



## 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.

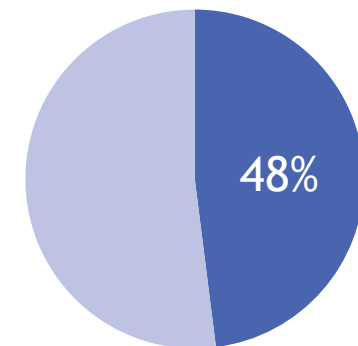
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Returned surveys:

# 992

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	55%	30%	16%	+4	-5
Job empowerment	67%	18%	14%	+1	-6
Workload and health*	38%	33%	29%	-3	-1
Learning and development	48%	30%	22%	+3	-8
My workgroup	70%	19%	11%	+2	-6
My manager	67%	19%	14%	+4	-6
Organisational leadership	46%	28%	26%	+8	-6
Organisational fairness	37%	31%	32%	+2	-6
Anti-discrimination	71%	22%	7%	+3	+4
Innovation	53%	28%	19%	+4	-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	Department of Communities, Disability Services and Seniors	Community Services and Seniors	Corporate Services	Disability Accommodation, Respite and Forensic Services	Disability Connect Queensland	Office of the Director-General and Ministerial and Executive Services	Strategic Policy and Legislation
Responses	992	212	100	525	91	14	24
Agency engagement	55%	48%	57%	54%	67%	89%	64%
Anti-discrimination	71%	68%	74%	68%	80%	88%	82%
Innovation	53%	48%	67%	47%	69%	85%	78%
Job empowerment	67%	58%	79%	65%	81%	89%	76%
Learning and development	48%	38%	53%	49%	55%	68%	67%
My manager	67%	62%	85%	62%	85%	86%	88%
My workgroup	70%	69%	86%	63%	90%	91%	92%
Organisational fairness	37%	34%	51%	30%	53%	67%	78%
Organisational leadership	46%	34%	58%	43%	63%	87%	89%
Workload and health*	38%	31%	43%	37%	41%	71%	55%

\* % 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	56%	27%	18%	+7	-7
Q33b. I am proud to tell others I work for my organisation	66%	22%	11%	+7	-2
Q33c. I feel strong personal attachment to my organisation	53%	32%	15%	+2	-6
Q33d. My organisation motivates me to help it achieve its objectives	50%	33%	17%	+2	-4
Q33e. My organisation inspires me to do the best in my job	49%	34%	17%	0	-6
<b>Job empowerment</b>					
Q22a. I have a choice in deciding how I do my work	62%	23%	14%	-4	-6
Q22b. I have the tools I need to do my job effectively	65%	18%	17%	0	-8
Q22c. I get the information I need to do my job well	65%	19%	16%	+4	-5
Q22d. I have the authority necessary to do my job effectively	59%	24%	18%	-1	-13
Q22e. My job gives me opportunities to utilise my skills	71%	17%	12%	+1	-5
Q34b. Your ability to work on your own initiative	83%	10%	7%	+5	0

## 03 Factors by question

Question	Response scale %			vs 2019	vs Qld public sector
<b>Workload and health*</b>					
Q23a. I am overloaded with work*	32%	37%	31%	-5	0
Q23b. I feel burned out by my work*	41%	30%	29%	-3	+1
Q23e. My work has a negative impact on my health*	40%	32%	28%	-1	-5

\* 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	51%	28%	21%	0	-10
Q28e. I am able to access relevant learning and development opportunities	50%	29%	21%	0	-9
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	57%	28%	15%	+8	-5
Q28g. I am satisfied with the opportunities available for career development	40%	32%	27%	+4	-6
Q31b. My organisation is committed to developing its employees	43%	30%	26%	+5	-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	69%	16%	15%	+3	-7
Q24b. I receive help and support from other people in my workgroup	80%	14%	6%	+1	-4
Q24c. People in my workgroup are honest, open and transparent in their dealings	62%	22%	16%	+5	-6
Q24d. People in my workgroup use their time and resources efficiently	59%	27%	15%	+2	-7
Q24e. People in my workgroup treat customers with respect	80%	15%	5%	+1	-6
Q24f. People in my workgroup are committed to delivering excellent service to customers	76%	18%	6%	+2	-6
Q24g. People in my workgroup do their jobs effectively	66%	22%	12%	0	-9
<b>My manager</b>					
Q29a. My manager treats employees with dignity and respect	74%	15%	11%	+1	-6
Q29b. My manager listens to what I have to say	73%	15%	11%	+2	-5
Q29c. My manager keeps me informed about what's going on	62%	20%	17%	+7	-9
Q29d. My manager understands my work	72%	15%	13%	+4	-3
Q29e. My manager creates a shared sense of purpose	63%	20%	16%	+5	-7
Q29f. My manager demonstrates honesty and integrity	71%	17%	12%	+6	-7
Q29g. My manager draws the best out of me	54%	27%	18%	+5	-6

