



Highlights report

Purpose

This Highlights report presents key results from the 2019 Working for Queensland survey, which was conducted from 2 September to 30 September 2019. Results reflect the views of respondents from your agency.

Reporting framework

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

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

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

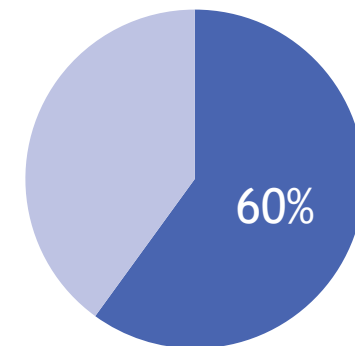
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Returned surveys:

3,181

Response Rate:



**Queensland
Government**

01 Factors

Purpose

This section provides an overview of the 2019 factor results. The % positive score is benchmarked against the Queensland public sector and the 2018 score.

Key

Response scale:

Positive

Neutral

Negative

Factors

Name	Response scale %			vs 2018	vs Qld public sector
Agency engagement	63%	22%	15%	0	+5
Job empowerment	75%	14%	11%	0	+4
Workload and health*	32%	28%	40%	-5	-7
Learning and development	60%	20%	20%	+4	+4
My workgroup	74%	17%	9%	-1	-1
My manager	73%	15%	13%	-1	0
Organisational leadership	45%	26%	28%	+1	-4
Organisational fairness	39%	26%	35%	0	-3
Anti-discrimination	62%	24%	14%	0	-3
Innovation	49%	28%	23%	0	-10

* %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 Ambulance Service	Corporate Services	LASN01 Cape York	LASN02 Cairns and Hinterland	LASN03 North West	LASN04 Townsville	LASN05 Mackay	LASN06 Central West	LASN07 Central Queensland	LASN08 Wide Bay	LASN09 South West	LASN10 Darling Downs	LASN11 Sunshine Coast	LASN12 West Moreton	LASN13 Metro North	LASN14 Metro South	LASN15 Gold Coast	LASN16 State Operation Centres	Office of Commissioner	Office of the Medical Director	Service Planning & Performance	State LASN Operations
Responses	3,181	110	29	178	26	161	101	23	207	152	45	187	328	160	323	371	231	360	30	14	114	31
Agency engagement	63%	78%	72%	69%	66%	62%	82%	68%	73%	55%	76%	67%	49%	68%	54%	59%	62%	60%	90%	87%	68%	93%
Job empowerment	75%	79%	89%	79%	86%	72%	86%	80%	85%	70%	86%	83%	74%	83%	72%	73%	79%	59%	93%	87%	66%	87%
Workload and health*	32%	44%	53%	28%	68%	38%	55%	51%	45%	33%	52%	39%	21%	22%	25%	29%	27%	22%	63%	62%	32%	48%
Learning and development	60%	63%	67%	66%	72%	63%	74%	61%	73%	62%	80%	66%	53%	66%	52%	61%	59%	42%	87%	75%	50%	75%
My workgroup	74%	82%	80%	73%	76%	72%	78%	72%	73%	72%	75%	74%	74%	79%	75%	76%	76%	59%	92%	93%	80%	84%
My manager	73%	81%	75%	75%	72%	64%	73%	67%	79%	70%	86%	73%	60%	80%	75%	78%	76%	67%	93%	88%	66%	87%
Organisational leadership	45%	64%	66%	55%	52%	43%	53%	38%	66%	34%	66%	50%	23%	52%	33%	38%	45%	46%	84%	78%	49%	79%
Organisational fairness	39%	50%	48%	41%	45%	39%	46%	39%	51%	35%	57%	44%	28%	39%	35%	39%	35%	29%	70%	64%	40%	61%
Anti-discrimination	62%	74%	69%	64%	69%	60%	72%	58%	69%	60%	62%	59%	52%	62%	56%	60%	60%	65%	91%	57%	64%	82%
Innovation	49%	73%	53%	52%	59%	46%	56%	54%	63%	43%	62%	54%	37%	54%	41%	45%	42%	43%	89%	79%	60%	74%

* %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 2019 factor results, by question. The % positive score is benchmarked against the Queensland public sector and the 2018 score.

