



## 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.

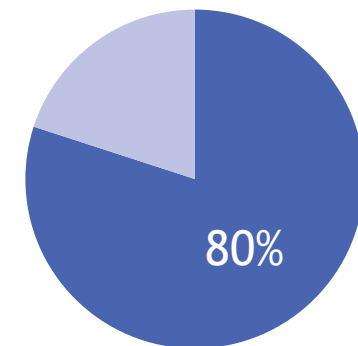
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Returned surveys:

# 510

Response Rate:



# 01 Factors

## Purpose

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

### Key

Response scale:

Positive

Neutral

Negative

## Factors

Name	Response scale %			vs 2019	vs Qld public sector
Agency engagement	80%	16%	4%	-1	+20
Job empowerment	82%	10%	8%	-2	+9
Workload and health*	46%	30%	23%	-2	+7
Learning and development	70%	18%	12%	-2	+14
My workgroup	86%	9%	5%	0	+10
My manager	83%	11%	6%	-3	+10
Organisational leadership	74%	18%	8%	+1	+22
Organisational fairness	52%	26%	21%	-1	+9
Anti-discrimination	81%	15%	4%	-1	+15
Innovation	68%	22%	10%	+1	+7

\* % 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	Legal Aid Queensland	Civil Justice Services	Corporate Services	Counsel	Criminal Law Services	Executive Services	Family Law Services	Grants	Information and Advice Services	Regional Offices
Responses	510	20	58	14	86	17	87	61	57	110
Agency engagement	80%	77%	67%	91%	84%	82%	83%	66%	80%	86%
Anti-discrimination	81%	69%	81%	78%	81%	80%	81%	74%	85%	87%
Innovation	68%	72%	68%	79%	74%	83%	70%	50%	65%	68%
Job empowerment	82%	81%	73%	90%	90%	90%	87%	73%	72%	88%
Learning and development	70%	74%	62%	84%	75%	73%	70%	53%	73%	75%
My manager	83%	79%	79%	88%	93%	86%	84%	74%	81%	83%
My workgroup	86%	91%	85%	89%	92%	94%	83%	75%	90%	88%
Organisational fairness	52%	43%	49%	43%	57%	41%	56%	34%	59%	59%
Organisational leadership	74%	74%	71%	82%	81%	82%	72%	55%	66%	83%
Workload and health*	46%	42%	53%	31%	50%	43%	44%	43%	57%	42%

\* % 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	84%	13%	4%	-2	+22
Q33b. I am proud to tell others I work for my organisation	85%	11%	4%	-2	+17
Q33c. I feel strong personal attachment to my organisation	77%	18%	5%	0	+18
Q33d. My organisation motivates me to help it achieve its objectives	73%	22%	5%	-4	+19
Q33e. My organisation inspires me to do the best in my job	78%	17%	5%	0	+23
<b>Job empowerment</b>					
Q22a. I have a choice in deciding how I do my work	73%	17%	10%	-5	+5
Q22b. I have the tools I need to do my job effectively	83%	8%	9%	+1	+10
Q22c. I get the information I need to do my job well	84%	10%	6%	0	+14
Q22d. I have the authority necessary to do my job effectively	82%	10%	8%	-2	+11
Q22e. My job gives me opportunities to utilise my skills	83%	9%	8%	-2	+7
Q34b. Your ability to work on your own initiative	90%	6%	5%	-1	+7

## 03 Factors by question

Question	Response scale %			vs 2019	vs Qld public sector
<b>Workload and health*</b>					
Q23a. I am overloaded with work*	38%	36%	26%	-4	+6
Q23b. I feel burned out by my work*	47%	28%	25%	-3	+7
Q23e. My work has a negative impact on my health*	55%	27%	19%	+1	+10

\* 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	74%	14%	12%	-2	+13
Q28e. I am able to access relevant learning and development opportunities	77%	14%	8%	-1	+18
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	69%	21%	9%	-4	+8
Q28g. I am satisfied with the opportunities available for career development	58%	23%	20%	-2	+11
Q31b. My organisation is committed to developing its employees	72%	19%	9%	-4	+21