## 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	46%	29%	25%	+6	-7
Q31c. Management model the behaviours expected of all employees	48%	26%	26%	+8	-4
Q31d. In my organisation, the leadership operates with a high level of integrity	48%	30%	22%	+9	-7
Q31f. My organisation is well managed	42%	29%	29%	+8	-7
<b>Organisational fairness</b>					
Q25f. Performance is assessed and rewarded fairly in my workplace	30%	37%	32%	+3	-6
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	35%	24%	41%	+2	-3
Q25h. People are treated fairly and consistently in my workplace	44%	28%	28%	+2	-8
Q25i. People take responsibility for their decisions and actions in my workplace	43%	31%	27%	-2	-10
Q31e. Recruitment and promotion decisions in this organisation are fair	34%	35%	31%	+5	-2

## 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	69%	23%	9%	+3	+4
Q32b. Gender is not a barrier to success in my organisation	75%	18%	7%	+4	+5
Q32c. Disability is not a barrier to success in my organisation	64%	28%	8%	+2	+6
Q32d. Cultural background is not a barrier to success in my organisation	72%	22%	6%	+2	+3
Q32e. Sexual orientation is not a barrier to success in my organisation	74%	22%	4%	+2	+4
<b>Innovation</b>					
Q27a. I get the opportunity to develop new and better ways of doing my job	50%	29%	21%	+2	-8
Q27b. I am encouraged to make suggestions about improving work processes and/or services	62%	20%	18%	+4	-6
Q27c. Management is willing to act on suggestions to improve how things are done	49%	27%	24%	+4	-5
Q27d. My workgroup uses research and expertise to identify better practice	47%	33%	20%	+3	-10
Q27e. My workgroup always tries to improve its performance	64%	25%	11%	+7	-6
Q27f. My organisation is open to new ideas	43%	33%	23%	+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	52%	28%	21%	+1	-5
Effectiveness and innovation	51%	27%	22%	+2	-7
People and relationships	70%	19%	11%	+2	-7
Fairness and trust	58%	25%	17%	+2	-1
Performance and development	48%	29%	23%	+4	-8
Leadership and engagement	58%	24%	17%	+5	-6
My job	76%	14%	10%	+2	-2

## 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	Department of Communities, Disability Services and Seniors	Community Services and Seniors	Corporate Services	Disability Accommodation, Respite and Forensic Services	Disability Connect Queensland	Office of the Director-General and Ministerial and Executive Services	Strategic Policy and Legislation
Responses	992	212	100	525	91	14	24
Effectiveness and innovation	51%	48%	60%	47%	66%	74%	67%
Fairness and trust	58%	54%	67%	54%	70%	78%	84%
Leadership and engagement	58%	50%	69%	55%	74%	87%	81%
My job	76%	68%	79%	76%	83%	91%	88%
People and relationships	70%	68%	86%	63%	90%	90%	93%
Performance and development	48%	40%	55%	47%	57%	64%	71%
Safety, health and wellness	52%	46%	63%	49%	61%	78%	68%

