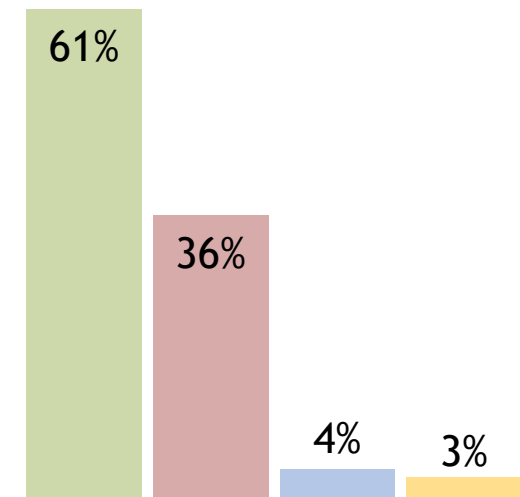*NOTE: Multi-select questions may not add up to 100%.*

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

	2019	2018
No	49%	36%
Yes	46%	54%
Don't know	5%	10%
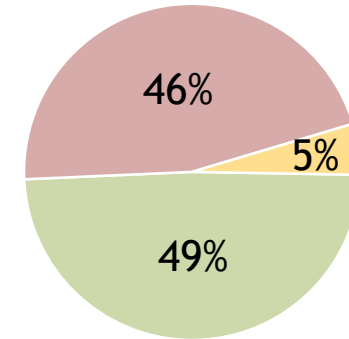
During the last 12 months have you been subjected to bullying or sexual harassment in your workplace?

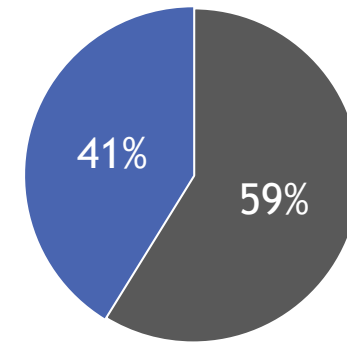|	2019	2018
No	61%	53%
Bullying	36%	40%
Sexual harassment	4%	3%
Don't know	3%	6%

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

If you were subjected to bullying, who were you bullied by?	2019	2018
A fellow worker	53%	48%
A senior manager	47%	31%
Your immediate manager/supervisor	25%	55%
Prefer not to specify	19%	5%
A group of fellow workers	14%	14%
A client/customer	8%	7%
A member of the public	8%	2%
A worker that reports to you	8%	2%
Other	8%	-

If you were subjected to bullying, what type of bullying did you experience?		
Verbal abuse	53%	74%
Other	42%	10%
Inappropriate and unfair application of work policies or rules	31%	48%
Interference with your personal property or work equipment	17%	33%
Physical behaviour	8%	10%
Cyber bullying	3%	10%
'Initiations' or pranks	-	12%

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

41% Yes
59% No

Why did you not report the bullying?	2019	2018
I did not think any action would be taken	55%	60%
I did not think it was worth the hassle of going through the report process	55%	5%
It could affect my career	45%	55%
Managers accepted the behaviour	45%	60%
I did not want to upset relationships in the workplace	35%	25%
I did not have enough evidence	15%	15%
I did not think the bullying was serious enough	10%	-
The matter was resolved informally	10%	10%
I did not know how to report it	5%	5%
Other	-	20%

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

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

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

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

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

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

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

Why did you not report the sexual harassment?

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

11 Civility

Purpose

This section is focused on exploring workplace behavior.

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

Key

Positive	Negative
Daily	Rarely/
Very often	sporadically
Often	Never
Regularly	

Negatively worded question

Negative	Positive
Daily	Rarely/
Very often	sporadically
Often	Never
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	65%	35%	+9	-3
Made you feel included	76%	24%	+7	-5
Was polite and courteous with you	91%	9%	+10	-2
Made you feel ignored*	84%	16%	+9	-5
Behaved towards you in a manner that you felt was inconsiderate*	91%	9%	+16	0
Behaved towards you in a manner that you felt was rude*	90%	10%	+9	-4
Acted in an aggressive or intimidating manner towards you*	94%	6%	+12	-2
Acted in an aggressive or intimidating manner towards someone you work with*	91%	9%	+14	-4

* indicates a negatively worded question

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 Very often Often Regularly	Rarely/ sporadically Never

