



## Highlights report

### Purpose

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

### Reporting framework

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

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

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

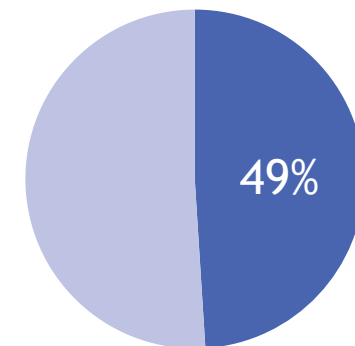
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Returned surveys:

# 3,053

Response Rate:



**Queensland  
Government**

# 01 Factors

## Purpose

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

### Key

Response scale:

Positive

Neutral

Negative

## Factors

Name	Response scale %			vs 2019	vs Qld public sector
Agency engagement	55%	26%	19%	+9	-5
Job empowerment	66%	17%	17%	+9	-7
Workload and health*	41%	31%	29%	+5	+2
Learning and development	46%	26%	28%	+7	-9
My workgroup	64%	21%	15%	+8	-13
My manager	65%	17%	17%	+9	-8
Organisational leadership	49%	24%	26%	+11	-3
Organisational fairness	35%	26%	39%	+7	-8
Anti-discrimination	63%	26%	11%	+7	-3
Innovation	52%	25%	23%	+11	-8

\* % 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	Queensland Corrective Services	Community Corrections and Specialist Operations	Custodial Correctional Officer Trainees	Custodial Operations	Office of the Commissioner	Office of the Deputy Commissioner Organisational Capability	Organisational Capability	Parole Board Queensland
Responses	3,053	1,096	29	1,562	14	34	296	19
Agency engagement	55%	71%	57%	41%	80%	67%	63%	55%
Anti-discrimination	63%	76%	61%	54%	76%	71%	64%	94%
Innovation	52%	69%	51%	36%	85%	71%	70%	64%
Job empowerment	66%	79%	79%	55%	81%	69%	76%	67%
Learning and development	46%	63%	59%	33%	70%	57%	51%	62%
My manager	65%	78%	66%	53%	95%	77%	81%	76%
My workgroup	64%	78%	55%	50%	93%	85%	79%	64%
Organisational fairness	35%	49%	42%	22%	69%	52%	47%	41%
Organisational leadership	49%	68%	49%	33%	89%	63%	59%	61%
Workload and health*	41%	47%	45%	34%	38%	45%	51%	11%

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

## 03 Factors by question

### Purpose

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

### Key

Response scale:

Positive

Neutral

Negative

Question	Response scale %			vs 2019	vs Qld public sector
<b>Agency engagement</b>					
Q33a. I would recommend my organisation as a great place to work	57%	24%	19%	+12	-5
Q33b. I am proud to tell others I work for my organisation	63%	22%	15%	+10	-5
Q33c. I feel strong personal attachment to my organisation	54%	28%	19%	+8	-6
Q33d. My organisation motivates me to help it achieve its objectives	50%	29%	21%	+9	-4
Q33e. My organisation inspires me to do the best in my job	51%	27%	22%	+9	-4
<b>Job empowerment</b>					
Q22a. I have a choice in deciding how I do my work	59%	21%	20%	+7	-9
Q22b. I have the tools I need to do my job effectively	64%	16%	20%	+12	-9
Q22c. I get the information I need to do my job well	62%	19%	19%	+10	-8
Q22d. I have the authority necessary to do my job effectively	66%	17%	17%	+10	-5
Q22e. My job gives me opportunities to utilise my skills	69%	17%	15%	+8	-7
Q34b. Your ability to work on your own initiative	77%	13%	9%	+9	-6

## 03 Factors by question

Question	Response scale %			vs 2019	vs Qld public sector
<b>Workload and health*</b>					
Q23a. I am overloaded with work*	34%	34%	32%	+5	+3
Q23b. I feel burned out by my work*	41%	30%	30%	+3	0
Q23e. My work has a negative impact on my health*	47%	28%	25%	+7	+2

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

### Learning and development

Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge	52%	22%	26%	+7	-9
Q28e. I am able to access relevant learning and development opportunities	47%	27%	26%	+7	-13
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	52%	26%	22%	+4	-10
Q28g. I am satisfied with the opportunities available for career development	38%	26%	36%	+6	-8
Q31b. My organisation is committed to developing its employees	44%	27%	29%	+9	-7