## 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	87%	7%	6%	-2	+12
Q24b. I receive help and support from other people in my workgroup	90%	7%	3%	-2	+6
Q24c. People in my workgroup are honest, open and transparent in their dealings	80%	11%	8%	-1	+12
Q24d. People in my workgroup use their time and resources efficiently	79%	13%	8%	+2	+13
Q24e. People in my workgroup treat customers with respect	93%	6%	1%	+2	+7
Q24f. People in my workgroup are committed to delivering excellent service to customers	90%	8%	2%	+1	+8
Q24g. People in my workgroup do their jobs effectively	85%	9%	6%	-2	+9
<b>My manager</b>					
Q29a. My manager treats employees with dignity and respect	88%	8%	5%	-3	+7
Q29b. My manager listens to what I have to say	87%	9%	4%	-4	+8
Q29c. My manager keeps me informed about what's going on	83%	10%	7%	0	+12
Q29d. My manager understands my work	83%	11%	6%	-3	+8
Q29e. My manager creates a shared sense of purpose	82%	13%	5%	-1	+12
Q29f. My manager demonstrates honesty and integrity	87%	10%	4%	-4	+9
Q29g. My manager draws the best out of me	71%	20%	9%	-6	+10

## 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	75%	17%	8%	0	+22
Q31c. Management model the behaviours expected of all employees	71%	19%	10%	+2	+19
Q31d. In my organisation, the leadership operates with a high level of integrity	77%	17%	6%	0	+22
Q31f. My organisation is well managed	73%	19%	8%	+4	+25
<b>Organisational fairness</b>					
Q25f. Performance is assessed and rewarded fairly in my workplace	43%	34%	22%	-1	+7
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	42%	27%	30%	-1	+5
Q25h. People are treated fairly and consistently in my workplace	61%	18%	21%	-2	+9
Q25i. People take responsibility for their decisions and actions in my workplace	65%	22%	14%	+1	+12
Q31e. Recruitment and promotion decisions in this organisation are fair	50%	31%	19%	-1	+13

## 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	79%	16%	5%	-2	+14
Q32b. Gender is not a barrier to success in my organisation	85%	10%	4%	0	+16
Q32c. Disability is not a barrier to success in my organisation	77%	18%	5%	+1	+19
Q32d. Cultural background is not a barrier to success in my organisation	80%	15%	4%	-1	+12
Q32e. Sexual orientation is not a barrier to success in my organisation	85%	13%	2%	0	+15
<b>Innovation</b>					
Q27a. I get the opportunity to develop new and better ways of doing my job	64%	22%	14%	-3	+6
Q27b. I am encouraged to make suggestions about improving work processes and/or services	75%	16%	9%	-1	+7
Q27c. Management is willing to act on suggestions to improve how things are done	64%	23%	13%	+1	+9
Q27d. My workgroup uses research and expertise to identify better practice	58%	31%	11%	0	+1
Q27e. My workgroup always tries to improve its performance	79%	16%	5%	+3	+10
Q27f. My organisation is open to new ideas	67%	25%	8%	+3	+12



# 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	71%	18%	11%	+1	+14
Effectiveness and innovation	66%	21%	13%	0	+8
People and relationships	86%	9%	5%	0	+9
Fairness and trust	71%	18%	11%	0	+12
Performance and development	69%	20%	12%	-1	+13
Leadership and engagement	80%	15%	6%	-1	+16
My job	85%	9%	6%	-2	+7

## 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	Legal Aid Queensland	Civil Justice Services	Corporate Services	Counsel	Criminal Law Services	Executive Services	Family Law Services	Grants	Information and Advice Services	Regional Offices
Responses	510	20	58	14	86	17	87	61	57	110
Effectiveness and innovation	66%	68%	61%	67%	71%	75%	70%	55%	64%	68%
Fairness and trust	71%	64%	70%	69%	74%	68%	72%	59%	74%	75%
Leadership and engagement	80%	77%	73%	87%	87%	84%	81%	67%	77%	84%
My job	85%	89%	77%	89%	90%	93%	87%	77%	75%	89%
People and relationships	86%	89%	85%	89%	92%	93%	83%	75%	90%	88%
Performance and development	69%	70%	64%	74%	73%	72%	69%	52%	70%	75%
Safety, health and wellness	71%	70%	72%	66%	76%	79%	70%	67%	71%	71%