# 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*	32%	37%	31%	-5	0
Q23b. I feel burned out by my work*	41%	30%	29%	-3	+1
Q23e. My work has a negative impact on my health*	40%	32%	28%	-1	-5
Q23f. My work contributes positively to my quality of life	46%	35%	19%	+3	0
Q24h. People in my workgroup are committed to workplace safety	77%	17%	6%	-1	-6
Q24j. People in my workgroup work together to ensure flexible work arrangements meet both individual and business needs	61%	26%	13%	-1	-8
Q25b. My workplace culture supports people to achieve a good work/life balance	57%	25%	18%	+1	-7
Q25c. There is adequate focus on workplace safety at my workplace	70%	18%	12%	-2	-8
Q29h. My manager proactively discusses flexible work arrangements with my workgroup	46%	27%	27%	+8	-12
Q31g. In my organisation, senior leaders clearly consider the wellbeing of employees to be important	46%	26%	28%	+7	-8
Q31h. The wellbeing of employees is a priority for my organisation	45%	27%	28%	+7	-8
Q31j. My commitment to this organisation would be questioned if I chose to use flexible work options*	44%	36%	20%	-2	-6
Q34e. Your work-life balance	66%	18%	17%	+2	-2
Q34g. Your ability to access and use flexible work arrangements	55%	29%	16%	+3	-6

\* 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	65%	18%	17%	0	-8
Q22c. I get the information I need to do my job well	65%	19%	16%	+4	-5
Q22d. I have the authority necessary to do my job effectively	59%	24%	18%	-1	-13
Q23c. I feel my job is secure	37%	29%	34%	+9	-27
Q23d. There is too much 'red tape' in my work (e.g. regulatory or administrative processes)*	17%	35%	48%	+1	-2
Q24k. People in my workgroup share diverse ideas to develop innovative solutions	64%	24%	12%	+2	-3
Q25d. Approval processes at my workplace are excessive*	18%	39%	43%	-1	-2
Q26a. My workplace has undergone significant change in the past 12 months	58%	27%	15%	-11	+3
Q27a. I get the opportunity to develop new and better ways of doing my job	50%	29%	21%	+2	-8
Q27b. I am encouraged to make suggestions about improving work processes and/or services	62%	20%	18%	+4	-6
Q27c. Management is willing to act on suggestions to improve how things are done	49%	27%	24%	+4	-5
Q27d. My workgroup uses research and expertise to identify better practice	47%	33%	20%	+3	-10
Q27e. My workgroup always tries to improve its performance	64%	25%	11%	+7	-6
Q27f. My organisation is open to new ideas	43%	33%	23%	+3	-12
Q34f. Your ability to 'make a difference' to the community	68%	22%	10%	+3	+3

\* 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	69%	16%	15%	+3	-7
Q24b. I receive help and support from other people in my workgroup	80%	14%	6%	+1	-4
Q24c. People in my workgroup are honest, open and transparent in their dealings	62%	22%	16%	+5	-6
Q24d. People in my workgroup use their time and resources efficiently	59%	27%	15%	+2	-7
Q24e. People in my workgroup treat customers with respect	80%	15%	5%	+1	-6
Q24f. People in my workgroup are committed to delivering excellent service to customers	76%	18%	6%	+2	-6
Q24g. People in my workgroup do their jobs effectively	66%	22%	12%	0	-9
Q24i. People in my workgroup work effectively with other workgroups in my organisation to deliver service to our customers	70%	21%	9%	+3	-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	70%	20%	10%	-2	-3
Q25f. Performance is assessed and rewarded fairly in my workplace	30%	37%	32%	+3	-6
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	35%	24%	41%	+2	-3
Q25h. People are treated fairly and consistently in my workplace	44%	28%	28%	+2	-8
Q25i. People take responsibility for their decisions and actions in my workplace	43%	31%	27%	-2	-10
Q25j. I am able to speak up and share a different view to my colleagues and manager	71%	15%	14%	+3	-2
Q30a. My senior manager demonstrates honesty and integrity	63%	24%	13%	+4	-9
Q31e. Recruitment and promotion decisions in this organisation are fair	34%	35%	31%	+5	-2
Q31i. My responsibilities outside of work restrict my opportunities for promotion*	59%	27%	14%	+1	0
Q32a. Age is not a barrier to success in my organisation	69%	23%	9%	+3	+4
Q32b. Gender is not a barrier to success in my organisation	75%	18%	7%	+4	+5
Q32c. Disability is not a barrier to success in my organisation	64%	28%	8%	+2	+6
Q32d. Cultural background is not a barrier to success in my organisation	72%	22%	6%	+2	+3
Q32e. Sexual orientation is not a barrier to success in my organisation	74%	22%	4%	+2	+4
Q32f. If I raised a complaint, I feel confident that it would be taken seriously	54%	22%	25%	+7	-3
Q32g. Women and men have equal access to work experiences that support career progression	70%	23%	7%	+3	+4