## 03 Factors by question

Question	Response scale %			vs 2019	vs Qld public sector
<b>My workgroup</b>					
Q24a. People in my workgroup treat each other with respect	61%	17%	22%	+9	-15
Q24b. I receive help and support from other people in my workgroup	75%	16%	9%	+6	-8
Q24c. People in my workgroup are honest, open and transparent in their dealings	56%	21%	22%	+9	-12
Q24d. People in my workgroup use their time and resources efficiently	56%	24%	20%	+9	-10
Q24e. People in my workgroup treat customers with respect	69%	23%	8%	+8	-17
Q24f. People in my workgroup are committed to delivering excellent service to customers	67%	23%	11%	+9	-16
Q24g. People in my workgroup do their jobs effectively	65%	21%	14%	+7	-11
<b>My manager</b>					
Q29a. My manager treats employees with dignity and respect	73%	14%	14%	+9	-8
Q29b. My manager listens to what I have to say	71%	15%	15%	+10	-8
Q29c. My manager keeps me informed about what's going on	63%	16%	21%	+11	-9
Q29d. My manager understands my work	68%	16%	17%	+7	-7
Q29e. My manager creates a shared sense of purpose	62%	19%	19%	+10	-8
Q29f. My manager demonstrates honesty and integrity	70%	15%	14%	+9	-8
Q29g. My manager draws the best out of me	53%	25%	22%	+9	-8

## 03 Factors by question

Question	Response scale %			vs 2019	vs Qld public sector
<b>Organisational leadership</b>					
Q31a. In my organisation, the leadership is of high quality	50%	23%	26%	+12	-3
Q31c. Management model the behaviours expected of all employees	49%	23%	27%	+11	-3
Q31d. In my organisation, the leadership operates with a high level of integrity	52%	25%	24%	+12	-3
Q31f. My organisation is well managed	45%	26%	28%	+11	-3
<b>Organisational fairness</b>					
Q25f. Performance is assessed and rewarded fairly in my workplace	30%	30%	40%	+7	-7
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	32%	22%	46%	+5	-6
Q25h. People are treated fairly and consistently in my workplace	43%	23%	35%	+8	-10
Q25i. People take responsibility for their decisions and actions in my workplace	42%	26%	32%	+8	-10
Q31e. Recruitment and promotion decisions in this organisation are fair	30%	30%	41%	+5	-7

## 03 Factors by question

Question	Response scale %			vs 2019	vs Qld public sector
<b>Anti-discrimination</b>					
Q32a. Age is not a barrier to success in my organisation	64%	22%	14%	+7	-1
Q32b. Gender is not a barrier to success in my organisation	67%	20%	13%	+8	-3
Q32c. Disability is not a barrier to success in my organisation	52%	36%	13%	+9	-6
Q32d. Cultural background is not a barrier to success in my organisation	66%	25%	8%	+6	-2
Q32e. Sexual orientation is not a barrier to success in my organisation	68%	25%	7%	+8	-2
<b>Innovation</b>					
Q27a. I get the opportunity to develop new and better ways of doing my job	52%	24%	24%	+11	-6
Q27b. I am encouraged to make suggestions about improving work processes and/or services	59%	19%	22%	+11	-9
Q27c. Management is willing to act on suggestions to improve how things are done	50%	24%	27%	+12	-5
Q27d. My workgroup uses research and expertise to identify better practice	47%	30%	23%	+10	-10
Q27e. My workgroup always tries to improve its performance	60%	23%	17%	+10	-10
Q27f. My organisation is open to new ideas	46%	27%	26%	+10	-9



# 04 Workplace climate

## Purpose

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

### Key

Response scale:

Positive

Neutral

Negative

## Workplace climate indices

Name	Response scale %			vs 2019	vs Qld public sector
Safety, health and wellness	52%	26%	22%	+8	-5
Effectiveness and innovation	53%	24%	23%	+9	-5
People and relationships	65%	21%	15%	+8	-12
Fairness and trust	54%	24%	22%	+7	-5
Performance and development	46%	25%	29%	+8	-10
Leadership and engagement	58%	22%	20%	+10	-6
My job	73%	15%	12%	+7	-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	Queensland Corrective Services	Community Corrections and Specialist Operations	Custodial Correctional Officer Trainees	Custodial Operations	Office of the Commissioner	Office of the Deputy Commissioner Organisational Capability	Organisational Capability	Parole Board Queensland
Responses	3,053	1,096	29	1,562	14	34	296	19
Effectiveness and innovation	53%	66%	56%	41%	76%	66%	65%	61%
Fairness and trust	54%	66%	52%	43%	76%	65%	62%	71%
Leadership and engagement	58%	73%	59%	44%	89%	70%	70%	66%
My job	73%	82%	78%	66%	88%	74%	80%	70%
People and relationships	65%	79%	56%	51%	94%	84%	79%	65%
Performance and development	46%	63%	56%	32%	69%	62%	54%	56%
Safety, health and wellness	52%	63%	52%	42%	74%	60%	64%	49%