## 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*	38%	36%	26%	-4	+6
Q23b. I feel burned out by my work*	47%	28%	25%	-3	+7
Q23e. My work has a negative impact on my health*	55%	27%	19%	+1	+10
Q23f. My work contributes positively to my quality of life	55%	35%	10%	-3	+9
Q24h. People in my workgroup are committed to workplace safety	88%	10%	2%	+1	+6
Q24j. People in my workgroup work together to ensure flexible work arrangements meet both individual and business needs	82%	13%	6%	-1	+13
Q25b. My workplace culture supports people to achieve a good work/life balance	85%	11%	4%	+1	+21
Q25c. There is adequate focus on workplace safety at my workplace	90%	8%	2%	+4	+13
Q29h. My manager proactively discusses flexible work arrangements with my workgroup	77%	16%	8%	+7	+19
Q31g. In my organisation, senior leaders clearly consider the wellbeing of employees to be important	80%	13%	7%	+6	+26
Q31h. The wellbeing of employees is a priority for my organisation	81%	14%	6%	+3	+28
Q31j. My commitment to this organisation would be questioned if I chose to use flexible work options*	68%	16%	16%	+1	+19
Q34e. Your work-life balance	79%	12%	8%	-3	+12
Q34g. Your ability to access and use flexible work arrangements	79%	14%	8%	+1	+18

\* 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	83%	8%	9%	+1	+10
Q22c. I get the information I need to do my job well	84%	10%	6%	0	+14
Q22d. I have the authority necessary to do my job effectively	82%	10%	8%	-2	+11
Q23c. I feel my job is secure	71%	14%	15%	-1	+7
Q23d. There is too much 'red tape' in my work (e.g. regulatory or administrative processes)*	29%	37%	34%	-1	+10
Q24k. People in my workgroup share diverse ideas to develop innovative solutions	73%	18%	9%	-4	+6
Q25d. Approval processes at my workplace are excessive*	24%	46%	31%	-6	+4
Q26a. My workplace has undergone significant change in the past 12 months	58%	27%	15%	+15	+4
Q27a. I get the opportunity to develop new and better ways of doing my job	64%	22%	14%	-3	+6
Q27b. I am encouraged to make suggestions about improving work processes and/or services	75%	16%	9%	-1	+7
Q27c. Management is willing to act on suggestions to improve how things are done	64%	23%	13%	+1	+9
Q27d. My workgroup uses research and expertise to identify better practice	58%	31%	11%	0	+1
Q27e. My workgroup always tries to improve its performance	79%	16%	5%	+3	+10
Q27f. My organisation is open to new ideas	67%	25%	8%	+3	+12
Q34f. Your ability to 'make a difference' to the community	81%	15%	5%	-1	+15

\* 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	87%	7%	6%	-2	+12
Q24b. I receive help and support from other people in my workgroup	90%	7%	3%	-2	+6
Q24c. People in my workgroup are honest, open and transparent in their dealings	80%	11%	8%	-1	+12
Q24d. People in my workgroup use their time and resources efficiently	79%	13%	8%	+2	+13
Q24e. People in my workgroup treat customers with respect	93%	6%	1%	+2	+7
Q24f. People in my workgroup are committed to delivering excellent service to customers	90%	8%	2%	+1	+8
Q24g. People in my workgroup do their jobs effectively	85%	9%	6%	-2	+9
Q24i. People in my workgroup work effectively with other workgroups in my organisation to deliver service to our customers	87%	9%	5%	+4	+8

## 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	84%	11%	4%	-1	+11
Q25f. Performance is assessed and rewarded fairly in my workplace	43%	34%	22%	-1	+7
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	42%	27%	30%	-1	+5
Q25h. People are treated fairly and consistently in my workplace	61%	18%	21%	-2	+9
Q25i. People take responsibility for their decisions and actions in my workplace	65%	22%	14%	+1	+12
Q25j. I am able to speak up and share a different view to my colleagues and manager	81%	10%	9%	-1	+9
Q30a. My senior manager demonstrates honesty and integrity	84%	10%	6%	-1	+12
Q31e. Recruitment and promotion decisions in this organisation are fair	50%	31%	19%	-1	+13
Q31i. My responsibilities outside of work restrict my opportunities for promotion*	63%	20%	16%	+3	+4
Q32a. Age is not a barrier to success in my organisation	79%	16%	5%	-2	+14
Q32b. Gender is not a barrier to success in my organisation	85%	10%	4%	0	+16
Q32c. Disability is not a barrier to success in my organisation	77%	18%	5%	+1	+19
Q32d. Cultural background is not a barrier to success in my organisation	80%	15%	4%	-1	+12
Q32e. Sexual orientation is not a barrier to success in my organisation	85%	13%	2%	0	+15
Q32f. If I raised a complaint, I feel confident that it would be taken seriously	72%	14%	13%	-1	+16
Q32g. Women and men have equal access to work experiences that support career progression	84%	12%	4%	+1	+18