\* 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	52%	26%	23%	+6	-5
Q28b. My performance is assessed against clear criteria	41%	36%	23%	+3	-10
Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge	51%	28%	21%	0	-10
Q28d. I am supported to pursue developmental opportunities in other workplaces	34%	35%	31%	+3	-11
Q28e. I am able to access relevant learning and development opportunities	50%	29%	21%	0	-9
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	57%	28%	15%	+8	-5
Q28g. I am satisfied with the opportunities available for career development	40%	32%	27%	+4	-6
Q28h. I have had productive conversations with my manager on my performance in the past 12 months	50%	22%	28%	+7	-7
Q28i. I develop new knowledge and skills through undertaking tasks at work	63%	22%	15%	+3	-9
Q31b. My organisation is committed to developing its employees	43%	30%	26%	+5	-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	74%	15%	11%	+1	-6
Q29b. My manager listens to what I have to say	73%	15%	11%	+2	-5
Q29c. My manager keeps me informed about what's going on	62%	20%	17%	+7	-9
Q29d. My manager understands my work	72%	15%	13%	+4	-3
Q29e. My manager creates a shared sense of purpose	63%	20%	16%	+5	-7
Q29f. My manager demonstrates honesty and integrity	71%	17%	12%	+6	-7
Q29g. My manager draws the best out of me	54%	27%	18%	+5	-6
Q31a. In my organisation, the leadership is of high quality	46%	29%	25%	+6	-7
Q31c. Management model the behaviours expected of all employees	48%	26%	26%	+8	-4
Q31d. In my organisation, the leadership operates with a high level of integrity	48%	30%	22%	+9	-7
Q31f. My organisation is well managed	42%	29%	29%	+8	-7
Q33a. I would recommend my organisation as a great place to work	56%	27%	18%	+7	-7
Q33b. I am proud to tell others I work for my organisation	66%	22%	11%	+7	-2
Q33c. I feel strong personal attachment to my organisation	53%	32%	15%	+2	-6
Q33d. My organisation motivates me to help it achieve its objectives	50%	33%	17%	+2	-4
Q33e. My organisation inspires me to do the best in my job	49%	34%	17%	0	-6



## 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%	7%	0	-2
Q21b. I understand how my work contributes to my organisation's objectives	91%	5%	4%	+3	-1
Q22a. I have a choice in deciding how I do my work	62%	23%	14%	-4	-5
Q22e. My job gives me opportunities to utilise my skills	71%	17%	12%	+1	-5
Q22f. I enjoy the work in my current job	76%	16%	8%	0	0
Q22g. My job gives me a feeling of personal accomplishment	70%	19%	11%	+4	+1
Q34b. Your ability to work on your own initiative	83%	10%	7%	+5	0
Q35. All things considered, how satisfied are you with your current job?	71%	16%	13%	+5	-1

# 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

Q23c. I feel my job is secure	37%	29%	34%	+9
Q31d. In my organisation, the leadership operates with a high level of integrity	48%	30%	22%	+9
Q28f. L&D activities I have completed in the past 12 months have helped to improve my performance	57%	28%	15%	+8
Q29h. My manager proactively discusses flexible work arrangements with my workgroup	46%	27%	27%	+8
Q31c. Management model the behaviours expected of all employees	48%	26%	26%	+8

### Survey questions with the most negative change

Q25c. There is adequate focus on workplace safety at my workplace	70%	18%	12%	-2
Q25i. People take responsibility for their decisions and actions in my workplace	43%	31%	27%	-2
Q23b. I feel burned out by my work*	41%	30%	29%	-3
Q22a. I have a choice in deciding how I do my work	62%	23%	14%	-4
Q23a. I am overloaded with work*	32%	37%	31%	-5