# 06 Workplace climate by question

## Purpose

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

### Key

Response scale:

Positive    Neutral    Negative

Question	Response scale %			vs 2019	vs Qld public sector
<b>Safety, health and wellness</b>					
Q23a. I am overloaded with work*	34%	34%	32%	+5	+3
Q23b. I feel burned out by my work*	41%	30%	30%	+3	0
Q23e. My work has a negative impact on my health*	47%	28%	25%	+7	+2
Q23f. My work contributes positively to my quality of life	43%	35%	22%	+7	-3
Q24h. People in my workgroup are committed to workplace safety	74%	17%	9%	+8	-8
Q24j. People in my workgroup work together to ensure flexible work arrangements meet both individual and business needs	60%	25%	15%	+8	-9
Q25b. My workplace culture supports people to achieve a good work/life balance	59%	22%	19%	+10	-5
Q25c. There is adequate focus on workplace safety at my workplace	67%	17%	15%	+14	-10
Q29h. My manager proactively discusses flexible work arrangements with my workgroup	46%	24%	30%	+11	-12
Q31g. In my organisation, senior leaders clearly consider the wellbeing of employees to be important	49%	23%	28%	+12	-5
Q31h. The wellbeing of employees is a priority for my organisation	47%	24%	29%	+12	-5
Q31j. My commitment to this organisation would be questioned if I chose to use flexible work options*	45%	34%	21%	+4	-5
Q34e. Your work-life balance	70%	18%	12%	+6	+2
Q34g. Your ability to access and use flexible work arrangements	51%	31%	18%	+8	-10

\* indicates a negatively worded question

## 06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
<b>Effectiveness and innovation</b>					
Q22b. I have the tools I need to do my job effectively	64%	16%	20%	+12	-9
Q22c. I get the information I need to do my job well	62%	19%	19%	+10	-8
Q22d. I have the authority necessary to do my job effectively	66%	17%	17%	+10	-5
Q23c. I feel my job is secure	66%	18%	16%	+7	+3
Q23d. There is too much 'red tape' in my work (e.g. regulatory or administrative processes)*	20%	33%	47%	+3	+1
Q24k. People in my workgroup share diverse ideas to develop innovative solutions	59%	24%	16%	+9	-8
Q25d. Approval processes at my workplace are excessive*	23%	39%	38%	+3	+3
Q26a. My workplace has undergone significant change in the past 12 months	57%	27%	16%	+9	+3
Q27a. I get the opportunity to develop new and better ways of doing my job	52%	24%	24%	+11	-6
Q27b. I am encouraged to make suggestions about improving work processes and/or services	59%	19%	22%	+11	-9
Q27c. Management is willing to act on suggestions to improve how things are done	50%	24%	27%	+12	-5
Q27d. My workgroup uses research and expertise to identify better practice	47%	30%	23%	+10	-10
Q27e. My workgroup always tries to improve its performance	60%	23%	17%	+10	-10
Q27f. My organisation is open to new ideas	46%	27%	26%	+10	-9
Q34f. Your ability to 'make a difference' to the community	58%	25%	17%	+8	-7

\* indicates a negatively worded question

## 06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
<b>People and relationships</b>					
Q24a. People in my workgroup treat each other with respect	61%	17%	22%	+9	-15
Q24b. I receive help and support from other people in my workgroup	75%	16%	9%	+6	-8
Q24c. People in my workgroup are honest, open and transparent in their dealings	56%	21%	22%	+9	-12
Q24d. People in my workgroup use their time and resources efficiently	56%	24%	20%	+9	-10
Q24e. People in my workgroup treat customers with respect	69%	23%	8%	+8	-17
Q24f. People in my workgroup are committed to delivering excellent service to customers	67%	23%	11%	+9	-16
Q24g. People in my workgroup do their jobs effectively	65%	21%	14%	+7	-11
Q24i. People in my workgroup work effectively with other workgroups in my organisation to deliver service to our customers	68%	20%	12%	+8	-10