\* indicates a negatively worded question

## 06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
<b>Performance and development</b>					
Q28a. I receive useful feedback on my performance	67%	20%	13%	0	+10
Q28b. My performance is assessed against clear criteria	65%	23%	12%	+2	+13
Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge	74%	14%	12%	-2	+13
Q28d. I am supported to pursue developmental opportunities in other workplaces	55%	30%	15%	+2	+10
Q28e. I am able to access relevant learning and development opportunities	77%	14%	8%	-1	+18
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	69%	21%	9%	-4	+8
Q28g. I am satisfied with the opportunities available for career development	58%	23%	20%	-2	+11
Q28h. I have had productive conversations with my manager on my performance in the past 12 months	71%	17%	12%	0	+13
Q28i. I develop new knowledge and skills through undertaking tasks at work	79%	14%	7%	-2	+7
Q31b. My organisation is committed to developing its employees	72%	19%	9%	-4	+21

## 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	88%	8%	5%	-3	+7
Q29b. My manager listens to what I have to say	87%	9%	4%	-4	+8
Q29c. My manager keeps me informed about what's going on	83%	10%	7%	0	+12
Q29d. My manager understands my work	83%	11%	6%	-3	+8
Q29e. My manager creates a shared sense of purpose	82%	13%	5%	-1	+12
Q29f. My manager demonstrates honesty and integrity	87%	10%	4%	-4	+9
Q29g. My manager draws the best out of me	71%	20%	9%	-6	+10
Q31a. In my organisation, the leadership is of high quality	75%	17%	8%	0	+22
Q31c. Management model the behaviours expected of all employees	71%	19%	10%	+2	+19
Q31d. In my organisation, the leadership operates with a high level of integrity	77%	17%	6%	0	+22
Q31f. My organisation is well managed	73%	19%	8%	+4	+25
Q33a. I would recommend my organisation as a great place to work	84%	13%	4%	-2	+22
Q33b. I am proud to tell others I work for my organisation	85%	11%	4%	-2	+17
Q33c. I feel strong personal attachment to my organisation	77%	18%	5%	0	+18
Q33d. My organisation motivates me to help it achieve its objectives	73%	22%	5%	-4	+19
Q33e. My organisation inspires me to do the best in my job	78%	17%	5%	0	+23



## 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	94%	3%	3%	-1	+4
Q21b. I understand how my work contributes to my organisation's objectives	95%	3%	2%	-1	+4
Q22a. I have a choice in deciding how I do my work	73%	17%	10%	-5	+5
Q22e. My job gives me opportunities to utilise my skills	83%	9%	8%	-2	+7
Q22f. I enjoy the work in my current job	81%	15%	4%	-4	+6
Q22g. My job gives me a feeling of personal accomplishment	78%	13%	8%	-2	+9
Q34b. Your ability to work on your own initiative	90%	6%	5%	-1	+7
Q35. All things considered, how satisfied are you with your current job?	84%	9%	7%	-1	+12

# 07 Most changed since 2019, by question

## Purpose

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

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

### Key

Response scale:

Positive

Neutral

Negative

Question	Response scale %			vs 2019
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### Survey questions with the most positive change

Q29h. My manager proactively discusses flexible work arrangements with my workgroup	77%	16%	8%	+7
Q31g. In my organisation, senior leaders clearly consider the wellbeing of employees to be important	80%	13%	7%	+6
Q24i. People in my workgroup work effectively with others in my org to deliver services to customers	87%	9%	5%	+4
Q25c. There is adequate focus on workplace safety at my workplace	90%	8%	2%	+4
Q31f. My organisation is well managed	73%	19%	8%	+4