Key

Response scale:

Positive

Neutral

Negative

Question	Response scale %			vs 2018	vs Qld public sector
Agency engagement					
Q33a. I would recommend my organisation as a great place to work	62%	23%	15%	0	+3
Q33b. I am proud to tell others I work for my organisation	79%	14%	7%	-1	+14
Q33c. I feel strong personal attachment to my organisation	66%	21%	14%	0	+8
Q33d. My organisation motivates me to help it achieve its objectives	53%	28%	19%	0	0
Q33e. My organisation inspires me to do the best in my job	55%	27%	18%	0	+2
Job empowerment					
Q22a. I have a choice in deciding how I do my work	62%	19%	19%	+3	-6
Q22b. I have the tools I need to do my job effectively	78%	11%	11%	-1	+9
Q22c. I get the information I need to do my job well	72%	16%	12%	0	+5
Q22d. I have the authority necessary to do my job effectively	78%	12%	10%	-1	+9
Q22e. My job gives me opportunities to utilise my skills	82%	11%	7%	+1	+7
Q34b. Your ability to work on your own initiative	79%	13%	8%	-1	-1

03 Factors by question

Question	Response scale %			vs 2018	vs Qld public sector
Workload and health*					
Q23a. I am overloaded with work*	29%	30%	41%	-5	-2
Q23b. I feel burned out by my work*	37%	27%	36%	-6	-5
Q23e. My work has a negative impact on my health*	30%	27%	43%	-2	-14

* 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	66%	17%	17%	+4	+4
Q28e. I am able to access relevant learning and development opportunities	61%	22%	17%	+4	+2
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	75%	16%	9%	+5	+13
Q28g. I am satisfied with the opportunities available for career development	43%	24%	32%	+2	-2
Q31b. My organisation is committed to developing its employees	54%	23%	23%	+3	+4

03 Factors by question

Question	Response scale %			vs 2018	vs Qld public sector
My workgroup					
Q24a. People in my workgroup treat each other with respect	74%	13%	13%	-2	0
Q24b. I receive help and support from other people in my workgroup	82%	12%	6%	0	0
Q24c. People in my workgroup are honest, open and transparent in their dealings	61%	23%	16%	-2	-5
Q24d. People in my workgroup use their time and resources efficiently	59%	26%	15%	-1	-5
Q24e. People in my workgroup treat customers with respect	83%	13%	3%	-1	-1
Q24f. People in my workgroup are committed to delivering excellent service to customers	80%	16%	4%	-1	0
Q24g. People in my workgroup do their jobs effectively	77%	16%	7%	-1	+4
My manager					
Q29a. My manager treats employees with dignity and respect	81%	9%	10%	+1	+1
Q29b. My manager listens to what I have to say	78%	10%	11%	-1	0
Q29c. My manager keeps me informed about what's going on	69%	15%	16%	0	+1
Q29d. My manager understands my work	80%	10%	10%	-1	+5
Q29e. My manager creates a shared sense of purpose	67%	18%	14%	-1	-1
Q29f. My manager demonstrates honesty and integrity	77%	14%	10%	-1	-1
Q29g. My manager draws the best out of me	57%	25%	18%	-1	-2

03 Factors by question

Question	Response scale %			vs 2018	vs Qld public sector
Organisational leadership					
Q31a. In my organisation, the leadership is of high quality	47%	25%	28%	+1	-3
Q31c. Management model the behaviours expected of all employees	45%	25%	31%	+1	-4
Q31d. In my organisation, the leadership operates with a high level of integrity	47%	28%	25%	+1	-6
Q31f. My organisation is well managed	43%	28%	29%	+2	-3
Organisational fairness					
Q25f. Performance is assessed and rewarded fairly in my workplace	32%	31%	37%	+1	-4
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	35%	20%	45%	-2	-1
Q25h. People are treated fairly and consistently in my workplace	50%	23%	27%	-2	-1
Q25i. People take responsibility for their decisions and actions in my workplace	47%	28%	24%	-3	-3
Q31e. Recruitment and promotion decisions in this organisation are fair	30%	30%	41%	+2	-6