## 06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
<b>Fairness and trust</b>					
Q25a. My workplace has an inclusive culture where diversity is valued and respected	62%	22%	17%	+8	-11
Q25f. Performance is assessed and rewarded fairly in my workplace	30%	30%	40%	+7	-7
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	32%	22%	46%	+5	-6
Q25h. People are treated fairly and consistently in my workplace	43%	23%	35%	+8	-10
Q25i. People take responsibility for their decisions and actions in my workplace	42%	26%	32%	+8	-10
Q25j. I am able to speak up and share a different view to my colleagues and manager	64%	17%	19%	+9	-8
Q30a. My senior manager demonstrates honesty and integrity	67%	18%	15%	+10	-5
Q31e. Recruitment and promotion decisions in this organisation are fair	30%	30%	41%	+5	-7
Q31i. My responsibilities outside of work restrict my opportunities for promotion*	64%	24%	12%	+3	+5
Q32a. Age is not a barrier to success in my organisation	64%	22%	14%	+7	-1
Q32b. Gender is not a barrier to success in my organisation	67%	20%	13%	+8	-3
Q32c. Disability is not a barrier to success in my organisation	52%	36%	13%	+9	-6
Q32d. Cultural background is not a barrier to success in my organisation	66%	25%	8%	+6	-2
Q32e. Sexual orientation is not a barrier to success in my organisation	68%	25%	7%	+8	-2
Q32f. If I raised a complaint, I feel confident that it would be taken seriously	49%	23%	29%	+8	-8
Q32g. Women and men have equal access to work experiences that support career progression	63%	23%	14%	+6	-4

\* indicates a negatively worded question

## 06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
	Strongly agree	Disagree	Strongly disagree		
<b>Performance and development</b>					
Q28a. I receive useful feedback on my performance	48%	21%	31%	+10	-9
Q28b. My performance is assessed against clear criteria	39%	29%	32%	+9	-12
Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge	52%	22%	26%	+7	-9
Q28d. I am supported to pursue developmental opportunities in other workplaces	38%	30%	32%	+7	-7
Q28e. I am able to access relevant learning and development opportunities	47%	27%	26%	+7	-13
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	52%	26%	22%	+4	-10
Q28g. I am satisfied with the opportunities available for career development	38%	26%	36%	+6	-8
Q28h. I have had productive conversations with my manager on my performance in the past 12 months	45%	19%	36%	+10	-12
Q28i. I develop new knowledge and skills through undertaking tasks at work	63%	19%	18%	+10	-9
Q31b. My organisation is committed to developing its employees	44%	27%	29%	+9	-7

## 06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
<b>Leadership and engagement</b>					
Q29a. My manager treats employees with dignity and respect	73%	14%	14%	+9	-8
Q29b. My manager listens to what I have to say	71%	15%	15%	+10	-8
Q29c. My manager keeps me informed about what's going on	63%	16%	21%	+11	-9
Q29d. My manager understands my work	68%	16%	17%	+7	-7
Q29e. My manager creates a shared sense of purpose	62%	19%	19%	+10	-8
Q29f. My manager demonstrates honesty and integrity	70%	15%	14%	+9	-8
Q29g. My manager draws the best out of me	53%	25%	22%	+9	-8
Q31a. In my organisation, the leadership is of high quality	50%	23%	26%	+12	-3
Q31c. Management model the behaviours expected of all employees	49%	23%	27%	+11	-3
Q31d. In my organisation, the leadership operates with a high level of integrity	52%	25%	24%	+12	-3
Q31f. My organisation is well managed	45%	26%	28%	+11	-3
Q33a. I would recommend my organisation as a great place to work	57%	24%	19%	+12	-5
Q33b. I am proud to tell others I work for my organisation	63%	22%	15%	+10	-5
Q33c. I feel strong personal attachment to my organisation	54%	28%	19%	+8	-6
Q33d. My organisation motivates me to help it achieve its objectives	50%	29%	21%	+9	-4
Q33e. My organisation inspires me to do the best in my job	51%	27%	22%	+9	-4



## 06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
<b>My job</b>					
Q21a. I understand what is expected of me to do well in my job	88%	6%	6%	+2	-2
Q21b. I understand how my work contributes to my organisation's objectives	88%	6%	5%	+6	-3
Q22a. I have a choice in deciding how I do my work	59%	21%	20%	+7	-9
Q22e. My job gives me opportunities to utilise my skills	69%	17%	15%	+8	-7
Q22f. I enjoy the work in my current job	74%	16%	10%	+6	-1
Q22g. My job gives me a feeling of personal accomplishment	63%	20%	17%	+9	-6
Q34b. Your ability to work on your own initiative	77%	13%	9%	+9	-6
Q35. All things considered, how satisfied are you with your current job?	69%	17%	15%	+8	-3

# 07 Most changed since 2019, by question

## Purpose

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

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

### Key

Response scale:

Positive

Neutral

Negative

Question

Response scale %

vs 2019

### Survey questions with the most positive change

Q25c. There is adequate focus on workplace safety at my workplace	67%	17%	15%	+14
Q31g. In my organisation, senior leaders clearly consider the wellbeing of employees to be important	49%	23%	28%	+12
Q31h. The wellbeing of employees is a priority for my organisation	47%	24%	29%	+12
Q22b. I have the tools I need to do my job effectively	64%	16%	20%	+12
Q31a. In my organisation, the leadership is of high quality	50%	23%	26%	+12