\* 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>54%</b>	<b>58%</b>
Use no flexible work option	<b>46%</b>	<b>42%</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>45%</b>	<b>45%</b>
Telecommuting (remote working)	<b>23%</b>	<b>5%</b>
Part time work	<b>18%</b>	<b>17%</b>
Flexible work hours for example start late or early to meet responsibilities external to work	<b>16%</b>	<b>18%</b>
Casual/on call	<b>15%</b>	<b>19%</b>
Purchased leave/extended leave/deferred salary schemes	<b>6%</b>	<b>8%</b>
Compressed work hours	<b>6%</b>	<b>6%</b>
Hot desks	<b>5%</b>	<b>5%</b>
Leave at half pay	<b>5%</b>	<b>6%</b>
Other	<b>3%</b>	<b>4%</b>
Job sharing	<b>2%</b>	<b>2%</b>
Part-year work/annualised hours	<b>1%</b>	<b>1%</b>
Term-time working	<b>-</b>	<b>1%</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	<b>63%</b>	<b>65%</b>
Yes, I requested flexibility	<b>22%</b>	<b>21%</b>
No, I have not made a request but I am not content with my current arrangements	<b>15%</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>63%</b>	<b>68%</b>
Partially granted	<b>16%</b>	<b>11%</b>
I have not received a reply as yet	<b>9%</b>	<b>7%</b>
Declined - reason provided	<b>7%</b>	<b>6%</b>
Declined - no reason given	<b>6%</b>	<b>8%</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>34%</b>	<b>37%</b>
I feel flexibility is not possible in my current job	<b>23%</b>	<b>26%</b>
I didn't feel confident presenting my case or negotiating arrangements with my manager	<b>23%</b>	<b>21%</b>
Flexible working is frowned upon/not supported by my workplace culture	<b>22%</b>	<b>16%</b>
I was concerned that it may negatively impact my team	<b>20%</b>	<b>15%</b>
I felt it would limit my career	<b>16%</b>	<b>14%</b>
I didn't feel I had the right to	<b>11%</b>	<b>16%</b>
I don't feel confident in my manager's ability to manage staff working flexibly	<b>9%</b>	<b>9%</b>
I felt it would limit my access to training and development	<b>5%</b>	<b>3%</b>
I feel the technology I currently have access to does not support flexible working	<b>4%</b>	<b>8%</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

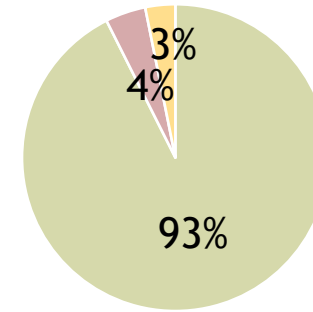
Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2020	2019
<b>Yes</b>	<b>93%</b>	<b>87%</b>
<b>No</b>	<b>4%</b>	<b>6%</b>
<b>Don't know</b>	<b>3%</b>	<b>7%</b>

### 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>96%</b>
<b>No</b>	<b>1%</b>	<b>3%</b>
<b>Don't know</b>	<b>1%</b>	<b>1%</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>69%</b>	<b>64%</b>
<b>Yes</b>	<b>26%</b>	<b>32%</b>
<b>Prefer not to say</b>	<b>3%</b>	<b>3%</b>
<b>Don't know</b>	<b>2%</b>	<b>1%</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>91%</b>	<b>85%</b>
<b>No</b>	<b>5%</b>	<b>6%</b>
<b>Don't know</b>	<b>4%</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>85%</b>	<b>84%</b>
<b>Yes</b>	<b>7%</b>	<b>10%</b>
<b>Prefer not to say</b>	<b>4%</b>	<b>4%</b>
<b>Don't know</b>	<b>3%</b>	<b>1%</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	93%	5%	2%	+2	+7
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	92%	6%	2%	0	+6
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	94%	4%	2%	+4	+8

## Non-managers

Q36b.a I am confident that I could sensitively communicate with colleagues affected by domestic and family violence	80%	15%	5%	+3	+5
Q36b.b. I am confident that I could effectively refer a colleague affected by domestic and family violence to appropriate support	84%	12%	5%	+6	+8

