



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.

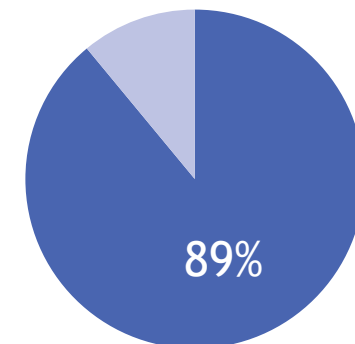
Content

- 01 Factors
- 02 Factors by division
- 03 Factors by question
- 04 Workplace climate
- 05 Workplace climate by division
- 06 Workplace climate by question
- 07 Most changed since 2019, by question
- 08 Flexible work options
- 09 Domestic and family violence
- 10 Bullying and sexual harassment
- 11 Civility
- 12 Agency specific questions
- 13 How to interpret this report

Returned surveys:

3,133

Response Rate:



**Queensland
Government**

01 Factors

Purpose

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

Key

Response scale:

Positive

Neutral

Negative

Factors

Name	Response scale %			vs 2019	vs Qld public sector
Agency engagement	60%	26%	14%	-2	0
Job empowerment	77%	13%	10%	+1	+3
Workload and health*	37%	29%	34%	-1	-2
Learning and development	58%	24%	19%	-2	+2
My workgroup	82%	12%	6%	+2	+6
My manager	79%	13%	8%	+1	+6
Organisational leadership	63%	23%	14%	+1	+11
Organisational fairness	51%	27%	22%	+1	+7
Anti-discrimination	77%	17%	6%	+2	+11
Innovation	66%	22%	12%	+1	+6

* % 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 Child Safety, Youth and Women	Central Qld Region	Corporate Services	Information, Innovation and Recovery	Moreton Region	Northern Qld Region	Office of the Director General	Service Delivery (Excluding Regions)	South East Qld Region	South West Qld Region	Strategy
Responses	3,133	389	300	227	578	425	15	165	499	365	165
Agency engagement	60%	57%	62%	64%	60%	58%	69%	70%	55%	59%	67%
Anti-discrimination	77%	80%	77%	76%	75%	81%	69%	77%	76%	81%	72%
Innovation	66%	60%	67%	70%	65%	64%	76%	77%	64%	68%	75%
Job empowerment	77%	75%	75%	80%	76%	75%	83%	86%	73%	79%	81%
Learning and development	58%	59%	54%	58%	58%	56%	69%	70%	52%	62%	57%
My manager	79%	72%	78%	78%	78%	80%	74%	87%	80%	82%	83%
My workgroup	82%	77%	85%	83%	83%	81%	82%	90%	83%	81%	85%
Organisational fairness	51%	47%	50%	49%	48%	52%	53%	64%	50%	52%	52%
Organisational leadership	63%	62%	59%	61%	64%	68%	71%	70%	59%	65%	68%
Workload and health*	37%	31%	48%	43%	34%	33%	42%	58%	30%	34%	54%

* % 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
Agency engagement					
Q33a. I would recommend my organisation as a great place to work	57%	25%	18%	-2	-5
Q33b. I am proud to tell others I work for my organisation	60%	26%	14%	-2	-7
Q33c. I feel strong personal attachment to my organisation	62%	25%	13%	+1	+3
Q33d. My organisation motivates me to help it achieve its objectives	60%	27%	14%	-3	+5
Q33e. My organisation inspires me to do the best in my job	61%	26%	13%	-2	+6
Job empowerment					
Q22a. I have a choice in deciding how I do my work	73%	16%	11%	0	+5
Q22b. I have the tools I need to do my job effectively	74%	12%	14%	+1	+1
Q22c. I get the information I need to do my job well	74%	15%	11%	+2	+4
Q22d. I have the authority necessary to do my job effectively	74%	16%	10%	+2	+3
Q22e. My job gives me opportunities to utilise my skills	80%	11%	9%	0	+4
Q34b. Your ability to work on your own initiative	87%	8%	5%	+4	+4

03 Factors by question

Question	Response scale %			vs 2019	vs Qld public sector
Workload and health*					
Q23a. I am overloaded with work*	29%	28%	44%	0	-3
Q23b. I feel burned out by my work*	40%	28%	32%	-2	0
Q23e. My work has a negative impact on my health*	43%	30%	26%	0	-2