### Survey questions with the most negative change

Q29b. My manager listens to what I have to say	87%	9%	4%	-4
Q22f. I enjoy the work in my current job	81%	15%	4%	-4
Q22a. I have a choice in deciding how I do my work	73%	17%	10%	-5
Q25d. Approval processes at my workplace are excessive*	24%	46%	31%	-6
Q29g. My manager draws the best out of me	71%	20%	9%	-6

\* indicates a negatively worded question

## 08 Flexible work

### Purpose

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

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

	2020	2019
<b>Do you currently use any flexible work options?</b>		
Use flexible workplace option	<b>79%</b>	<b>78%</b>
Use no flexible work option	<b>21%</b>	<b>22%</b>
<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'	<b>66%</b>	<b>70%</b>
Telecommuting (Remote working)	<b>52%</b>	<b>15%</b>
Part time work	<b>27%</b>	<b>30%</b>
Flexible work hours for example start late or early to meet responsibilities external to work	<b>24%</b>	<b>21%</b>
Hot desks	<b>7%</b>	<b>6%</b>
Leave at half pay	<b>7%</b>	<b>8%</b>
Compressed work hours	<b>3%</b>	<b>5%</b>
Purchased leave/extended leave/deferred salary schemes	<b>3%</b>	<b>3%</b>
Job sharing	<b>2%</b>	<b>2%</b>
Other	<b>2%</b>	<b>1%</b>
Part-year work/annualised hours	<b>1%</b>	<b>-</b>
Term-time working	<b>1%</b>	<b>-</b>
Casual/on call	<b>0%</b>	<b>0%</b>

## 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	50%	67%
Yes, I requested flexibility	43%	26%
No, I have not made a request but I am not content with my current arrangements	7%	7%
<b>If yes to having made a request regarding flexible work arrangements, was your request for flexible work arrangements:</b>		
Fully granted	61%	83%
I have not received a reply as yet	23%	1%
Partially granted	13%	11%
Declined - reason provided	2%	3%
Declined - no reason given	1%	1%
<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	35%	17%
I was concerned that it may negatively impact my team	26%	39%
I didn't feel confident presenting my case or negotiating arrangements with my manager	26%	17%
I didn't feel I had the right to	18%	17%
Flexible working is frowned upon/not supported by my workplace culture	18%	14%
I felt it would limit my career	12%	28%
I feel flexibility is not possible in my current job	12%	36%
I felt it would limit my access to training and development	3%	3%
I feel the technology I currently have access to does not support flexible working	3%	14%
I don't feel confident in my manager's ability to manage staff working flexibly	3%	3%

# 09 Domestic and family violence

## Purpose

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

### All employees

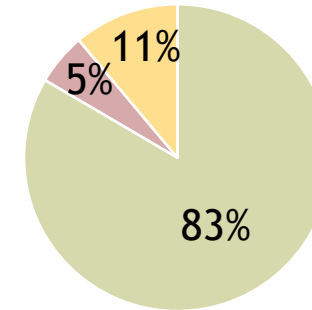
Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2020	2019
<b>Yes</b>	<b>83%</b>	<b>77%</b>
<b>No</b>	<b>5%</b>	<b>8%</b>
<b>Don't know</b>	<b>11%</b>	<b>15%</b>

### 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>98%</b>	<b>88%</b>
<b>No</b>	<b>1%</b>	<b>6%</b>
<b>Don't know</b>	<b>1%</b>	<b>5%</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>72%</b>	<b>73%</b>
<b>Yes</b>	<b>22%</b>	<b>23%</b>
<b>Prefer not to say</b>	<b>4%</b>	<b>4%</b>
<b>Don't know</b>	<b>2%</b>	<b>-</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>80%</b>	<b>74%</b>
<b>Don't know</b>	<b>13%</b>	<b>18%</b>
<b>No</b>	<b>6%</b>	<b>8%</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>89%</b>	<b>87%</b>
<b>Prefer not to say</b>	<b>5%</b>	<b>4%</b>
<b>Yes</b>	<b>4%</b>	<b>6%</b>
<b>Don't know</b>	<b>2%</b>	<b>2%</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	90%	7%	2%	+1	+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	89%	10%	1%	-2	+3
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	93%	7%	0%	+2	+7

