



## 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.

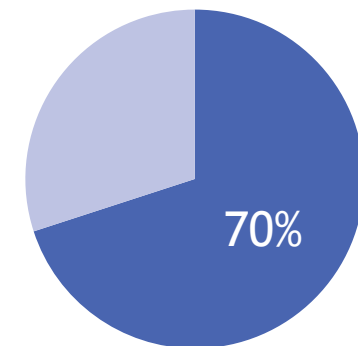
### Content

- 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 2018, 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:

# 801

Response Rate:



# 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	44%	29%	27%	-5	-14
Job empowerment	66%	18%	16%	-2	-5
Workload and health*	32%	34%	34%	-4	-7
Learning and development	40%	30%	30%	-7	-16
My workgroup	73%	17%	10%	-1	-2
My manager	69%	17%	15%	0	-4
Organisational leadership	31%	35%	35%	-7	-19
Organisational fairness	32%	31%	37%	-3	-10
Anti-discrimination	61%	29%	10%	-2	-3
Innovation	54%	26%	20%	-3	-4

\* %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	Public Safety Business Agency	Asset & Procurement Services	Finance Services	Frontline & Digital Services	Human Resources	Office of the COO	Queensland Government Air
Responses	801	171	72	402	75	18	62
Agency engagement	44%	47%	51%	42%	31%	36%	60%
Job empowerment	66%	67%	74%	61%	69%	63%	76%
Workload and health*	32%	28%	44%	28%	39%	26%	45%
Learning and development	40%	41%	57%	35%	46%	45%	44%
My workgroup	73%	68%	77%	71%	81%	65%	82%
My manager	69%	71%	79%	64%	73%	64%	74%
Organisational leadership	31%	39%	42%	24%	29%	26%	40%
Organisational fairness	32%	35%	39%	28%	35%	27%	46%
Anti-discrimination	61%	64%	65%	59%	64%	51%	61%
Innovation	54%	54%	66%	51%	58%	50%	58%

\* %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
<b>Agency engagement</b>					
Q33a. I would recommend my organisation as a great place to work	43%	30%	27%	-7	-16
Q33b. I am proud to tell others I work for my organisation	53%	24%	23%	-6	-13
Q33c. I feel strong personal attachment to my organisation	43%	31%	26%	-4	-15
Q33d. My organisation motivates me to help it achieve its objectives	40%	31%	28%	-5	-13
Q33e. My organisation inspires me to do the best in my job	42%	30%	28%	-5	-12
<b>Job empowerment</b>					
Q22a. I have a choice in deciding how I do my work	73%	16%	11%	-3	+5
Q22b. I have the tools I need to do my job effectively	58%	21%	21%	-4	-11
Q22c. I get the information I need to do my job well	53%	23%	24%	-3	-14
Q22d. I have the authority necessary to do my job effectively	60%	21%	19%	-5	-10
Q22e. My job gives me opportunities to utilise my skills	71%	16%	14%	-2	-4
Q34b. Your ability to work on your own initiative	81%	11%	8%	+3	+1

## 03 Factors by question

Question	Response scale %			vs 2018	vs Qld public sector
<b>Workload and health*</b>					
Q23a. I am overloaded with work*	23%	34%	43%	-4	-8
Q23b. I feel burned out by my work*	35%	33%	32%	-2	-7
Q23e. My work has a negative impact on my health*	38%	35%	27%	-5	-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	48%	23%	29%	-7	-14
Q28e. I am able to access relevant learning and development opportunities	43%	31%	26%	-5	-17
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	45%	32%	23%	-11	-18
Q28g. I am satisfied with the opportunities available for career development	33%	31%	36%	-3	-12
Q31b. My organisation is committed to developing its employees	34%	32%	35%	-8	-17