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

Learning and development

Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge	63%	20%	17%	-1	+2
Q28e. I am able to access relevant learning and development opportunities	63%	22%	16%	0	+3
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	62%	25%	13%	-4	0
Q28g. I am satisfied with the opportunities available for career development	46%	27%	27%	-1	0
Q31b. My organisation is committed to developing its employees	56%	25%	19%	-2	+5

03 Factors by question

Question	Response scale %			vs 2019	vs Qld public sector
My workgroup					
Q24a. People in my workgroup treat each other with respect	83%	9%	8%	+2	+7
Q24b. I receive help and support from other people in my workgroup	89%	7%	4%	+1	+6
Q24c. People in my workgroup are honest, open and transparent in their dealings	75%	15%	9%	+2	+7
Q24d. People in my workgroup use their time and resources efficiently	74%	17%	9%	+3	+8
Q24e. People in my workgroup treat customers with respect	88%	9%	3%	+1	+2
Q24f. People in my workgroup are committed to delivering excellent service to customers	88%	10%	3%	+2	+5
Q24g. People in my workgroup do their jobs effectively	80%	14%	6%	+1	+4
My manager					
Q29a. My manager treats employees with dignity and respect	85%	9%	6%	-1	+4
Q29b. My manager listens to what I have to say	82%	11%	7%	0	+4
Q29c. My manager keeps me informed about what's going on	78%	13%	10%	+3	+6
Q29d. My manager understands my work	82%	10%	8%	0	+7
Q29e. My manager creates a shared sense of purpose	78%	14%	9%	+1	+8
Q29f. My manager demonstrates honesty and integrity	83%	10%	7%	0	+5
Q29g. My manager draws the best out of me	67%	22%	11%	+1	+6

03 Factors by question

Question	Response scale %			vs 2019	vs Qld public sector
Organisational leadership					
Q31a. In my organisation, the leadership is of high quality	66%	21%	14%	+1	+12
Q31c. Management model the behaviours expected of all employees	64%	22%	14%	+2	+12
Q31d. In my organisation, the leadership operates with a high level of integrity	66%	22%	12%	+1	+10
Q31f. My organisation is well managed	58%	26%	15%	0	+10
Organisational fairness					
Q25f. Performance is assessed and rewarded fairly in my workplace	42%	33%	25%	+1	+5
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	45%	26%	29%	+3	+7
Q25h. People are treated fairly and consistently in my workplace	60%	21%	19%	0	+7
Q25i. People take responsibility for their decisions and actions in my workplace	60%	25%	15%	+1	+7
Q31e. Recruitment and promotion decisions in this organisation are fair	47%	31%	23%	0	+10

03 Factors by question

Question	Response scale %			vs 2019	vs Qld public sector
Anti-discrimination					
Q32a. Age is not a barrier to success in my organisation	77%	16%	8%	+3	+12
Q32b. Gender is not a barrier to success in my organisation	83%	12%	5%	+2	+13
Q32c. Disability is not a barrier to success in my organisation	69%	25%	6%	+2	+11
Q32d. Cultural background is not a barrier to success in my organisation	77%	17%	6%	+1	+9
Q32e. Sexual orientation is not a barrier to success in my organisation	81%	17%	3%	+1	+10
Innovation					
Q27a. I get the opportunity to develop new and better ways of doing my job	62%	22%	15%	0	+4
Q27b. I am encouraged to make suggestions about improving work processes and/or services	72%	17%	11%	0	+4
Q27c. Management is willing to act on suggestions to improve how things are done	63%	22%	14%	+2	+8
Q27d. My workgroup uses research and expertise to identify better practice	62%	27%	11%	+3	+5
Q27e. My workgroup always tries to improve its performance	78%	16%	6%	+2	+8
Q27f. My organisation is open to new ideas	60%	26%	13%	-2	+5

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	59%	23%	18%	+2	+2
Effectiveness and innovation	62%	22%	16%	+1	+4
People and relationships	83%	12%	6%	+2	+6
Fairness and trust	67%	20%	13%	+1	+8
Performance and development	58%	24%	18%	0	+2
Leadership and engagement	69%	19%	11%	0	+5
My job	81%	11%	8%	+1	+3