03 Factors by question

Question	Response scale %			vs 2018	vs Qld public sector
Anti-discrimination					
Q32a. Age is not a barrier to success in my organisation	61%	22%	17%	0	-2
Q32b. Gender is not a barrier to success in my organisation	63%	17%	20%	-1	-5
Q32c. Disability is not a barrier to success in my organisation	46%	37%	18%	+3	-10
Q32d. Cultural background is not a barrier to success in my organisation	69%	23%	8%	0	+1
Q32e. Sexual orientation is not a barrier to success in my organisation	71%	21%	8%	0	+2
Innovation					
Q27a. I get the opportunity to develop new and better ways of doing my job	46%	28%	26%	0	-10
Q27b. I am encouraged to make suggestions about improving work processes and/or services	53%	24%	24%	+2	-14
Q27c. Management is willing to act on suggestions to improve how things are done	39%	28%	34%	0	-14
Q27d. My workgroup uses research and expertise to identify better practice	51%	31%	18%	-1	-3
Q27e. My workgroup always tries to improve its performance	63%	25%	12%	-1	-6
Q27f. My organisation is open to new ideas	43%	30%	27%	0	-11

04 Workplace climate

Purpose

This section provides an overview of the 2019 workplace climate index results. The % positive score is benchmarked against the Queensland public sector and the 2018 score.

*NOTE: In 2019, questions were removed from **My job** and **Effectiveness and innovation**. Comparisons to 2018 have been recalculated to exclude those questions.*

Key

Response scale:

Positive

Neutral

Negative

Workplace climate indices

Name	Response scale %			vs 2018	vs Qld public sector
Safety, health and wellness	49%	26%	25%	0	-6
Effectiveness and innovation	54%	25%	22%	0	-2
People and relationships	74%	17%	9%	-1	-1
Fairness and trust	55%	23%	22%	+1	-2
Performance and development	55%	23%	22%	+3	0
Leadership and engagement	63%	20%	17%	0	+1
My job	80%	11%	8%	+1	+4

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 Ambulance Service	Corporate Services	LASN01 Cape York	LASN02 Cairns and Hinterland	LASN03 North West	LASN04 Townsville	LASN05 Mackay	LASN06 Central West	LASN07 Central Queensland	LASN08 Wide Bay	LASN09 South West	LASN10 Darling Downs	LASN 11 Sunshine Coast	LASN12 West Moreton	LASN13 Metro North	LASN 14 Metro South	LASN15 Gold Coast	LASN16 State Operation Centres	Office of Commissioner	Office of the Medical Director	Service Planning & Performance	State LASN Operations
Responses	3,181	110	29	178	26	161	101	23	207	152	45	187	328	160	323	371	231	360	30	14	114	31
Safety, health and wellness	49%	70%	60%	46%	61%	47%	60%	59%	60%	46%	66%	51%	39%	46%	40%	47%	46%	44%	78%	70%	52%	70%
Effectiveness and innovation	54%	61%	60%	56%	64%	52%	62%	58%	64%	49%	66%	59%	47%	59%	49%	52%	51%	47%	77%	68%	55%	70%
People and relationships	74%	83%	81%	73%	76%	72%	78%	71%	73%	73%	75%	74%	73%	79%	74%	76%	76%	61%	93%	94%	80%	85%
Fairness and trust	55%	68%	63%	58%	61%	54%	62%	51%	65%	53%	63%	56%	45%	56%	50%	55%	53%	53%	83%	66%	56%	76%
Performance and development	55%	61%	61%	58%	62%	56%	68%	56%	67%	57%	78%	64%	47%	59%	48%	54%	52%	45%	78%	69%	50%	73%
Leadership and engagement	63%	76%	72%	68%	65%	58%	71%	60%	74%	57%	78%	65%	47%	70%	58%	62%	64%	59%	90%	85%	62%	87%
My job	80%	85%	90%	83%	88%	80%	88%	82%	87%	77%	89%	85%	80%	85%	78%	77%	85%	69%	94%	88%	74%	88%

06 Workplace climate by question

Purpose

This section provides an overview of the 2019 workplace climate index results, by question. The % positive score is benchmarked against the Queensland public sector and the 2018 score.