## 03 Factors by question

Question	Response scale %			vs 2018	vs Qld public sector
<b>My workgroup</b>					
Q24a. People in my workgroup treat each other with respect	76%	13%	11%	0	+2
Q24b. I receive help and support from other people in my workgroup	82%	12%	6%	-1	-1
Q24c. People in my workgroup are honest, open and transparent in their dealings	68%	19%	13%	-1	+2
Q24d. People in my workgroup use their time and resources efficiently	58%	24%	17%	-1	-5
Q24e. People in my workgroup treat customers with respect	81%	13%	6%	-2	-3
Q24f. People in my workgroup are committed to delivering excellent service to customers	77%	16%	7%	-2	-3
Q24g. People in my workgroup do their jobs effectively	65%	24%	11%	-3	-9
<b>My manager</b>					
Q29a. My manager treats employees with dignity and respect	79%	10%	11%	-1	-1
Q29b. My manager listens to what I have to say	78%	11%	11%	0	-1
Q29c. My manager keeps me informed about what's going on	63%	18%	19%	0	-6
Q29d. My manager understands my work	69%	15%	16%	0	-5
Q29e. My manager creates a shared sense of purpose	62%	23%	15%	+1	-6
Q29f. My manager demonstrates honesty and integrity	77%	13%	10%	0	-1
Q29g. My manager draws the best out of me	53%	27%	20%	+1	-6

## 03 Factors by question

Question	Response scale %			vs 2018	vs Qld public sector
<b>Organisational leadership</b>					
Q31a. In my organisation, the leadership is of high quality	29%	35%	36%	-8	-21
Q31c. Management model the behaviours expected of all employees	33%	32%	35%	-7	-16
Q31d. In my organisation, the leadership operates with a high level of integrity	36%	39%	26%	-6	-17
Q31f. My organisation is well managed	25%	34%	41%	-7	-20
<b>Organisational fairness</b>					
Q25f. Performance is assessed and rewarded fairly in my workplace	24%	36%	40%	-2	-12
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	22%	28%	50%	-6	-14
Q25h. People are treated fairly and consistently in my workplace	45%	28%	27%	-3	-6
Q25i. People take responsibility for their decisions and actions in my workplace	42%	31%	27%	-2	-9
Q31e. Recruitment and promotion decisions in this organisation are fair	29%	33%	39%	-3	-7

## 03 Factors by question

Question	Response scale %			vs 2018	vs Qld public sector
<b>Anti-discrimination</b>					
Q32a. Age is not a barrier to success in my organisation	61%	25%	14%	-2	-2
Q32b. Gender is not a barrier to success in my organisation	65%	24%	11%	0	-2
Q32c. Disability is not a barrier to success in my organisation	54%	36%	10%	-2	-2
Q32d. Cultural background is not a barrier to success in my organisation	63%	29%	7%	-3	-5
Q32e. Sexual orientation is not a barrier to success in my organisation	62%	31%	6%	-3	-7
<b>Innovation</b>					
Q27a. I get the opportunity to develop new and better ways of doing my job	54%	25%	22%	-4	-3
Q27b. I am encouraged to make suggestions about improving work processes and/or services	64%	18%	17%	-2	-2
Q27c. Management is willing to act on suggestions to improve how things are done	47%	24%	29%	-4	-6
Q27d. My workgroup uses research and expertise to identify better practice	49%	33%	19%	-5	-5
Q27e. My workgroup always tries to improve its performance	66%	22%	12%	0	-3
Q27f. My organisation is open to new ideas	46%	31%	23%	-5	-8



# 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%	29%	22%	-2	-5
Effectiveness and innovation	50%	26%	25%	-2	-6
People and relationships	72%	18%	10%	-2	-3
Fairness and trust	52%	27%	20%	-2	-5
Performance and development	40%	29%	31%	-4	-15
Leadership and engagement	52%	25%	23%	-3	-11
My job	74%	14%	12%	-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	Public Safety Business Agency	Asset & Procurement Services	Finance Services	Frontline & Digital Services	Human Resources	Office of the COO	Queensland Government Air
Responses	801	171	72	402	75	18	62
Safety, health and wellness	49%	50%	58%	45%	57%	48%	57%
Effectiveness and innovation	50%	50%	57%	47%	52%	48%	54%
People and relationships	72%	68%	77%	70%	80%	65%	82%
Fairness and trust	52%	55%	58%	49%	56%	47%	59%
Performance and development	40%	41%	54%	36%	43%	46%	43%
Leadership and engagement	52%	56%	61%	47%	49%	46%	61%
My job	74%	76%	80%	70%	78%	65%	83%