## Non-managers

Q36b.a I am confident that I could sensitively communicate with colleagues affected by domestic and family violence	86%	10%	4%	+6	+11
Q36b.b. I am confident that I could effectively refer a colleague affected by domestic and family violence to appropriate support	86%	9%	5%	+7	+11

### Key

Response scale:

Positive

Neutral

Negative

# 10 Bullying and sexual harassment

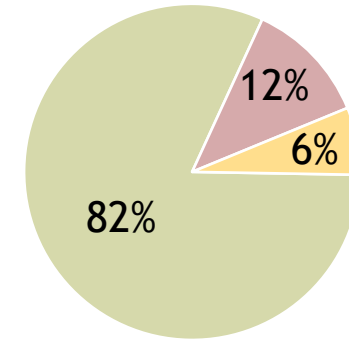
## Purpose

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%.*

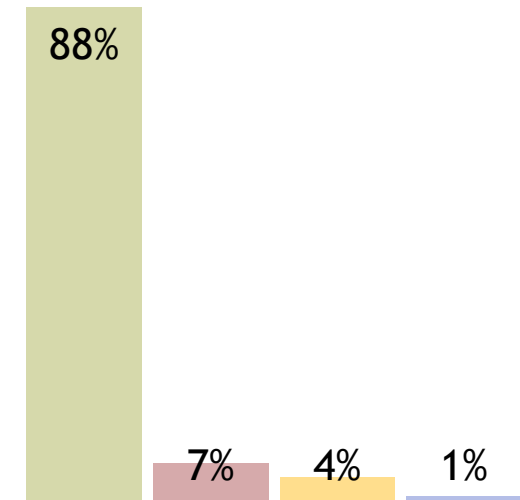
During the last 12 months have you witnessed bullying or sexual harassment in your workplace?

	2020	2019
No	82%	81%
Yes	12%	15%
Don't know	6%	4%



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

	2020	2019
No	88%	88%
Bullying	7%	7%
Don't know	4%	4%
Sexual harassment	1%	1%



# 10 Bullying and sexual harassment

*NOTE: Only respondents who identified they had been subjected to bullying were asked these questions.*

*Therefore the population base is a smaller number of total survey respondents.*

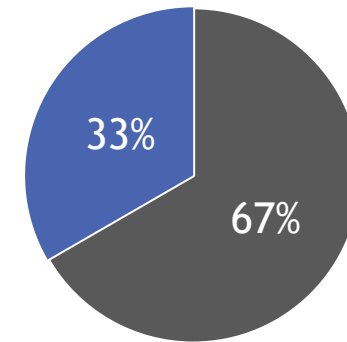
## Key

Yes

No

	2020	2019
<b>If you were subjected to bullying, who were you bullied by?</b>		
Your immediate manager/supervisor	30%	32%
A fellow worker	30%	59%
A senior manager	27%	15%
A client/customer	18%	6%
Prefer not to specify	9%	6%
A group of fellow workers	6%	24%
A representative of another agency	6%	9%
A worker that reports to you	3%	6%
A member of the public	3%	6%
A consultant/service provider	3%	6%
Other	3%	-
<b>If you were subjected to bullying, what type of bullying did you experience?</b>		
Verbal abuse	48%	62%
Inappropriate and unfair application of work policies or rules	45%	47%
Other	36%	32%
Cyber bullying	12%	12%
Interference with your personal property or work equipment	9%	3%
Physical behaviour	3%	12%
'Initiations' or pranks	-	3%

**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	73%	50%
I did not think it was worth the hassle of going through the report process	55%	55%
I did not want to upset relationships in the workplace	50%	75%
It could affect my career	50%	50%
Managers accepted the behaviour	32%	35%
I did not have enough evidence	14%	35%
I did not think the bullying was serious enough	14%	45%
I did not know how to report it	14%	0%
Other	14%	15%
The matter was resolved informally	-	10%



# 10 Bullying and sexual harassment

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

## Key

Yes

No

2020

2019

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

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.

2020

2019

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 2019 score.