Key

Response scale:

Positive Neutral Negative

Question	Response scale %			vs 2018	vs Qld public sector
Safety, health and wellness					
Q23a. I am overloaded with work*	29%	30%	41%	-5	-2
Q23b. I feel burned out by my work*	37%	27%	36%	-6	-5
Q23e. My work has a negative impact on my health*	30%	27%	43%	-2	-14
Q23f. My work contributes positively to my quality of life	43%	34%	23%	+1	-1
Q24h. People in my workgroup are committed to workplace safety	78%	17%	6%	0	-3
Q24j. People in my workgroup work together to ensure flexible work arrangements meet both individual and business needs	53%	31%	16%	-1	-13
Q25b. My workplace culture supports people to achieve a good work/life balance	52%	24%	25%	0	-10
Q25c. There is adequate focus on workplace safety at my workplace	76%	14%	10%	0	0
Q29h. My manager proactively discusses flexible work arrangements with my workgroup	46%	29%	25%	+1	-5
Q31g. In my organisation, senior leaders clearly consider the wellbeing of employees to be important	43%	23%	34%	0	-7
Q31h. The wellbeing of employees is a priority for my organisation	43%	23%	34%	0	-6
Q31j. My commitment to this organisation would be questioned if I chose to use flexible work options*	47%	32%	21%	+3	-1
Q34e. Your work-life balance	58%	21%	22%	+1	-7
Q34g. Your ability to access and use flexible work arrangements	48%	38%	15%	+5	-10

* indicates a negatively worded question

06 Workplace climate by question

Question	Response scale %			vs 2018	vs Qld public sector
Effectiveness and innovation					
Q22b. I have the tools I need to do my job effectively	78%	11%	11%	-1	+9
Q22c. I get the information I need to do my job well	72%	16%	12%	0	+5
Q22d. I have the authority necessary to do my job effectively	78%	12%	10%	-1	+9
Q23c. I feel my job is secure	81%	10%	8%	+5	+21
Q23d. There is too much 'red tape' in my work (e.g. regulatory or administrative processes)*	18%	34%	48%	-1	+1
Q24k. People in my workgroup share diverse ideas to develop innovative solutions	53%	30%	17%	-1	-13
Q25d. Approval processes at my workplace are excessive*	20%	40%	40%	+1	0
Q26a. My workplace has undergone significant change in the past 12 months	33%	36%	31%	-5	-16
Q27a. I get the opportunity to develop new and better ways of doing my job	46%	28%	26%	0	-10
Q27b. I am encouraged to make suggestions about improving work processes and/or services	53%	24%	24%	+2	-14
Q27c. Management is willing to act on suggestions to improve how things are done	39%	28%	34%	0	-14
Q27d. My workgroup uses research and expertise to identify better practice	51%	31%	18%	-1	-3
Q27e. My workgroup always tries to improve its performance	63%	25%	12%	-1	-6
Q27f. My organisation is open to new ideas	43%	30%	27%	0	-11
Q34f. Your ability to 'make a difference' to the community	77%	15%	7%	-1	+14

* indicates a negatively worded question

06 Workplace climate by question

Question	Response scale %			vs 2018	vs Qld public sector
People and relationships					
Q24a. People in my workgroup treat each other with respect	74%	13%	13%	-2	0
Q24b. I receive help and support from other people in my workgroup	82%	12%	6%	0	0
Q24c. People in my workgroup are honest, open and transparent in their dealings	61%	23%	16%	-2	-5
Q24d. People in my workgroup use their time and resources efficiently	59%	26%	15%	-1	-5
Q24e. People in my workgroup treat customers with respect	83%	13%	3%	-1	-1
Q24f. People in my workgroup are committed to delivering excellent service to customers	80%	16%	4%	-1	0
Q24g. People in my workgroup do their jobs effectively	77%	16%	7%	-1	+4
Q24i. People in my workgroup work effectively with other workgroups in my organisation to deliver service to our customers	75%	17%	8%	-3	-2