### Key

Response scale:

Positive	Neutral	Negative
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# 10 Bullying and sexual harassment

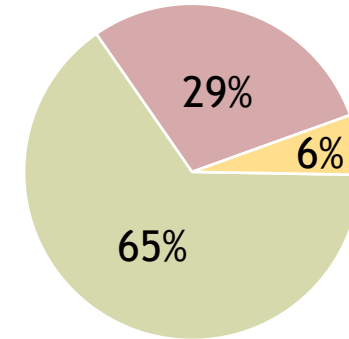
## Purpose

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

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

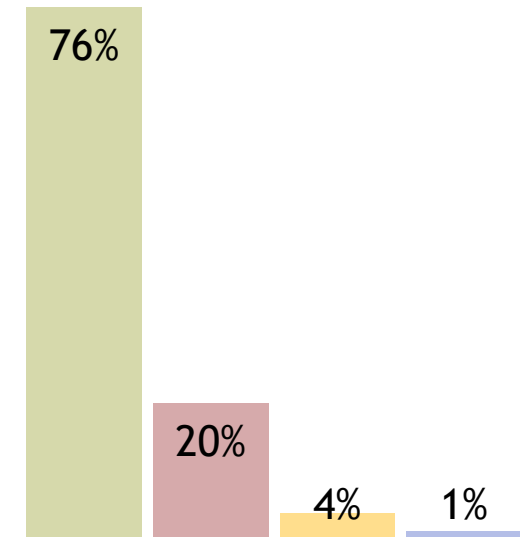
During the last 12 months have you witnessed bullying or sexual harassment in your workplace?

	2020	2019
No	65%	65%
Yes	29%	31%
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	76%	74%
Bullying	20%	22%
Don't know	4%	3%
Sexual harassment	1%	2%



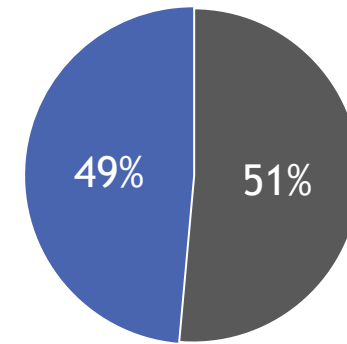
# 10 Bullying and sexual harassment

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

Key	
Yes	No

	2020	2019
<b>If you were subjected to bullying, who were you bullied by?</b>		
A fellow worker	53%	56%
Your immediate manager/supervisor	36%	39%
A senior manager	23%	19%
A group of fellow workers	22%	10%
A worker that reports to you	8%	7%
Prefer not to specify	6%	5%
A client/customer	5%	10%
Other	5%	4%
A representative of another agency	4%	2%
A member of the public	2%	2%
A consultant/service provider	2%	1%
<b>If you were subjected to bullying, what type of bullying did you experience?</b>		
Verbal abuse	57%	65%
Inappropriate and unfair application of work policies or rules	42%	40%
Other	30%	20%
Physical behaviour	15%	21%
Interference with your personal property or work equipment	11%	7%
Cyber bullying	9%	4%
'Initiations' or pranks	9%	7%

**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	66%	68%
I did not want to upset relationships in the workplace	43%	34%
I did not think it was worth the hassle of going through the report process	37%	33%
It could affect my career	36%	36%
Managers accepted the behaviour	31%	47%
I did not have enough evidence	29%	26%
I did not know how to report it	12%	3%
Other	11%	10%
I did not think the bullying was serious enough	9%	14%
The matter was resolved informally	6%	3%