# 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
<b>Safety, health and wellness</b>					
Q23a. I am overloaded with work*	23%	34%	43%	-4	-8
Q23b. I feel burned out by my work*	35%	33%	32%	-2	-7
Q23e. My work has a negative impact on my health*	38%	35%	27%	-5	-5
Q23f. My work contributes positively to my quality of life	37%	41%	21%	-1	-6
Q24h. People in my workgroup are committed to workplace safety	74%	21%	5%	-2	-7
Q24j. People in my workgroup work together to ensure flexible work arrangements meet both individual and business needs	68%	21%	11%	-1	+2
Q25b. My workplace culture supports people to achieve a good work/life balance	60%	22%	19%	-2	-2
Q25c. There is adequate focus on workplace safety at my workplace	66%	24%	9%	-2	-10
Q29h. My manager proactively discusses flexible work arrangements with my workgroup	43%	28%	29%	0	-8
Q31g. In my organisation, senior leaders clearly consider the wellbeing of employees to be important	41%	27%	31%	-2	-9
Q31h. The wellbeing of employees is a priority for my organisation	41%	30%	29%	-2	-8
Q31j. My commitment to this organisation would be questioned if I chose to use flexible work options*	44%	35%	21%	-3	-4
Q34e. Your work-life balance	64%	21%	15%	0	-1
Q34g. Your ability to access and use flexible work arrangements	57%	27%	15%	0	0

\* indicates a negatively worded question

## 06 Workplace climate by question

Question	Response scale %			vs 2018	vs Qld public sector
<b>Effectiveness and innovation</b>					
Q22b. I have the tools I need to do my job effectively	58%	21%	21%	-4	-11
Q22c. I get the information I need to do my job well	53%	23%	24%	-3	-14
Q22d. I have the authority necessary to do my job effectively	60%	21%	19%	-5	-10
Q23c. I feel my job is secure	45%	24%	31%	-4	-15
Q23d. There is too much 'red tape' in my work (e.g. regulatory or administrative processes)*	14%	30%	56%	-1	-4
Q24k. People in my workgroup share diverse ideas to develop innovative solutions	64%	23%	13%	-1	-1
Q25d. Approval processes at my workplace are excessive*	16%	36%	47%	-1	-3
Q26a. My workplace has undergone significant change in the past 12 months	49%	29%	23%	+3	0
Q27a. I get the opportunity to develop new and better ways of doing my job	54%	25%	22%	-4	-3
Q27b. I am encouraged to make suggestions about improving work processes and/or services	64%	18%	17%	-2	-2
Q27c. Management is willing to act on suggestions to improve how things are done	47%	24%	29%	-4	-6
Q27d. My workgroup uses research and expertise to identify better practice	49%	33%	19%	-5	-5
Q27e. My workgroup always tries to improve its performance	66%	22%	12%	0	-3
Q27f. My organisation is open to new ideas	46%	31%	23%	-5	-8
Q34f. Your ability to 'make a difference' to the community	62%	25%	13%	0	-1

\* indicates a negatively worded question

## 06 Workplace climate by question

Question	Response scale %			vs 2018	vs Qld public sector
<b>People and relationships</b>					
Q24a. People in my workgroup treat each other with respect	76%	13%	11%	0	+2
Q24b. I receive help and support from other people in my workgroup	82%	12%	6%	-1	-1
Q24c. People in my workgroup are honest, open and transparent in their dealings	68%	19%	13%	-1	+2
Q24d. People in my workgroup use their time and resources efficiently	58%	24%	17%	-1	-5
Q24e. People in my workgroup treat customers with respect	81%	13%	6%	-2	-3
Q24f. People in my workgroup are committed to delivering excellent service to customers	77%	16%	7%	-2	-3
Q24g. People in my workgroup do their jobs effectively	65%	24%	11%	-3	-9
Q24i. People in my workgroup work effectively with other workgroups in my organisation to deliver service to our customers	68%	21%	11%	-5	-8