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 Child Safety, Youth and Women	Central Qld Region	Corporate Services	Information, Innovation and Recovery	Moreton Region	Northern Qld Region	Office of the Director General	Service Delivery (Excluding Regions)	South East Qld Region	South West Qld Region	Strategy
Responses	3,133	389	300	227	578	425	15	165	499	365	165
Effectiveness and innovation	62%	58%	64%	62%	61%	61%	67%	71%	59%	65%	67%
Fairness and trust	67%	65%	66%	66%	65%	69%	65%	74%	66%	69%	67%
Leadership and engagement	69%	65%	68%	70%	69%	70%	72%	77%	67%	71%	74%
My job	81%	80%	78%	81%	81%	79%	79%	87%	79%	84%	83%
People and relationships	83%	77%	85%	83%	84%	81%	81%	90%	83%	82%	85%
Performance and development	58%	58%	55%	57%	59%	58%	65%	69%	54%	61%	58%
Safety, health and wellness	59%	53%	66%	65%	56%	54%	58%	75%	55%	58%	72%

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
Safety, health and wellness					
Q23a. I am overloaded with work*	29%	28%	44%	0	-3
Q23b. I feel burned out by my work*	40%	28%	32%	-2	0
Q23e. My work has a negative impact on my health*	43%	30%	26%	0	-2
Q23f. My work contributes positively to my quality of life	42%	36%	21%	+2	-4
Q24h. People in my workgroup are committed to workplace safety	82%	14%	4%	+3	0
Q24j. People in my workgroup work together to ensure flexible work arrangements meet both individual and business needs	76%	16%	9%	+2	+7
Q25b. My workplace culture supports people to achieve a good work/life balance	65%	19%	15%	-1	+1
Q25c. There is adequate focus on workplace safety at my workplace	76%	16%	8%	+3	-1
Q29h. My manager proactively discusses flexible work arrangements with my workgroup	67%	19%	14%	+6	+9
Q31g. In my organisation, senior leaders clearly consider the wellbeing of employees to be important	62%	21%	17%	+2	+9
Q31h. The wellbeing of employees is a priority for my organisation	57%	24%	19%	+3	+4
Q31j. My commitment to this organisation would be questioned if I chose to use flexible work options*	53%	27%	20%	+1	+3
Q34e. Your work-life balance	66%	18%	16%	+3	-1
Q34g. Your ability to access and use flexible work arrangements	68%	20%	12%	+6	+7

* indicates a negatively worded question

06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
Effectiveness and innovation					
Q22b. I have the tools I need to do my job effectively	74%	12%	14%	+1	+1
Q22c. I get the information I need to do my job well	74%	15%	11%	+2	+4
Q22d. I have the authority necessary to do my job effectively	74%	16%	10%	+2	+3
Q23c. I feel my job is secure	66%	16%	17%	+6	+3
Q23d. There is too much 'red tape' in my work (e.g. regulatory or administrative processes)*	19%	32%	50%	+1	-1
Q24k. People in my workgroup share diverse ideas to develop innovative solutions	75%	17%	8%	+1	+8
Q25d. Approval processes at my workplace are excessive*	25%	38%	37%	+1	+5
Q26a. My workplace has undergone significant change in the past 12 months	59%	28%	13%	-2	+4
Q27a. I get the opportunity to develop new and better ways of doing my job	62%	22%	15%	0	+4
Q27b. I am encouraged to make suggestions about improving work processes and/or services	72%	17%	11%	0	+4
Q27c. Management is willing to act on suggestions to improve how things are done	63%	22%	14%	+2	+8
Q27d. My workgroup uses research and expertise to identify better practice	62%	27%	11%	+3	+5
Q27e. My workgroup always tries to improve its performance	78%	16%	6%	+2	+8
Q27f. My organisation is open to new ideas	60%	26%	13%	-2	+5
Q34f. Your ability to 'make a difference' to the community	67%	21%	11%	-1	+2