06 Workplace climate by question

Question	Response scale %			vs 2018	vs Qld public sector
Fairness and trust					
Q25a. My workplace has an inclusive culture where diversity is valued and respected	74%	18%	8%	+2	+2
Q25f. Performance is assessed and rewarded fairly in my workplace	32%	31%	37%	+1	-4
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	35%	20%	45%	-2	-1
Q25h. People are treated fairly and consistently in my workplace	50%	23%	27%	-2	-1
Q25i. People take responsibility for their decisions and actions in my workplace	47%	28%	24%	-3	-3
Q25j. I am able to speak up and share a different view to my colleagues and manager	68%	16%	15%	-1	-3
Q30a. My senior manager demonstrates honesty and integrity	66%	20%	14%	+8	-6
Q31e. Recruitment and promotion decisions in this organisation are fair	30%	30%	41%	+2	-6
Q31i. My responsibilities outside of work restrict my opportunities for promotion*	57%	25%	18%	+2	0
Q32a. Age is not a barrier to success in my organisation	61%	22%	17%	0	-2
Q32b. Gender is not a barrier to success in my organisation	63%	17%	20%	-1	-5
Q32c. Disability is not a barrier to success in my organisation	46%	37%	18%	+3	-10
Q32d. Cultural background is not a barrier to success in my organisation	69%	23%	8%	0	+1
Q32e. Sexual orientation is not a barrier to success in my organisation	71%	21%	8%	0	+2
Q32f. If I raised a complaint, I feel confident that it would be taken seriously	54%	20%	26%	0	-1
Q32g. Women and men have equal access to work experiences that support career progression	63%	17%	20%	+1	-2

* indicates a negatively worded question

06 Workplace climate by question

Question	Response scale %			vs 2018	vs Qld public sector
Performance and development					
Q28a. I receive useful feedback on my performance	43%	26%	31%	-2	-11
Q28b. My performance is assessed against clear criteria	50%	27%	23%	+2	+2
Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge	66%	17%	17%	+4	+4
Q28d. I am supported to pursue developmental opportunities in other workplaces	36%	32%	32%	+4	-7
Q28e. I am able to access relevant learning and development opportunities	61%	22%	17%	+4	+2
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	75%	16%	9%	+5	+13
Q28g. I am satisfied with the opportunities available for career development	43%	24%	32%	+2	-2
Q28h. I have had productive conversations with my manager on my performance in the past 12 months	56%	19%	26%	+3	0
Q28i. I develop new knowledge and skills through undertaking tasks at work	69%	19%	12%	+2	-1
Q31b. My organisation is committed to developing its employees	54%	23%	23%	+3	+4

06 Workplace climate by question

Question	Response scale %			vs 2018	vs Qld public sector
Leadership and engagement					
Q29a. My manager treats employees with dignity and respect	81%	9%	10%	+1	+1
Q29b. My manager listens to what I have to say	78%	10%	11%	-1	0
Q29c. My manager keeps me informed about what's going on	69%	15%	16%	0	+1
Q29d. My manager understands my work	80%	10%	10%	-1	+5
Q29e. My manager creates a shared sense of purpose	67%	18%	14%	-1	-1
Q29f. My manager demonstrates honesty and integrity	77%	14%	10%	-1	-1
Q29g. My manager draws the best out of me	57%	25%	18%	-1	-2
Q31a. In my organisation, the leadership is of high quality	47%	25%	28%	+1	-3
Q31c. Management model the behaviours expected of all employees	45%	25%	31%	+1	-4
Q31d. In my organisation, the leadership operates with a high level of integrity	47%	28%	25%	+1	-6
Q31f. My organisation is well managed	43%	28%	29%	+2	-3
Q33a. I would recommend my organisation as a great place to work	62%	23%	15%	0	+3
Q33b. I am proud to tell others I work for my organisation	79%	14%	7%	-1	+14
Q33c. I feel strong personal attachment to my organisation	66%	21%	14%	0	+8
Q33d. My organisation motivates me to help it achieve its objectives	53%	28%	19%	0	0
Q33e. My organisation inspires me to do the best in my job	55%	27%	18%	0	+2

06 Workplace climate by question

Question	Response scale %			vs 2018	vs Qld public sector
My job					
Q21a. I understand what is expected of me to do well in my job	95%	3%	3%	+1	+5
Q21b. I understand how my work contributes to my organisation's objectives	93%	4%	3%	+1	+2
Q22a. I have a choice in deciding how I do my work	62%	19%	19%	+3	-6
Q22e. My job gives me opportunities to utilise my skills	82%	11%	7%	+1	+7
Q22f. I enjoy the work in my current job	81%	12%	7%	0	+7
Q22g. My job gives me a feeling of personal accomplishment	77%	14%	9%	0	+10
Q34b. Your ability to work on your own initiative	79%	13%	8%	-1	-1
Q35. All things considered, how satisfied are you with your current job?	75%	13%	12%	-1	+6

07 Most changed since 2018, by question

Purpose

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

NOTE: Survey questions in scope for this section were single response non-demographic questions that were asked of all respondents in 2019 as well as in 2018. 'My workplace has undergone significant change in the past 12 months' has not been included in the analysis.