## 06 Workplace climate by question

Question	Response scale %			vs 2018	vs Qld public sector
<b>Fairness and trust</b>					
Q25a. My workplace has an inclusive culture where diversity is valued and respected	65%	24%	11%	-1	-7
Q25f. Performance is assessed and rewarded fairly in my workplace	24%	36%	40%	-2	-12
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	22%	28%	50%	-6	-14
Q25h. People are treated fairly and consistently in my workplace	45%	28%	27%	-3	-6
Q25i. People take responsibility for their decisions and actions in my workplace	42%	31%	27%	-2	-9
Q25j. I am able to speak up and share a different view to my colleagues and manager	73%	14%	13%	-1	+2
Q30a. My senior manager demonstrates honesty and integrity	65%	21%	14%	0	-6
Q31e. Recruitment and promotion decisions in this organisation are fair	29%	33%	39%	-3	-7
Q31i. My responsibilities outside of work restrict my opportunities for promotion*	61%	27%	12%	+1	+4
Q32a. Age is not a barrier to success in my organisation	61%	25%	14%	-2	-2
Q32b. Gender is not a barrier to success in my organisation	65%	24%	11%	0	-2
Q32c. Disability is not a barrier to success in my organisation	54%	36%	10%	-2	-2
Q32d. Cultural background is not a barrier to success in my organisation	63%	29%	7%	-3	-5
Q32e. Sexual orientation is not a barrier to success in my organisation	62%	31%	6%	-3	-7
Q32f. If I raised a complaint, I feel confident that it would be taken seriously	47%	26%	27%	-4	-8
Q32g. Women and men have equal access to work experiences that support career progression	62%	26%	12%	-3	-3

\* indicates a negatively worded question

## 06 Workplace climate by question

Question	Response scale %			vs 2018	vs Qld public sector
<b>Performance and development</b>					
Q28a. I receive useful feedback on my performance	39%	29%	32%	-4	-16
Q28b. My performance is assessed against clear criteria	26%	34%	40%	-3	-22
Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge	48%	23%	29%	-7	-14
Q28d. I am supported to pursue developmental opportunities in other workplaces	30%	38%	32%	-1	-13
Q28e. I am able to access relevant learning and development opportunities	43%	31%	26%	-5	-17
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	45%	32%	23%	-11	-18
Q28g. I am satisfied with the opportunities available for career development	33%	31%	36%	-3	-12
Q28h. I have had productive conversations with my manager on my performance in the past 12 months	40%	24%	36%	-3	-16
Q28i. I develop new knowledge and skills through undertaking tasks at work	64%	21%	15%	0	-6
Q31b. My organisation is committed to developing its employees	34%	32%	35%	-8	-17

## 06 Workplace climate by question

Question	Response scale %			vs 2018	vs Qld public sector
<b>Leadership and engagement</b>					
Q29a. My manager treats employees with dignity and respect	79%	10%	11%	-1	-1
Q29b. My manager listens to what I have to say	78%	11%	11%	0	-1
Q29c. My manager keeps me informed about what's going on	63%	18%	19%	0	-6
Q29d. My manager understands my work	69%	15%	16%	0	-5
Q29e. My manager creates a shared sense of purpose	62%	23%	15%	+1	-6
Q29f. My manager demonstrates honesty and integrity	77%	13%	10%	0	-1
Q29g. My manager draws the best out of me	53%	27%	20%	+1	-6
Q31a. In my organisation, the leadership is of high quality	29%	35%	36%	-8	-21
Q31c. Management model the behaviours expected of all employees	33%	32%	35%	-7	-16
Q31d. In my organisation, the leadership operates with a high level of integrity	36%	39%	26%	-6	-17
Q31f. My organisation is well managed	25%	34%	41%	-7	-20
Q33a. I would recommend my organisation as a great place to work	43%	30%	27%	-7	-16
Q33b. I am proud to tell others I work for my organisation	53%	24%	23%	-6	-13
Q33c. I feel strong personal attachment to my organisation	43%	31%	26%	-4	-15
Q33d. My organisation motivates me to help it achieve its objectives	40%	31%	28%	-5	-13
Q33e. My organisation inspires me to do the best in my job	42%	30%	28%	-5	-12