# 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.*

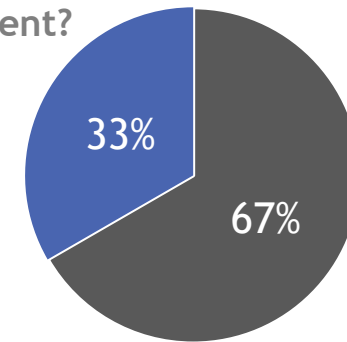
## Key

Yes

No

	2020	2019
<b>If you were subjected to sexual harassment, who were you sexually harassed by?</b>		
A fellow worker	75%	72%
A group of fellow workers	17%	6%
Prefer not to specify	17%	6%
A senior manager	8%	11%
A client/customer	8%	11%
Your immediate manager/supervisor	-	11%
<b>If you were subjected to sexual harassment, what type of sexual harassment did you experience?</b>		
Remarks of a sexual nature	58%	67%
Any other unwelcome conduct of a sexual nature in relation to you	33%	17%
Unwanted physical intimacy	25%	56%
Unwelcome demand or request, either directly or implied, for sexual favours	17%	22%
Other	8%	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>		
I did not think any action would be taken	-	71%
I did not think it was worth the hassle of going through the report process	-	43%
I did not want to upset relationships in the workplace	-	43%
It could affect my career	-	29%
The matter was resolved informally	-	7%
I did not have enough evidence	-	29%
I did not think the sexual harassment was serious enough	-	36%
Managers accepted the behaviour	-	14%
I did not know how to report it	-	7%

# 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

67%

33%

+6

-3

Made you feel included

76%

24%

+6

-5

Was polite and courteous with you

92%

8%

+2

-1

Made you feel ignored\*

88%

12%

+2

-1

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

88%

12%

0

-3

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

92%

8%

0

-1

Acted in an aggressive or intimidating manner towards you\*

95%

5%

0

-1

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

94%

6%

0

-1

\* indicates a negatively worded question

# 11 Civility

## Purpose

This section is focused on exploring workplace behavior.

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

69%

31%

+3

-1

Made you feel included

82%

18%

+4

-3

Was polite and courteous with you

92%

8%

+1

-3

Made you feel ignored\*

84%

16%

-1

-4

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

84%

16%

0

-4

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

87%

13%

0

-3

Acted in an aggressive or intimidating manner towards you\*

93%

7%

0

-2

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

90%

10%

0

-2

*\* 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

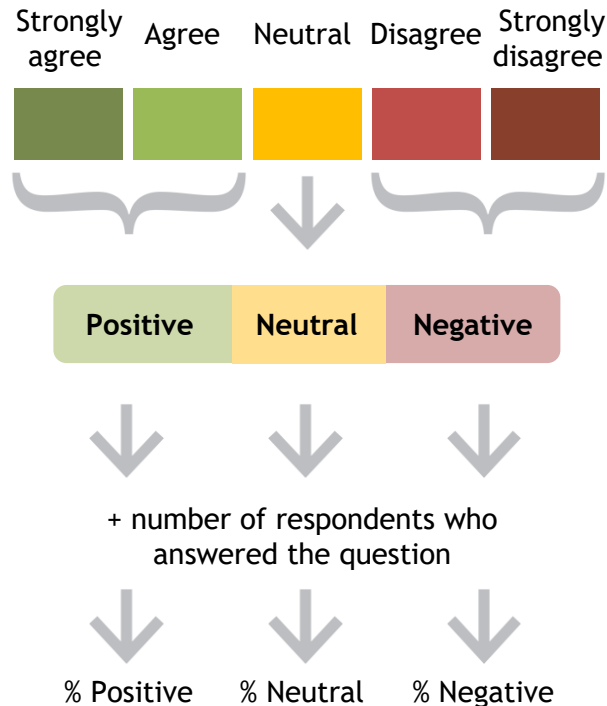
Question	Response scale %			vs 2019
DCDSS f. I understand how the Human Rights Act applies to my work	88%	10%	2%	-
DCDSS d. I believe I can rise to the challenge that the department's future directions offer	68%	25%	7%	+8
DCDSS g. My understanding about the barriers to inclusion for people of all abilities has improved over the past 12 months	62%	31%	7%	-
DCDSS a. Senior leaders provide regular information on the future directions of the department	51%	27%	23%	0
DCDSS e. My Aboriginal and Torres Strait Islander cultural capability has improved over the past 12 months	40%	49%	11%	+5
DCDSS b. I believe my work environment has improved over the last twelve months	36%	37%	27%	+8
DCDSS c. I have opportunities to discuss the department's future directions with senior people	34%	31%	34%	+4

# 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.