### Survey questions with the most negative change

Q31i. My responsibilities outside of work restrict my opportunities for promotion*	64%	24%	12%	+3
Q23d. There is too much 'red tape' in my work (e.g. regulatory or administrative processes)*	20%	33%	47%	+3
Q23b. I feel burned out by my work*	41%	30%	30%	+3
Q25d. Approval processes at my workplace are excessive*	23%	39%	38%	+3
Q21a. I understand what is expected of me to do well in my job	88%	6%	6%	+2

\* indicates a negatively worded question

## 08 Flexible work

### Purpose

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

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

	2020	2019
<b>Do you currently use any flexible work options?</b>		
Use flexible workplace option	40%	30%
Use no flexible work option	60%	70%
<b>If yes to using flexible work option, which of the following do you use?</b>		
Flexible work hours for example accumulated hours as 'flexitime'	52%	53%
Telecommuting (Remote working)	35%	6%
Flexible work hours for example start late or early to meet responsibilities external to work	31%	26%
Part time work	14%	20%
Leave at half pay	7%	9%
Hot desks	6%	4%
Casual/on call	3%	4%
Compressed work hours	3%	4%
Other	3%	5%
Job sharing	1%	2%
Purchased leave/extended leave/deferred salary schemes	1%	1%
Part-year work/annualised hours	-	0%

## 08 Flexible work

	2020	2019
<b>Have you made a request regarding flexible work arrangements in the last 12 months?</b>		
No, I have not made a request but I am content with my current arrangements	<b>69%</b>	<b>71%</b>
Yes, I requested flexibility	<b>20%</b>	<b>16%</b>
No, I have not made a request but I am not content with my current arrangements	<b>12%</b>	<b>14%</b>
<b>If yes to having made a request regarding flexible work arrangements, was your request for flexible work arrangements:</b>		
Fully granted	<b>70%</b>	<b>63%</b>
Partially granted	<b>14%</b>	<b>13%</b>
Declined - reason provided	<b>6%</b>	<b>9%</b>
I have not received a reply as yet	<b>6%</b>	<b>4%</b>
Declined - no reason given	<b>4%</b>	<b>12%</b>
<b>If no to having made a request and not content with your current arrangement, why haven't you made a request to change your work arrangements?</b>		
None of the above	<b>30%</b>	<b>33%</b>
I didn't feel confident presenting my case or negotiating arrangements with my manager	<b>26%</b>	<b>19%</b>
I feel flexibility is not possible in my current job	<b>25%</b>	<b>24%</b>
Flexible working is frowned upon/not supported by my workplace culture	<b>23%</b>	<b>20%</b>
I was concerned that it may negatively impact my team	<b>18%</b>	<b>12%</b>
I felt it would limit my career	<b>18%</b>	<b>19%</b>
I didn't feel I had the right to	<b>17%</b>	<b>16%</b>
I don't feel confident in my manager's ability to manage staff working flexibly	<b>13%</b>	<b>14%</b>
I felt it would limit my access to training and development	<b>8%</b>	<b>9%</b>
I feel the technology I currently have access to does not support flexible working	<b>5%</b>	<b>6%</b>

# 09 Domestic and family violence

## Purpose

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

### All employees

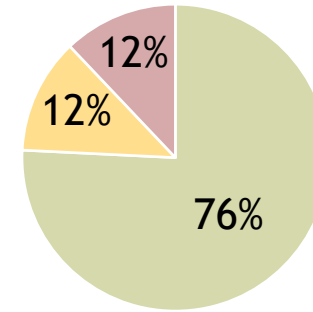
Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2020	2019
<b>Yes</b>	<b>76%</b>	<b>69%</b>
<b>Don't know</b>	<b>12%</b>	<b>15%</b>
<b>No</b>	<b>12%</b>	<b>16%</b>

### Managers

Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2020	2019
<b>Yes</b>	<b>91%</b>	<b>84%</b>
<b>No</b>	<b>5%</b>	<b>8%</b>
<b>Don't know</b>	<b>4%</b>	<b>8%</b>

### Managers

Q36c. In the past 12 months, have you been in a situation where you have responded to an employee/colleague affected by DFV?	2020	2019
<b>No</b>	<b>66%</b>	<b>68%</b>
<b>Yes</b>	<b>28%</b>	<b>26%</b>
<b>Prefer not to say</b>	<b>5%</b>	<b>3%</b>
<b>Don't know</b>	<b>1%</b>	<b>3%</b>