## 06 Workplace climate by question

Question	Response scale %			vs 2018	vs Qld public sector
<b>My job</b>					
Q21a. I understand what is expected of me to do well in my job	83%	8%	9%	-1	-6
Q21b. I understand how my work contributes to my organisation's objectives	86%	7%	8%	-4	-5
Q22a. I have a choice in deciding how I do my work	73%	16%	11%	-3	+5
Q22e. My job gives me opportunities to utilise my skills	71%	16%	14%	-2	-4
Q22f. I enjoy the work in my current job	70%	18%	13%	+1	-5
Q22g. My job gives me a feeling of personal accomplishment	65%	19%	16%	+2	-2
Q34b. Your ability to work on your own initiative	81%	11%	8%	+3	+1
Q35. All things considered, how satisfied are you with your current job?	62%	19%	20%	-6	-8

# 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
<b>Survey questions with the most positive change</b>				
Q34b. Your ability to work on your own initiative	81%	11%	8%	+3
Q22g. My job gives me a feeling of personal accomplishment	65%	19%	16%	+2
Q22f. I enjoy the work in my current job	70%	18%	13%	+1
Q31i.*My responsibilities outside of work restrict my opportunities for promotion	61%	27%	12%	+1
Q29g. My manager draws the best out of me	53%	27%	20%	+1
<b>Survey questions with the most negative change</b>				
Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge	48%	23%	29%	-7
Q31f. My organisation is well managed	25%	34%	41%	-7
Q31b. My organisation is committed to developing its employees	34%	32%	35%	-8
Q31a. In my organisation, the leadership is of high quality	29%	35%	36%	-8
Q28f. L&D activities I have completed in the past 12 months have helped to improve my performance	45%	32%	23%	-11

\* 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
<b>Do you currently use any flexible work options?</b>		
Use flexible workplace option	60%	62%
Use no flexible work option	40%	38%
<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'	73%	76%
Flexible work hours for example start late or early to meet responsibilities external to work	36%	34%
Telecommuting	20%	14%
Leave at half pay	9%	8%
Part time work	8%	6%
Hot desks	7%	5%
Compressed work hours	3%	4%
Casual/on call	2%	2%
Other	2%	4%
Purchased leave/extended leave/deferred salary schemes	2%	1%
Job sharing	2%	2%
Part-year work/annualised hours	0%	-

## 08 Flexible work

	2019	2018
<b>Have you made a request regarding flexible work arrangements in the last 12 months?</b>		
No, I have not made a request but I am content with my current arrangements	<b>69%</b>	<b>69%</b>
Yes, I requested flexibility	<b>18%</b>	<b>17%</b>
No, I have not made a request but I am not content with my current arrangements	<b>12%</b>	<b>14%</b>
<b>If yes to having made a request regarding flexible work arrangements, was your request for flexible work arrangements:</b>		
Fully granted	<b>63%</b>	<b>66%</b>
Partially granted	<b>17%</b>	<b>15%</b>
I have not received a reply as yet	<b>9%</b>	<b>7%</b>
Declined - no reason given	<b>7%</b>	<b>5%</b>
Declined - reason provided	<b>4%</b>	<b>6%</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>		
Flexible working is frowned upon/not supported by my workplace culture	<b>34%</b>	<b>24%</b>
I feel flexibility is not possible in my current job	<b>26%</b>	<b>29%</b>
I was concerned that it may negatively impact my team	<b>26%</b>	<b>23%</b>
I didn't feel confident presenting my case or negotiating arrangements with my manager	<b>25%</b>	<b>19%</b>
I felt it would limit my career	<b>25%</b>	<b>18%</b>
None of the above	<b>20%</b>	<b>24%</b>
I didn't feel I had the right to	<b>14%</b>	<b>18%</b>
I don't feel confident in my manager's ability to manage staff working flexibly	<b>9%</b>	<b>13%</b>
I felt it would limit my access to training and development	<b>9%</b>	<b>7%</b>
I feel the technology I currently have access to does not support flexible working	<b>6%</b>	<b>11%</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