## Key

### Positive Negative

Daily	Rarely/ sporadically
Very often	Never
Often	
Regularly	

*\*Negatively worded question*

### Negative Positive

Daily	Rarely/ sporadically
Very often	Never
Often	
Regularly	

Question

Response scale %

vs  
2019

vs Qld  
public  
sector

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

Showed appreciation of you and your work

79%

21%

-2

+8

Made you feel included

88%

12%

-3

+7

Was polite and courteous with you

97%

3%

-2

+3

Made you feel ignored\*

92%

8%

-2

+3

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

94%

6%

-2

+3

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

96%

4%

-1

+3

Acted in an aggressive or intimidating manner towards you\*

97%

3%

-1

+1

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

97%

3%

-1

+2

*\* indicates a negatively worded question*

# 11 Civility

## Purpose

This section is focused on exploring workplace behavior.

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

## Key

### Positive Negative

Daily	Rarely/ sporadically
Very often	Never
Often	
Regularly	

*\*Negatively worded question*

### Negative Positive

Daily	Rarely/ sporadically
Very often	Never
Often	
Regularly	

Question

Response scale %

vs  
2019

vs Qld  
public  
sector

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

Showed appreciation of you and your work

78%

22%

-1

+7

Made you feel included

89%

11%

-2

+4

Was polite and courteous with you

97%

3%

-1

+3

Made you feel ignored\*

92%

8%

0

+5

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

93%

7%

0

+5

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

96%

4%

0

+6

Acted in an aggressive or intimidating manner towards you\*

97%

3%

-1

+3

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

98%

2%

0

+5

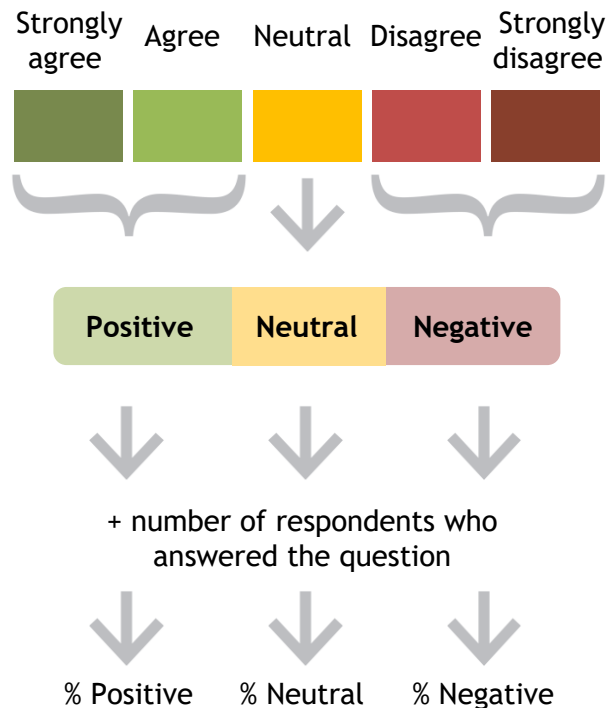
*\* indicates a negatively worded question*

# 12 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.

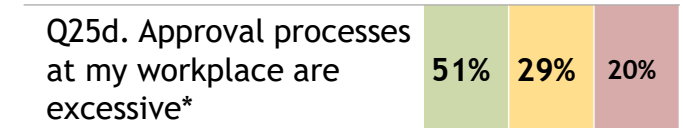
## EXAMPLE

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

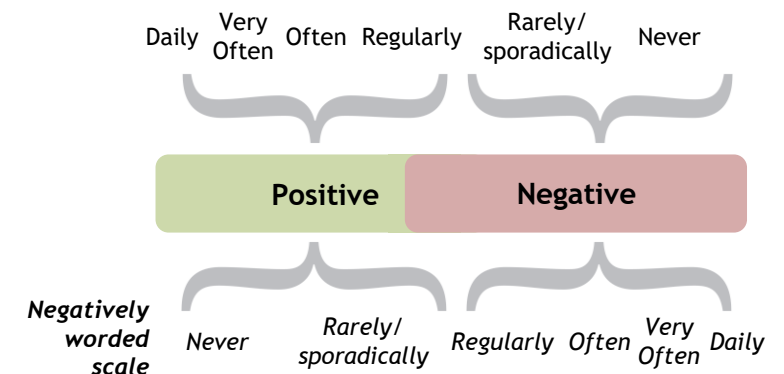
**51% felt that the “Approval processes at their work are not excessive”**



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.



# 12 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.