Negatively worded question

Negative	Positive
Daily Very often Often Regularly	Rarely/ sporadically Never

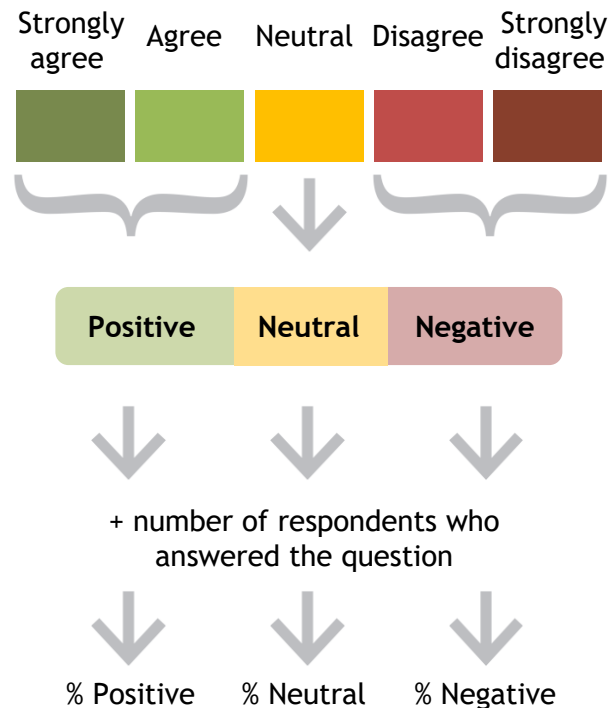| Question	Response scale %		vs 2018	vs Qld public sector
Over the past month, how often have your immediate colleagues behaved in the following ways?				
Showed appreciation of you and your work	65%	35%	+10	-2
Made you feel included	78%	22%	+5	-5
Was polite and courteous with you	95%	5%	+10	0
Made you feel ignored*	81%	19%	+9	-5
Behaved towards you in a manner that you felt was inconsiderate*	83%	17%	+13	-3
Behaved towards you in a manner that you felt was rude*	83%	17%	+9	-6
Acted in an aggressive or intimidating manner towards you*	86%	14%	+7	-7
Acted in an aggressive or intimidating manner towards someone you work with*	82%	18%	+9	-10

* indicates a negatively worded question

Central West Hospital & Health Service

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.

| Strongly agree | Agree | Neutral | Disagree | Strongly disagree |

Positive | Neutral | Negative

+ number of respondents who answered the question

% Positive   % Neutral   % Negative

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.
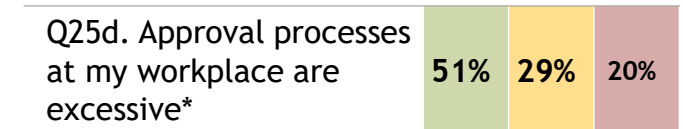
EXAMPLE

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:

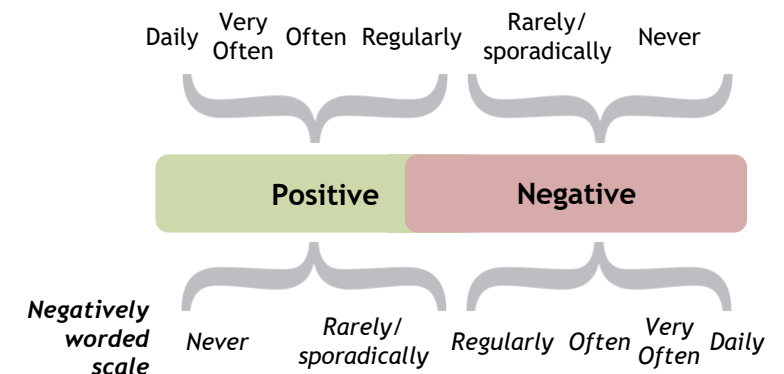**51% disagreed that "Approval processes at my work are excessive"**
OR
51% felt that the "Approval processes at their work are not excessive"

| Q25d. Approval processes at my workplace are excessive* | 51% | 29% | 20% |

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.

| Daily | Very Often | Often | Regularly | Rarely/ sporadically | Never |

Positive | Negative

Negatively worded scale | Never | Rarely/ sporadically | Regularly | Often | Very Often | Daily

Central West Hospital & Health Service

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.