Key

Response scale:

Positive

Neutral

Negative

Question	Response scale %			vs 2018
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Survey questions with the most positive change

Q30a. My senior manager demonstrates honesty and integrity	66%	20%	14%	+8
Q28f. L&D activities I have completed in the past 12 months have helped to improve my performance	75%	16%	9%	+5
Q23c. I feel my job is secure	81%	10%	8%	+5
Q34g. Your ability to access and use flexible work arrangements	48%	38%	15%	+5
Q28d. I am supported to pursue developmental opportunities in other workplaces	36%	32%	32%	+4

Survey questions with the most negative change

Q23e.*My work has a negative impact on my health	30%	27%	43%	-2
Q25i. People take responsibility for their decisions and actions in my workplace	47%	28%	24%	-3
Q24i. People in my workgroup work effectively with others in my org to deliver services to customers	75%	17%	8%	-3
Q23a.*I am overloaded with work	29%	30%	41%	-5
Q23b.*I feel burned out by my work	37%	27%	36%	-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%.

	2019	2018
Do you currently use any flexible work options?		
Use flexible workplace option	24%	25%
Use no flexible work option	76%	75%
If yes to using flexible work option, which of the following do you use?		
Flexible work hours for example accumulated hours as 'flexitime'	32%	32%
Part time work	31%	31%
Flexible work hours for example start late or early to meet responsibilities external to work	28%	27%
Casual/on call	8%	14%
Job sharing	8%	8%
Other	5%	5%
Hot desks	4%	3%
Compressed work hours	4%	5%
Leave at half pay	4%	3%
Telecommuting	4%	3%
Purchased leave/extended leave/deferred salary schemes	1%	1%
Part-year work/annualised hours	1%	0%
Term-time working	-	1%

08 Flexible work

	2019	2018
Have you made a request regarding flexible work arrangements in the last 12 months?		
No, I have not made a request but I am content with my current arrangements	76%	75%
Yes, I requested flexibility	14%	13%
No, I have not made a request but I am not content with my current arrangements	10%	11%
If yes to having made a request regarding flexible work arrangements, was your request for flexible work arrangements:		
Fully granted	73%	62%
Partially granted	12%	17%
Declined - no reason given	7%	9%
I have not received a reply as yet	4%	7%
Declined - reason provided	3%	6%
If no to having made a request and not content with your current arrangement, why haven't you made a request to change your work arrangements?		
I feel flexibility is not possible in my current job	33%	34%
None of the above	29%	28%
Flexible working is frowned upon/not supported by my workplace culture	23%	23%
I felt it would limit my career	23%	28%
I didn't feel confident presenting my case or negotiating arrangements with my manager	22%	20%
I didn't feel I had the right to	15%	18%
I don't feel confident in my manager's ability to manage staff working flexibly	15%	11%
I was concerned that it may negatively impact my team	14%	10%
I felt it would limit my access to training and development	11%	15%
I feel the technology I currently have access to does not support flexible working	3%	2%

09 Domestic and family violence

Purpose

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

All employees

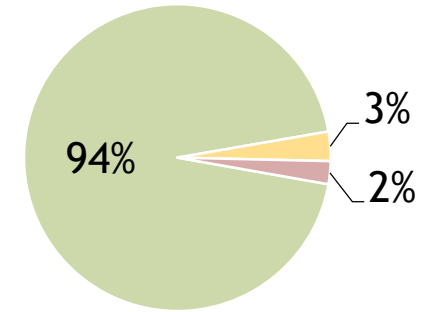
Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2019	2018
Yes	94%	95%
Don't know	3%	3%
No	2%	2%

Managers

Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2019	2018
Yes	99%	99%
No	1%	1%
Don't know	0%	0%

Managers

Q36c. In the past 12 months, have you been in a situation where you have responded to an employee/colleague affected by DFV?	2019	2018
No	66%	68%
Yes	27%	28%
Prefer not to say	6%	4%
Don't know	1%	0%