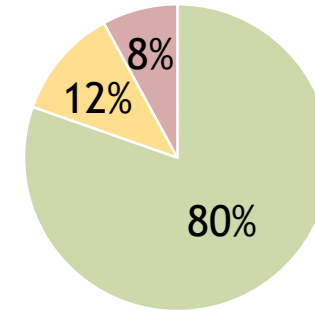
Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2019	2018
<b>Yes</b>	<b>80%</b>	<b>81%</b>
<b>Don't know</b>	<b>12%</b>	<b>10%</b>
<b>No</b>	<b>8%</b>	<b>9%</b>

### Managers

Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2019	2018
<b>Yes</b>	<b>93%</b>	<b>91%</b>
<b>Don't know</b>	<b>3%</b>	<b>5%</b>
<b>No</b>	<b>3%</b>	<b>4%</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?	2019	2018
<b>No</b>	<b>88%</b>	<b>85%</b>
<b>Yes</b>	<b>9%</b>	<b>13%</b>
<b>Prefer not to say</b>	<b>2%</b>	<b>2%</b>
<b>Don't know</b>	<b>1%</b>	<b>0%</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?	2019	2018
<b>Yes</b>	<b>75%</b>	<b>77%</b>
<b>Don't know</b>	<b>15%</b>	<b>12%</b>
<b>No</b>	<b>10%</b>	<b>11%</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?	2019	2018
<b>No</b>	<b>88%</b>	<b>91%</b>
<b>Yes</b>	<b>6%</b>	<b>4%</b>
<b>Don't know</b>	<b>4%</b>	<b>2%</b>
<b>Prefer not to say</b>	<b>3%</b>	<b>3%</b>

# 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	78%	15%	7%	-2	-8
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	79%	13%	8%	+1	-7
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	78%	14%	8%	0	-7

## Non-managers

Q36b.a I am confident that I could sensitively communicate with colleagues affected by domestic and family violence	61%	29%	9%	-3	-12
Q36b.b. I am confident that I could effectively refer a colleague affected by domestic and family violence to appropriate support	62%	27%	10%	-6	-11

### Key

Response scale:

Positive

Neutral

Negative

# 10 Bullying and sexual harassment

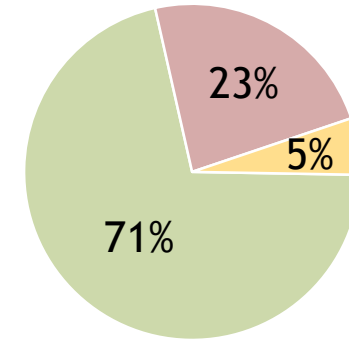
## Purpose

This section focuses on understanding the prevalence and sources of bullying and sexual harassment as well as the rate of reporting and barriers to reporting such incidences. The comparison columns show the score each question received in 2018.

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

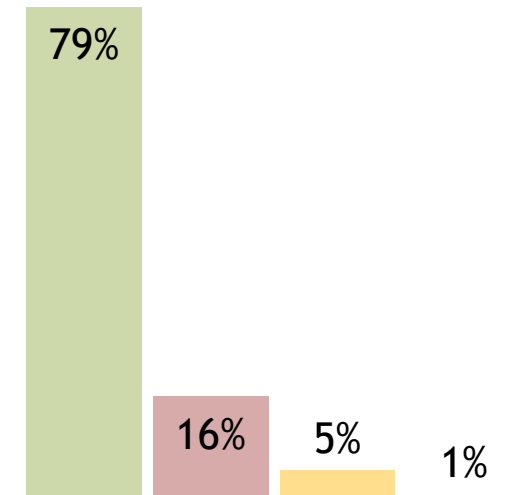
During the last 12 months have you witnessed bullying or sexual harassment in your workplace?