* indicates a negatively worded question

06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
People and relationships					
Q24a. People in my workgroup treat each other with respect	83%	9%	8%	+2	+7
Q24b. I receive help and support from other people in my workgroup	89%	7%	4%	+1	+6
Q24c. People in my workgroup are honest, open and transparent in their dealings	75%	15%	9%	+2	+7
Q24d. People in my workgroup use their time and resources efficiently	74%	17%	9%	+3	+8
Q24e. People in my workgroup treat customers with respect	88%	9%	3%	+1	+2
Q24f. People in my workgroup are committed to delivering excellent service to customers	88%	10%	3%	+2	+5
Q24g. People in my workgroup do their jobs effectively	80%	14%	6%	+1	+4
Q24i. People in my workgroup work effectively with other workgroups in my organisation to deliver service to our customers	85%	11%	5%	+1	+6

06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
Fairness and trust					
Q25a. My workplace has an inclusive culture where diversity is valued and respected	81%	13%	6%	-1	+8
Q25f. Performance is assessed and rewarded fairly in my workplace	42%	33%	25%	+1	+5
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	45%	26%	29%	+3	+7
Q25h. People are treated fairly and consistently in my workplace	60%	21%	19%	0	+7
Q25i. People take responsibility for their decisions and actions in my workplace	60%	25%	15%	+1	+7
Q25j. I am able to speak up and share a different view to my colleagues and manager	76%	14%	10%	0	+3
Q30a. My senior manager demonstrates honesty and integrity	80%	13%	7%	-1	+8
Q31e. Recruitment and promotion decisions in this organisation are fair	47%	31%	23%	0	+10
Q31i. My responsibilities outside of work restrict my opportunities for promotion*	58%	23%	18%	+4	-1
Q32a. Age is not a barrier to success in my organisation	77%	16%	8%	+3	+12
Q32b. Gender is not a barrier to success in my organisation	83%	12%	5%	+2	+13
Q32c. Disability is not a barrier to success in my organisation	69%	25%	6%	+2	+11
Q32d. Cultural background is not a barrier to success in my organisation	77%	17%	6%	+1	+9
Q32e. Sexual orientation is not a barrier to success in my organisation	81%	17%	3%	+1	+10
Q32f. If I raised a complaint, I feel confident that it would be taken seriously	61%	21%	18%	-2	+5
Q32g. Women and men have equal access to work experiences that support career progression	76%	17%	7%	+1	+10

* indicates a negatively worded question

06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
	Strongly agree	Disagree	Strongly disagree		
Performance and development					
Q28a. I receive useful feedback on my performance	64%	21%	14%	+3	+7
Q28b. My performance is assessed against clear criteria	50%	31%	19%	+3	-1
Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge	63%	20%	17%	-1	+2
Q28d. I am supported to pursue developmental opportunities in other workplaces	45%	32%	23%	-1	0
Q28e. I am able to access relevant learning and development opportunities	63%	22%	16%	0	+3
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	62%	25%	13%	-4	0
Q28g. I am satisfied with the opportunities available for career development	46%	27%	27%	-1	0
Q28h. I have had productive conversations with my manager on my performance in the past 12 months	58%	21%	21%	+4	0
Q28i. I develop new knowledge and skills through undertaking tasks at work	76%	15%	9%	0	+4
Q31b. My organisation is committed to developing its employees	56%	25%	19%	-2	+5

06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
Leadership and engagement					
Q29a. My manager treats employees with dignity and respect	85%	9%	6%	-1	+4
Q29b. My manager listens to what I have to say	82%	11%	7%	0	+4
Q29c. My manager keeps me informed about what's going on	78%	13%	10%	+3	+6
Q29d. My manager understands my work	82%	10%	8%	0	+7
Q29e. My manager creates a shared sense of purpose	78%	14%	9%	+1	+8
Q29f. My manager demonstrates honesty and integrity	83%	10%	7%	0	+5
Q29g. My manager draws the best out of me	67%	22%	11%	+1	+6
Q31a. In my organisation, the leadership is of high quality	66%	21%	14%	+1	+12
Q31c. Management model the behaviours expected of all employees	64%	22%	14%	+2	+12
Q31d. In my organisation, the leadership operates with a high level of integrity	66%	22%	12%	+1	+10
Q31f. My organisation is well managed	58%	26%	15%	0	+10
Q33a. I would recommend my organisation as a great place to work	57%	25%	18%	-2	-5
Q33b. I am proud to tell others I work for my organisation	60%	26%	14%	-2	-7
Q33c. I feel strong personal attachment to my organisation	62%	25%	13%	+1	+3
Q33d. My organisation motivates me to help it achieve its objectives	60%	27%	14%	-3	+5
Q33e. My organisation inspires me to do the best in my job	61%	26%	13%	-2	+6