Non-managers

Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2019	2018
Yes	94%	94%
Don't know	4%	4%
No	3%	2%

Non-managers

Q36c. In the past 12 months, have you been in a situation where you have responded to an employee/colleague affected by DFV?	2019	2018
No	86%	86%
Yes	8%	9%
Prefer not to say	4%	3%
Don't know	2%	2%

09 Domestic and family violence

Question	Response scale %			vs 2018	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	98%	2%	0%	+4	+12
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	98%	2%	0%	+3	+12
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	97%	3%	0%	+2	+11

Non-managers

Q36b.a I am confident that I could sensitively communicate with colleagues affected by domestic and family violence	84%	12%	4%	+3	+11
Q36b.b. I am confident that I could effectively refer a colleague affected by domestic and family violence to appropriate support	84%	12%	4%	+2	+11

Key

Response scale:

Positive	Neutral	Negative
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10 Bullying and sexual harassment

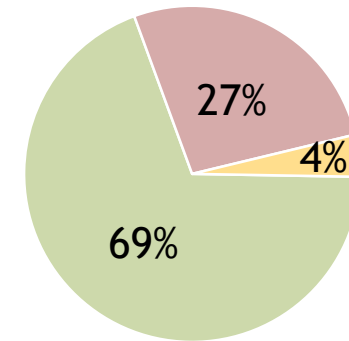
Purpose

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 2018.

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

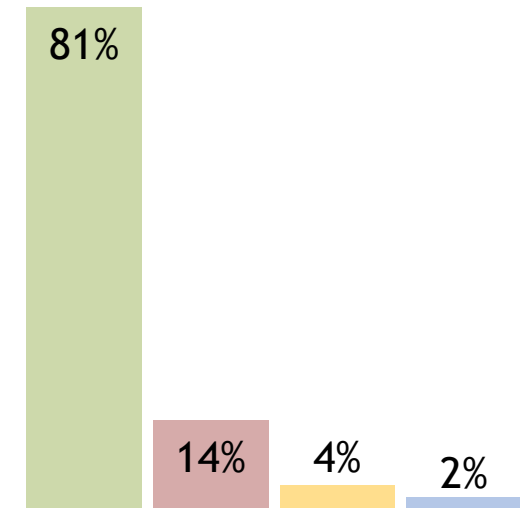
During the last 12 months have you witnessed bullying or sexual harassment in your workplace?

	2019	2018
No	69%	68%
Yes	27%	28%
Don't know	4%	4%



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

	2019	2018
No	81%	78%
Bullying	14%	17%
Don't know	4%	4%
Sexual harassment	2%	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.

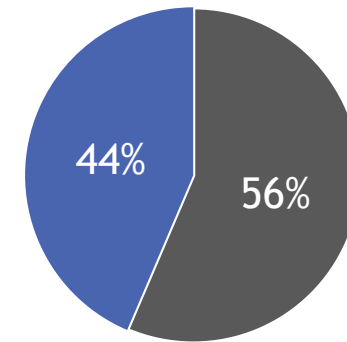
Key

Yes

No

	2019	2018
If you were subjected to bullying, who were you bullied by?		
A fellow worker	52%	44%
A senior manager	35%	33%
Your immediate manager/supervisor	31%	37%
A member of the public	14%	15%
A group of fellow workers	13%	16%
A client/customer	9%	11%
A representative of another agency	7%	5%
Prefer not to specify	6%	6%
A worker that reports to you	5%	6%
Other	3%	7%
A consultant/service provider	1%	2%
If you were subjected to bullying, what type of bullying did you experience?		
Verbal abuse	65%	63%
Inappropriate and unfair application of work policies or rules	47%	52%
Other	24%	16%
Physical behaviour	15%	16%
Interference with your personal property or work equipment	8%	9%
'Initiations' or pranks	5%	6%
Cyber bullying	4%	5%

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



	2019	2018
Why did you not report the bullying?		
I did not think any action would be taken	63%	64%
I did not think it was worth the hassle of going through the report process	47%	41%
It could affect my career	42%	48%
Managers accepted the behaviour	41%	38%
I did not want to upset relationships in the workplace	37%	38%
I did not have enough evidence	21%	24%
I did not think the bullying was serious enough	18%	17%
Other	11%	10%
The matter was resolved informally	5%	7%
I did not know how to report it	3%	4%

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.