	2019	2018
No	71%	72%
Yes	23%	22%
Don't know	5%	6%



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

	2019	2018
No	79%	82%
Bullying	16%	14%
Don't know	5%	4%
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.*

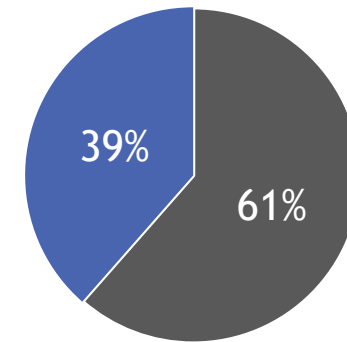
## Key

Yes

No

	2019	2018
<b>If you were subjected to bullying, who were you bullied by?</b>		
Your immediate manager/supervisor	35%	35%
A fellow worker	34%	34%
A senior manager	33%	35%
A client/customer	12%	11%
A representative of another agency	10%	5%
A worker that reports to you	10%	5%
A group of fellow workers	9%	9%
Prefer not to specify	7%	10%
Other	3%	1%
A consultant/service provider	2%	1%
<b>If you were subjected to bullying, what type of bullying did you experience?</b>		
Verbal abuse	64%	60%
Inappropriate and unfair application of work policies or rules	46%	43%
Other	33%	17%
Interference with your personal property or work equipment	12%	12%
Physical behaviour	10%	15%
'Initiations' or pranks	7%	6%
Cyber bullying	7%	5%

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



	2019	2018
<b>Why did you not report the bullying?</b>		
I did not think any action would be taken	67%	52%
It could affect my career	47%	35%
I did not think it was worth the hassle of going through the report process	36%	46%
Managers accepted the behaviour	33%	32%
I did not want to upset relationships in the workplace	31%	42%
I did not have enough evidence	17%	26%
Other	16%	17%
I did not think the bullying was serious enough	9%	19%
I did not know how to report it	7%	6%
The matter was resolved informally	4%	12%



# 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
<b>If you were subjected to sexual harassment, who were you sexually harassed by?</b>		
A fellow worker	-	69%
A senior manager	-	8%
Prefer not to specify	-	15%
A client/customer	-	8%
A worker that reports to you	-	8%
<b>If you were subjected to sexual harassment, what type of sexual harassment did you experience?</b>		
Remarks of a sexual nature	-	75%
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	-	25%
Unwelcome demand or request, either directly or implied, for sexual favours	-	8%
Unwanted physical intimacy	-	33%
Other	-	8%

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

Due to insufficient responses, the data for this question has been restricted.

**Why did you not report the sexual harassment?**

Due to insufficient responses, the data for this question has been restricted.

# 11 Civility

## Purpose

This section is focused on exploring workplace behavior.