### Non-managers

Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2020	2019
<b>Yes</b>	<b>72%</b>	<b>66%</b>
<b>Don't know</b>	<b>14%</b>	<b>17%</b>
<b>No</b>	<b>14%</b>	<b>18%</b>

### Non-managers

Q36c. In the past 12 months, have you been in a situation where you have responded to an employee/colleague affected by DFV?	2020	2019
<b>No</b>	<b>84%</b>	<b>81%</b>
<b>Yes</b>	<b>10%</b>	<b>10%</b>
<b>Prefer not to say</b>	<b>4%</b>	<b>6%</b>
<b>Don't know</b>	<b>2%</b>	<b>3%</b>

# 09 Domestic and family violence

Question	Response scale %			vs 2019	vs Qld public sector
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## Managers

Q36a.a. I am confident that I could sensitively communicate with employees affected by domestic and family violence	88%	7%	4%	+3	+2
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	88%	8%	4%	+3	+2
Q36a.c. If I was made aware (e.g. by other colleagues) that domestic and family violence was affecting an employee, I am confident that I could respond appropriately	89%	7%	4%	+3	+3

## Non-managers

Q36b.a I am confident that I could sensitively communicate with colleagues affected by domestic and family violence	76%	17%	7%	+6	+1
Q36b.b. I am confident that I could effectively refer a colleague affected by domestic and family violence to appropriate support	75%	17%	8%	+6	0

### Key

Response scale:

Positive

Neutral

Negative

# 10 Bullying and sexual harassment

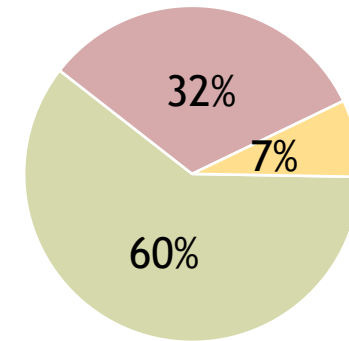
## Purpose

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

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

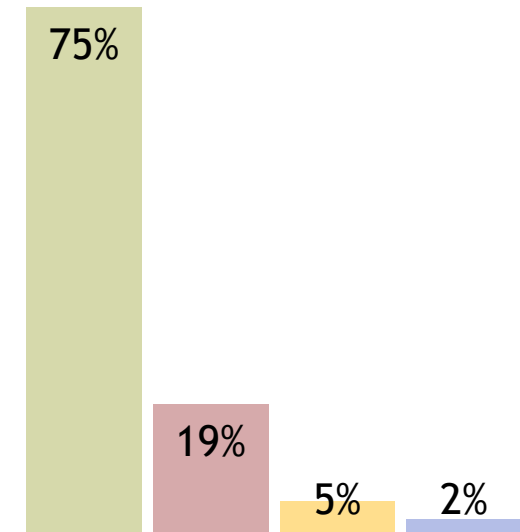
During the last 12 months have you witnessed bullying or sexual harassment in your workplace?

	2020	2019
No	60%	54%
Yes	32%	39%
Don't know	7%	6%



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

	2020	2019
No	75%	71%
Bullying	19%	22%
Don't know	5%	6%
Sexual harassment	2%	3%



# 10 Bullying and sexual harassment

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

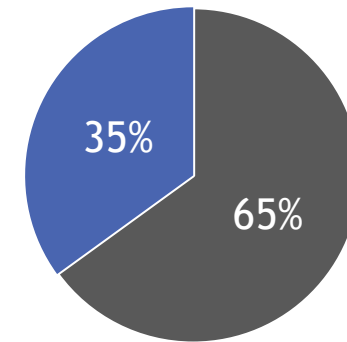
## Key

Yes

No

	2020	2019
<b>If you were subjected to bullying, who were you bullied by?</b>		
A fellow worker	51%	52%
Your immediate manager/supervisor	40%	42%
A senior manager	30%	35%
A group of fellow workers	26%	26%
A client/customer	8%	10%
A worker that reports to you	5%	5%
Prefer not to specify	5%	7%
Other	4%	2%
A member of the public	3%	3%
A representative of another agency	2%	2%
A consultant/service provider	1%	1%
<b>If you were subjected to bullying, what type of bullying did you experience?</b>		
Verbal abuse	64%	64%
Inappropriate and unfair application of work policies or rules	42%	47%
Other	31%	25%
Physical behaviour	14%	14%
Interference with your personal property or work equipment	12%	12%
'Initiations' or pranks	9%	11%
Cyber bullying	7%	9%