06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
My job					
Q21a. I understand what is expected of me to do well in my job	92%	5%	4%	+1	+1
Q21b. I understand how my work contributes to my organisation's objectives	94%	3%	2%	+1	+3
Q22a. I have a choice in deciding how I do my work	73%	16%	11%	0	+5
Q22e. My job gives me opportunities to utilise my skills	80%	11%	9%	0	+4
Q22f. I enjoy the work in my current job	76%	15%	8%	-1	+1
Q22g. My job gives me a feeling of personal accomplishment	72%	17%	11%	+1	+3
Q34b. Your ability to work on your own initiative	87%	8%	5%	+4	+4
Q35. All things considered, how satisfied are you with your current job?	72%	15%	12%	0	+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

Q29h. My manager proactively discusses flexible work arrangements with my workgroup	67%	19%	14%	+6
Q34g. Satisfaction with your ability to access and use flexible work arrangements	68%	20%	12%	+6
Q23c. I feel my job is secure	66%	16%	17%	+6
Q31i. My responsibilities outside of work restrict my opportunities for promotion*	58%	23%	18%	+4
Q28h. I have had productive conversations with my manager on my performance in the past 12 months	58%	21%	21%	+4

Survey questions with the most negative change

Q33b. I am proud to tell others I work for my organisation	60%	26%	14%	-2
Q27f. My organisation is open to new ideas	60%	26%	13%	-2
Q33e. My organisation inspires me to do the best in my job	61%	26%	13%	-2
Q33d. My organisation motivates me to help it achieve its objectives	60%	27%	14%	-3
Q28f. L&D activities I have completed in the past 12 months have helped to improve my performance	62%	25%	13%	-4

* 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
Do you currently use any flexible work options?		
Use flexible workplace option	71%	64%
Use no flexible work option	29%	36%
If yes to using flexible work option, which of the following do you use?		
Flexible work hours for example accumulated hours as 'flexitime'	59%	66%
Telecommuting (Remote working)	40%	10%
Flexible work hours for example start late or early to meet responsibilities external to work	25%	26%
Part time work	20%	23%
Hot desks	7%	5%
Compressed work hours	6%	6%
Leave at half pay	5%	6%
Other	2%	2%
Job sharing	2%	2%
Purchased leave/extended leave/deferred salary schemes	1%	1%
Casual/on call	1%	1%
Term-time working	0%	0%
Part-year work/annualised hours	0%	0%

08 Flexible work

	2020	2019
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	56%	57%
Yes, I requested flexibility	34%	33%
No, I have not made a request but I am not content with my current arrangements	10%	10%
If yes to having made a request regarding flexible work arrangements, was your request for flexible work arrangements:		
Fully granted	76%	76%
Partially granted	12%	11%
I have not received a reply as yet	5%	4%
Declined - reason provided	4%	6%
Declined - no reason given	2%	3%
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 was concerned that it may negatively impact my team	33%	33%
I didn't feel confident presenting my case or negotiating arrangements with my manager	31%	25%
Flexible working is frowned upon/not supported by my workplace culture	29%	22%
I feel flexibility is not possible in my current job	27%	32%
None of the above	20%	20%
I didn't feel I had the right to	17%	23%
I felt it would limit my career	17%	18%
I don't feel confident in my manager's ability to manage staff working flexibly	8%	5%
I felt it would limit my access to training and development	7%	6%
I feel the technology I currently have access to does not support flexible working	5%	7%

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

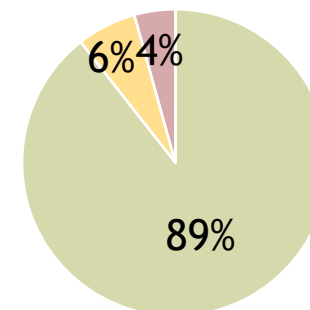
Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2020	2019
Yes	89%	85%
Don't know	6%	9%
No	4%	6%

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
Yes	98%	98%
Don't know	1%	1%
No	1%	1%

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
No	68%	66%
Yes	27%	31%
Prefer not to say	3%	3%
Don't know	1%	1%



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
Yes	87%	82%
Don't know	7%	10%
No	5%	8%