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

64%

36%

0

-4

Made you feel included

78%

22%

+1

-3

Was polite and courteous with you

91%

9%

-1

-2

Made you feel ignored\*

88%

12%

-1

-1

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

90%

10%

-2

-1

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

93%

7%

-3

-1

Acted in an aggressive or intimidating manner towards you\*

96%

4%

0

0

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

95%

5%

0

0

*\* 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

65%

35%

+2

-3

Made you feel included

79%

21%

-1

-5

Was polite and courteous with you

91%

9%

-3

-3

Made you feel ignored\*

83%

17%

-3

-3

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

85%

15%

-2

-2

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

88%

12%

-1

-1

Acted in an aggressive or intimidating manner towards you\*

93%

7%

0

-1

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

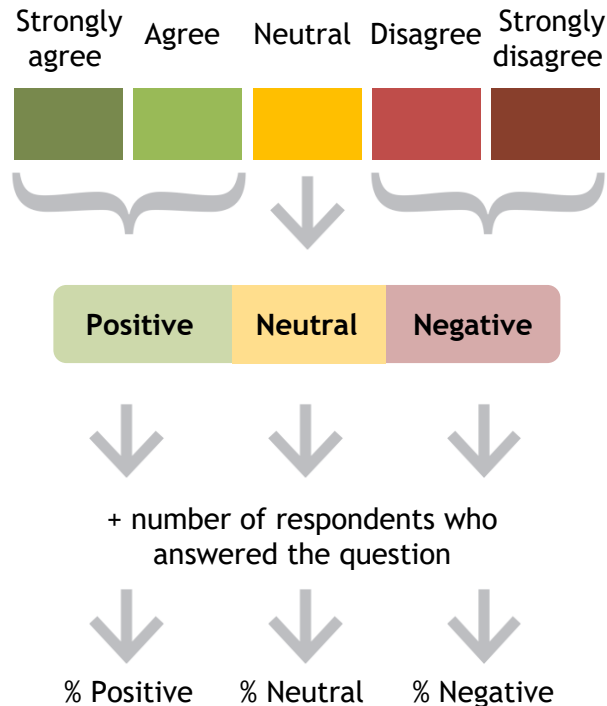
Question	Response scale %			vs 2018
[PSBA] a. I am aware of health and safety initiatives to support my wellbeing.	70%	20%	11%	+7
[PSBA] c. People in my workgroup work effectively with our partner agencies to deliver services.	69%	21%	11%	-
[PSBA] b. People in my workgroup work effectively with other PSBA teams to deliver client services.	62%	22%	16%	+4
[PSBA] f. I have had productive development conversations with my supervisor in the past 12 months.	33%	32%	35%	-10
[PSBA] g. The PSBA demonstrates service leadership.	33%	36%	31%	-2
[PSBA] d. The PSBA ELT and SLT provide the direction and leadership for me to do my job effectively.	32%	32%	37%	-2
[PSBA] m. Changes implemented in my work unit over the last 12 months have been managed well.	32%	40%	28%	+2
[PSBA] h. The PSBA demonstrates technology leadership.	30%	37%	33%	-3
[PSBA] i. The PSBA demonstrates capability leadership.	29%	39%	32%	-3
[PSBA] j. The PSBA demonstrates innovation leadership.	27%	39%	34%	-
[PSBA] l. Changes implemented in my Division over the last 12 months have been managed well.	23%	41%	36%	-
[PSBA] k. Changes implemented in the PSBA over the last 12 months have been managed well.	17%	41%	42%	-
[PSBA] e. Completion of a PDA has improved understanding of my work performance objectives.	16%	40%	44%	-5

# 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.

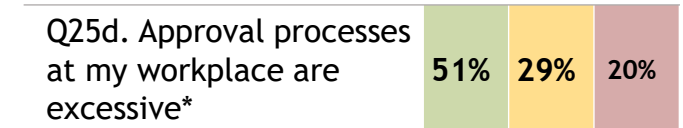
## EXAMPLE

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

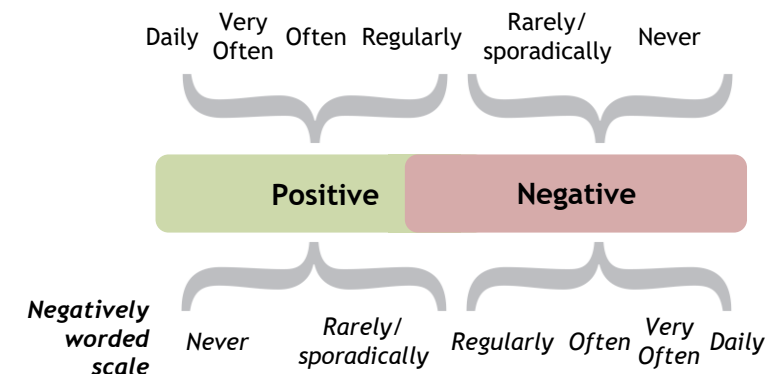
**51% felt that the “Approval processes at their work are not excessive”**



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.