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



	2020	2019
<b>Why did you not report the bullying?</b>		
I did not think any action would be taken	61%	61%
It could affect my career	46%	46%
Managers accepted the behaviour	37%	39%
I did not want to upset relationships in the workplace	36%	33%
I did not think it was worth the hassle of going through the report process	36%	30%
I did not have enough evidence	19%	21%
I did not think the bullying was serious enough	16%	11%
Other	12%	12%
The matter was resolved informally	6%	7%
I did not know how to report it	5%	6%



# 10 Bullying and sexual harassment

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

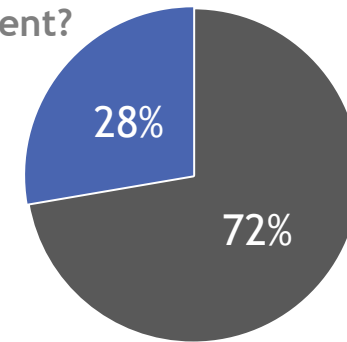
## Key

Yes

No

	2020	2019
<b>If you were subjected to sexual harassment, who were you sexually harassed by?</b>		
A fellow worker	72%	66%
A client/customer	17%	14%
Your immediate manager/supervisor	14%	22%
A senior manager	9%	11%
A group of fellow workers	9%	17%
Other	8%	5%
Prefer not to specify	8%	13%
A member of the public	3%	2%
A worker that reports to you	2%	3%
A consultant/service provider	2%	6%
A representative of another agency	2%	2%
<b>If you were subjected to sexual harassment, what type of sexual harassment did you experience?</b>		
Remarks of a sexual nature	78%	72%
Unwanted physical intimacy	29%	30%
Unwelcome demand or request, either directly or implied, for sexual favours	26%	31%
Any other unwelcome conduct of a sexual nature in relation to you	23%	29%
Other	14%	17%

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



	2020	2019
<b>Why did you not report the sexual harassment?</b>		
It could affect my career	43%	39%
I did not think any action would be taken	36%	41%
I did not want to upset relationships in the workplace	30%	34%
I did not think the sexual harassment was serious enough	26%	19%
I did not think it was worth the hassle of going through the report process	21%	27%
I did not have enough evidence	17%	22%
Managers accepted the behaviour	15%	27%
Other	15%	16%
I did not know how to report it	13%	1%
The matter was resolved informally	11%	10%

# 11 Civility

## Purpose

This section is focused on exploring workplace behavior.

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

## Key

### Positive

Daily  
Very often  
Often  
Regularly

### Negative

Rarely/  
sporadically  
Never

### \*Negatively worded question

### Negative

Daily  
Very often  
Often  
Regularly

### Positive

Rarely/  
sporadically  
Never

Question

Response scale %

vs  
2019

vs Qld  
public  
sector

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

Showed appreciation of you and your work

64%

36%

+10

-7

Made you feel included

74%

26%

+8

-7

Was polite and courteous with you

91%

9%

+6

-2

Made you feel ignored\*

86%

14%

+2

-3

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

88%

12%

+2

-3

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

90%

10%

+1

-3

Acted in an aggressive or intimidating manner towards you\*

94%

6%

+2

-2

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

92%

8%

+2

-3

\* indicates a negatively worded question

# 11 Civility

## Purpose

This section is focused on exploring workplace behavior.

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

## Key

### Positive

Daily  
Very often  
Often  
Regularly

### Negative

Rarely/  
sporadically  
Never

### \*Negatively worded question

### Negative

Daily  
Very often  
Often  
Regularly

### Positive

Rarely/  
sporadically  
Never

Question

Response scale %

vs  
2019

vs Qld  
public  
sector

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

Showed appreciation of you and your work

65%

35%

+9

-5

Made you feel included

80%

20%

+6

-5

Was polite and courteous with you

91%

9%

+4

-3

Made you feel ignored\*

82%

18%

+3

-5

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

82%

18%

+3

-6

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

83%

17%

+2

-6

Acted in an aggressive or intimidating manner towards you\*

90%

10%

+2

-4

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

87%

13%

+2

-6

\* indicates a negatively worded question

# 12 Agency specific questions

## Purpose

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

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

## Key

Response scale:

Positive

Neutral

Negative

Question	Response scale %			vs 2019
	Positive	Neutral	Negative	
QCS g. I am sensitive and respectful towards Aboriginal and Torres Strait Islander cultures and peoples	89%	9%	1%	-
QCS a. QCS is taking all reasonable steps to ensure the safety and wellbeing of employees	58%	20%	21%	+20
QCS c. I would feel comfortable reporting instances of wrongdoing in my workplace	58%	18%	24%	+8
QCS e. QCS acknowledges, values and respects the contributions of all employees	50%	25%	25%	+15
QCS d. I am confident reported instances of wrongdoing will be managed well by my workplace	44%	24%	32%	+11
QCS f. I feel QCS' engagement with the community has improved public perceptions in the past 12 months	43%	38%	19%	+19
QCS h. QCS has made progress over the last 12 months to be One QCS"	39%	38%	22%	-
QCS b. QCS has made reasonable progress in the past 12 months towards an end-to-end case management approach to reduce recidivism	39%	38%	23%	+3