Non-managers

Q36c. In the past 12 months, have you been in a situation where you have responded to an employee/colleague affected by DFV?	2020	2019
No	85%	85%
Yes	10%	9%
Prefer not to say	3%	4%
Don't know	2%	2%

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	96%	4%	1%	0	+9
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	95%	5%	1%	+1	+8
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%	6%	1%	0	+8

Non-managers

Q36b.a I am confident that I could sensitively communicate with colleagues affected by domestic and family violence	87%	10%	3%	+3	+12
Q36b.b. I am confident that I could effectively refer a colleague affected by domestic and family violence to appropriate support	86%	11%	3%	+4	+11

Key

Response scale:

Positive	Neutral	Negative
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10 Bullying and sexual harassment

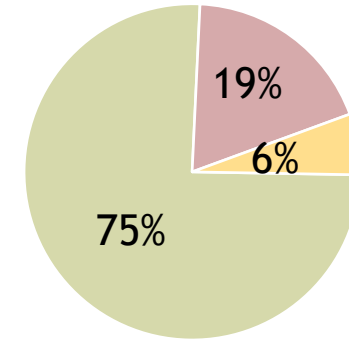
Purpose

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 2019.

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

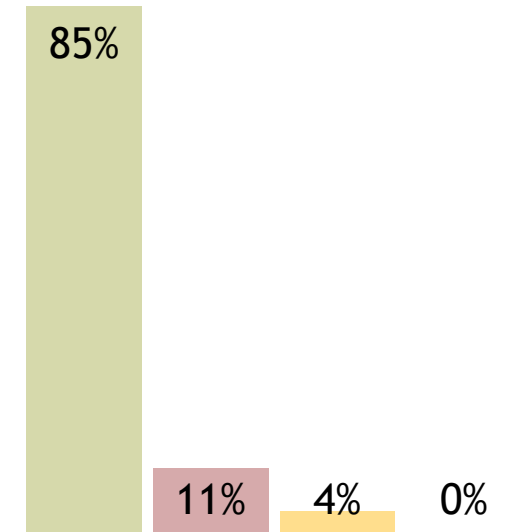
During the last 12 months have you witnessed bullying or sexual harassment in your workplace?

	2020	2019
No	75%	75%
Yes	19%	19%
Don't know	6%	5%



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

	2020	2019
No	85%	85%
Bullying	11%	11%
Don't know	4%	4%
Sexual harassment	0%	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.

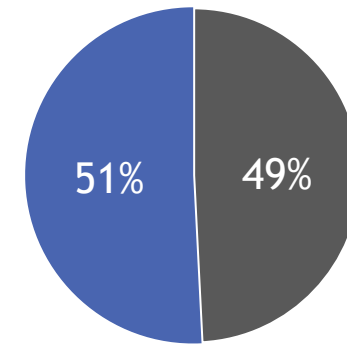
Key

Yes

No

	2020	2019
If you were subjected to bullying, who were you bullied by?		
A fellow worker	39%	41%
Your immediate manager/supervisor	33%	35%
A senior manager	31%	30%
A group of fellow workers	14%	17%
A client/customer	12%	9%
Prefer not to specify	10%	10%
A member of the public	5%	4%
A worker that reports to you	4%	5%
Other	4%	1%
A representative of another agency	3%	5%
A consultant/service provider	2%	2%
If you were subjected to bullying, what type of bullying did you experience?		
Verbal abuse	57%	55%
Inappropriate and unfair application of work policies or rules	43%	38%
Other	31%	35%
Cyber bullying	10%	5%
Physical behaviour	9%	10%
Interference with your personal property or work equipment	5%	7%
'Initiations' or pranks	3%	6%

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



	2020	2019
Why did you not report the bullying?		
I did not think any action would be taken	60%	63%
It could affect my career	52%	53%
I did not want to upset relationships in the workplace	46%	44%
I did not think it was worth the hassle of going through the report process	39%	36%
Managers accepted the behaviour	39%	32%
I did not have enough evidence	22%	22%
Other	17%	13%
I did not think the bullying was serious enough	11%	17%
I did not know how to report it	9%	11%
The matter was resolved informally	8%	13%

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.