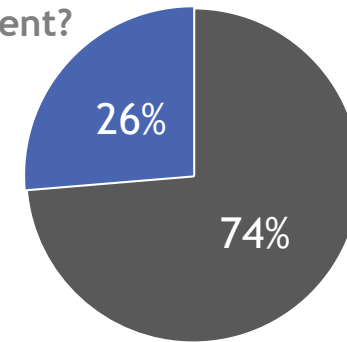
Key

Yes

No

	2019	2018
If you were subjected to sexual harassment, who were you sexually harassed by?		
A fellow worker	74%	41%
A client/customer	28%	25%
A member of the public	23%	11%
A senior manager	14%	16%
A group of fellow workers	9%	6%
Your immediate manager/supervisor	9%	22%
Prefer not to specify	5%	5%
A representative of another agency	4%	2%
A consultant/service provider	2%	2%
A worker that reports to you	2%	-
Other	-	3%
If you were subjected to sexual harassment, what type of sexual harassment did you experience?		
Remarks of a sexual nature	82%	81%
Unwanted physical intimacy	37%	40%
Unwelcome demand or request, either directly or implied, for sexual favours	32%	30%
Any other unwelcome conduct of a sexual nature in relation to you with the intention of intimidating, offending or humiliating you or where a reasonable person would anticipate the possibility of this	11%	8%
Other	9%	3%

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



	2019	2018
Why did you not report the sexual harassment?		
I did not think it was worth the hassle of going through the report process	55%	28%
I did not think any action would be taken	52%	51%
I did not want to upset relationships in the workplace	38%	45%
I did not have enough evidence	36%	21%
It could affect my career	33%	23%
Managers accepted the behaviour	33%	15%
I did not think the sexual harassment was serious enough	21%	19%
The matter was resolved informally	17%	13%
I did not know how to report it	14%	4%
Other	12%	9%

11 Civility

Purpose

This section is focused on exploring workplace behavior.

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

Key

Positive Negative

Daily	Rarely/ sporadically
Very often	Never
Often	
Regularly	

**Negatively worded question*

Negative Positive

Daily	Rarely/ sporadically
Very often	Never
Often	
Regularly	

Question

Response scale %

vs
2018

vs Qld
public
sector

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

Showed appreciation of you and your work

63%

37%

-1

-5

Made you feel included

80%

20%

-1

0

Was polite and courteous with you

95%

5%

+1

+2

Made you feel ignored*

91%

9%

+1

+2

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

92%

8%

+1

+1

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

95%

5%

+1

+1

Acted in an aggressive or intimidating manner towards you*

97%

3%

+2

+1

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

96%

4%

+2

+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 2018 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
2018

vs Qld
public
sector

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

Showed appreciation of you and your work

63%

37%

0

-5

Made you feel included

85%

15%

0

+1

Was polite and courteous with you

96%

4%

+1

+2

Made you feel ignored*

86%

14%

-2

0

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

87%

13%

-1

0

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

89%

11%

0

0

Acted in an aggressive or intimidating manner towards you*

94%

6%

0

0

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

92%

8%

-1

0

* 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:

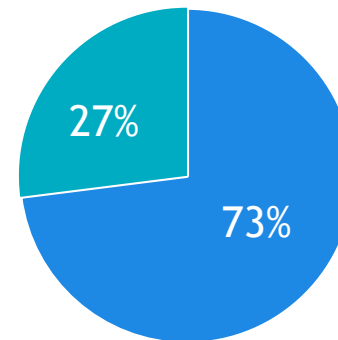
Positive Neutral Negative

Yes

No

Question	Response scale %			vs 2018
	Positive	Neutral	Negative	
[QAS] b. I would speak up/take action to show I don't approve of inappropriate behaviour or language	90%	7%	3%	-
[QAS] c. The QAS invests appropriate resources to support the health & wellbeing of it's employees	58%	18%	23%	-
[QAS] d. The Workforce Forums provide valuable opportunities for staff to raise & address issues	51%	31%	18%	-

Q47a. You aware that Priority One is available to you & your family 1 year after your seperation?



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 2018 and 2019 % positive scores, or
- the 2019 agency and Qld public sector % scores.

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

Definitions

The following definitions were used in the survey:

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

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