## 12 Agency specific questions

	2020
<b>QCS i. My awareness of Aboriginal and Torres Strait Islander cultures is based on:</b>	
QCS provided cultural awareness training (e.g. Aboriginal and Torres Strait Islander Mental Health First Aid)	<b>63%</b>
Lived experience	<b>53%</b>
Other cultural awareness training	<b>42%</b>
I don't have much awareness of Aboriginal and Torres Strait Islander cultures	<b>7%</b>

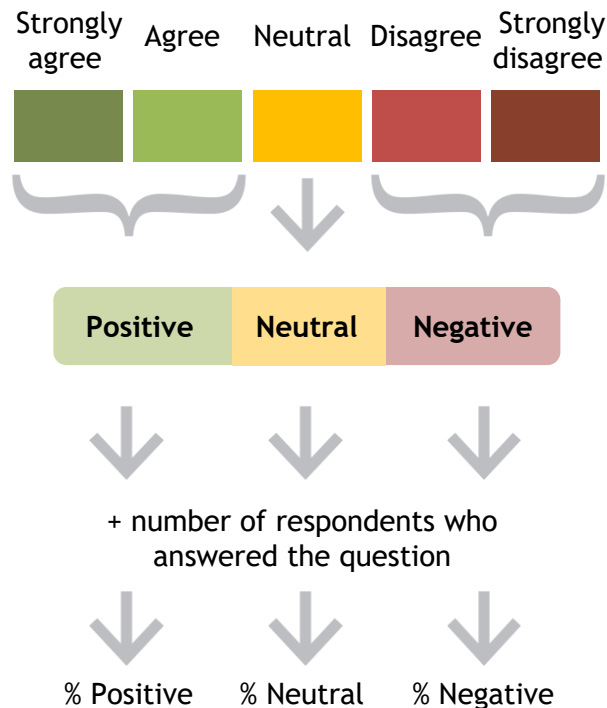
	2020
<b>QCS j. How would you improve organisational culture in QCS?</b>	
Greater transparency of decisions	<b>56%</b>
Improve the cohesion and collaboration among team members	<b>50%</b>
More support for employees' ideas for improvement	<b>44%</b>
Raising the standard of workplace conduct	<b>36%</b>
Change in leadership capability	<b>34%</b>
Improve the physical working environment	<b>33%</b>

# 13 How to interpret this report

## % Positive, neutral and negative scores

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

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



## Negatively worded questions

### What are negatively worded questions?

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

### How are the negatively worded responses scored?

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

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

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

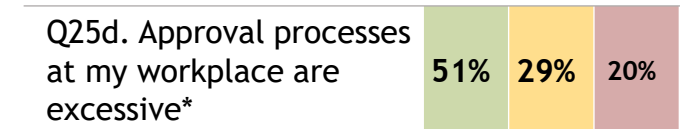
## EXAMPLE

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

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

OR

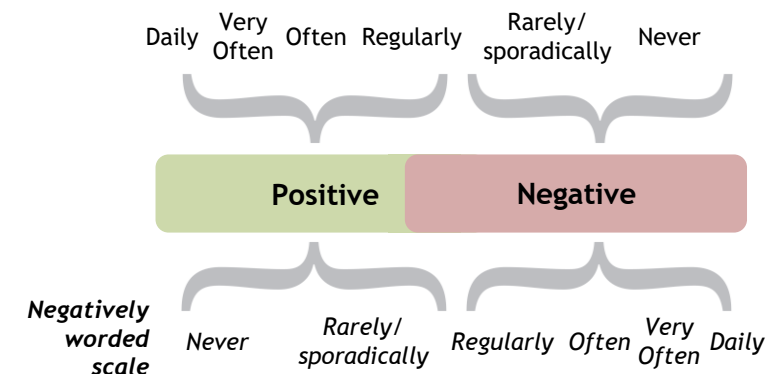
**51% felt that the "Approval processes at their work are not excessive"**



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

## Interpreting the six point scale

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



# 13 How to interpret this report

## Rounding

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

## Factor scores

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

## Workplace climate index scores

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

## Number of respondents

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

## % Change and division comparisons

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

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

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

## Definitions

The following definitions were used in the survey:

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

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