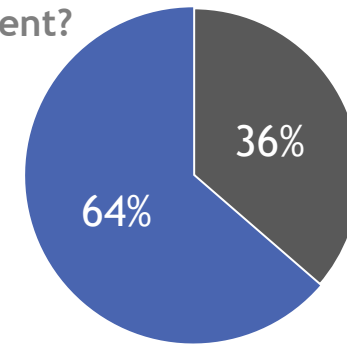
Key

Yes

No

	2020	2019
If you were subjected to sexual harassment, who were you sexually harassed by?		
A fellow worker	55%	75%
Your immediate manager/supervisor	18%	15%
Prefer not to specify	18%	5%
A senior manager	9%	10%
A worker that reports to you	9%	-
A client/customer	9%	-
A member of the public	9%	-
A representative of another agency	9%	-
A group of fellow workers	-	10%
Other	-	5%
If you were subjected to sexual harassment, what type of sexual harassment did you experience?		
Remarks of a sexual nature	55%	75%
Any other unwelcome conduct of a sexual nature in relation to you	36%	25%
Unwanted physical intimacy	27%	15%
Other	27%	25%
Unwelcome demand or request, either directly or implied, for sexual favours	18%	5%

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



	2020	2019
Why did you not report the sexual harassment?		
I did not want to upset relationships in the workplace	-	36%
It could affect my career	-	50%
I did not think any action would be taken	-	50%
Other	-	29%
Managers accepted the behaviour	-	29%
I did not think it was worth the hassle of going through the report process	-	21%
I did not have enough evidence	-	14%
The matter was resolved informally	-	14%
I did not think the sexual harassment was serious enough	-	14%
I did not know how to report it	-	14%

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%

+3

+9

Made you feel included

89%

11%

+2

+8

Was polite and courteous with you

97%

3%

+1

+4

Made you feel ignored*

92%

8%

0

+3

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

93%

7%

0

+2

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

95%

5%

0

+1

Acted in an aggressive or intimidating manner towards you*

96%

4%

-1

+1

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

96%

4%

-1

+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 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%

+2

+7

Made you feel included

90%

10%

+2

+5

Was polite and courteous with you

97%

3%

0

+2

Made you feel ignored*

90%

10%

0

+3

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

90%

10%

0

+2

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

91%

9%

-1

+2

Acted in an aggressive or intimidating manner towards you*

95%

5%

-1

+1

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

94%

6%

-1

+1

** 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
DCSYW m. My workgroup is committed to developing Aboriginal and Torres Strait Islander cultural capability	76%	20%	4%	-2
DCSYW k. Organisation has acted to improve the Aboriginal and Torres Strait Islander cultural capability	71%	23%	6%	-2
DCSYW l. My Aboriginal and Torres Strait Islander cultural capability has improved over the past 12 months	68%	26%	6%	0
DCSYW f. Our leaders add value (passionate, proud, recognise diversity by building cultural competence) in accordance with the department's leadership charter	66%	26%	8%	+1
DCSYW e. Our leaders demonstrate stewardship (customer centred approach within an ethical framework) in accordance with the department's leadership charter	65%	27%	8%	0
DCSYW j. I believe I can rise to the challenge that the department's future directions offer	65%	29%	6%	-2
DCSYW d. Our leaders establish connection (collaborate with stakeholders, engage to build capability) in accordance with the department's leadership charter	65%	28%	7%	0
DCSYW b. Senior leaders provide regular information on the future directions of the department	63%	23%	14%	-3
DCSYW c. Our leaders display authenticity (build and sustain honest and respectful relationships) in accordance with the department's leadership charter	63%	26%	11%	0
DCSYW g. I believe my work environment has improved over the last twelve months	44%	36%	20%	+2
DCSYW i. I have opportunities to discuss the department's future directions with senior people	39%	35%	26%	-4
DCSYW h. I feel more informed about the department's future directions than I did twelve months ago	35%	43%	22%	-4
DCSYW a. Issues raised in the 2019 Employee Opinion Survey are being addressed by the organisation	34%	49%	17%	0

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.

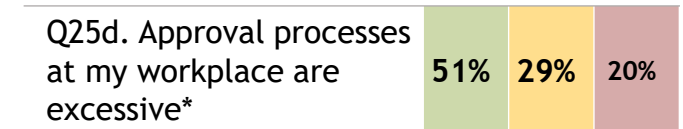
EXAMPLE

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.