

Highlights Report - Queensland public sector

Purpose

This Highlights Report presents key results from the 2024 Working for Queensland survey, conducted from 26 August to 22 September 2024.

Results reflect the views of respondents from the Queensland public sector.

Reporting framework

Since 2022, the Working for Queensland survey has been structured around the job demand resources model. The job demand resources model is a framework for understanding the factors that contribute to employee engagement.

Job resources are elements of the job that are functional in the achievement of work goals, while they also stimulate personal growth and development.

Job demands are aspects of the job that require sustained physical or mental effort and are therefore associated with certain physiological and psychological costs.

Through focusing on the interplay between resources and demands, and optimising the balance between the two, it becomes possible to increase engagement and improve work outcomes - for the individual and the organisation.

Interpretation notes

Throughout this report figures are rounded to the nearest whole number. Where a dash (i.e. -) is reported this means the question is new in 2024, there are nil responses or insufficient responses were received.

In organisation level reports, any organisation impacted by Machinery of Government changes over the last twelve months will not have trend data.

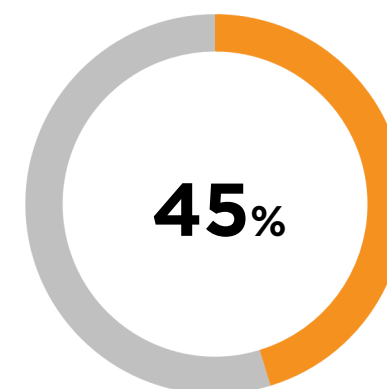
Any negatively worded questions have been reverse coded. As such, a green response denotes limited experience, where a red response denotes a greater negative experience.

PLEASE NOTE: Not all hospital and health services participated in the 2024 Working for Queensland survey. All hospital and health services must participate in an annual employee survey, with some participating in the Working for Queensland survey and others using a different survey. This change in scope means that comparisons to 2023 data and response rates should be treated as indicative only. Working for Queensland reports are only published for those hospital and health services that participated in the Working for Queensland survey.

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Returned surveys:
71,853



RESOURCES SUMMARY

Resources

Job resources are aspects of the job that may do any of the following:

(a) be functional in achieving work goals;

(b) reduce job demands and the associated physiological and psychological costs;

(c) stimulate personal growth and development.

Please note: All % represent percent positive.

Your Job

Autonomy

74%

vs 2023 +2

Clarity

80%

vs 2023 -1

Task Identity

71%

vs 2023 +2

Task Significance

82%

vs 2023 +1

Task Variety

77%

vs 2023 +1

Human Rights and My Job

79%

vs 2023 +2

Social Support

My Workgroup Effectiveness

82%

vs 2023 0

Workgroup Respect and Psychological Safety

80%

vs 2023 +1

My Manager and Workgroup Performance

77%

vs 2023 +2

My Manager and Respectful Relationships

80%

vs 2023 +2

My Manager Honesty and integrity

82%

vs 2023 +1

Fair and Equitable Treatment

Performance Management

57%

vs 2023 +2

Fair and Equitable Treatment

61%

vs 2023 +3

Promotion Process

46%

vs 2023 +2

Backfilling Process

46%

vs 2023 +2

Recruitment Process

51%

vs 2023 +3

Keeping You Well

My Obligations

89%

vs 2023 0

My Confidence Discussing Wellbeing with My Manager

68%

vs 2023 +2

In My Workgroup

38%

vs 2023 +1

Leadership

65%

vs 2023 +2

My Organisation Values My Wellbeing

66%

vs 2023 +6

Cultural Safety - Aboriginal / Torres Strait Islander

71%

vs 2023 +4

Cultural Safety - CALD

70%

vs 2023 -

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(c) stimulate personal growth and development.

Please note: All % represent percent positive.

Leadership

Senior Managers

58%

vs 2023 +5

Executive Group

52%

vs 2023 +5

Building My Future

Performance Discussions

40%

vs 2023 +1

Professional Development

34%

vs 2023 +2

Flexible Work

Flexibility I Need

78%

vs 2023 +3

Work Together to make Flexibility Work

69%

vs 2023 +4

Free to use Flexibility

58%

vs 2023 +2

Equitable Treatment

Cultural Background

73%

vs 2023 +1

Disability

63%

vs 2023 +2

Sexual Orientation

76%

vs 2023 +3

Aboriginal and/or Torres Strait Islander People

73%

vs 2023 +2

Australian South Sea Islander People

72%

vs 2023 +2

Code of Conduct

Integrity

76%

vs 2023 +2

EMPLOYEE ENGAGEMENT

Employee Engagement Insights

Employee engagement is an individual's connection to their organisation. It is a global measure of employee experience. Many factors influence engagement: leadership; a positive and inclusive work culture; manager support; accountability; and flexible work to name a few.

EMPLOYEE ENGAGEMENT

60%

RESPONSE SCALE

%
POSITIVE

vs 2023

+3

Q35j. I would recommend my organisation as a great place to work

64

21

16

64%

+4

Q35k. I am proud to tell others I work for my organisation

68

21

11

68%

+2

Q35l. I feel strong personal attachment to my organisation

55

28

17

55%

+1

Q35m. My organisation motivates me to help it achieve its objectives

57

26

16

57%

+3

Q35n. My organisation inspires me to do the best in my job

58

26

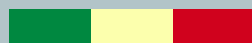
16

58%

+3

KEY

Positive Neutral Negative



RESOURCES

Resources

Job resources are aspects of the job that may do any of the following:

(a) be functional in achieving work goals;

(b) reduce job demands and the associated physiological and psychological costs;

(c) stimulate personal growth and development.

YOUR JOB: AUTONOMY

74%

RESPONSE SCALE

%
POSITIVE

vs 2023

Q19c. I have the authority necessary to do my job effectively

75

13

11

75%

+1

Q19f. I have choice in deciding how I carry out day-to-day work tasks

76

13

11

76%

+2

Q19g. I am encouraged to take part in decisions that affect my job, where appropriate

70

16

14

70%

+3

YOUR JOB: CLARITY

80%

RESPONSE SCALE

%
POSITIVE

vs 2023

Q19a. I understand what is expected of me to do well in my job

88

6

6

88%

0

Q19b. I get the information I need to do my job well

73

15

12

73%

-1

YOUR JOB: TASK SIGNIFICANCE

82%

RESPONSE SCALE

%
POSITIVE

vs 2023

Q19h. I understand how my work contributes to my organisation's strategic objectives

82

11

7

82%

+1

KEY

Positive Neutral Negative



RESOURCES

Resources

Job resources are aspects of the job that may do any of the following:

(a) be functional in achieving work goals;

(b) reduce job demands and the associated physiological and psychological costs;

(c) stimulate personal growth and development.

YOUR JOB: TASK IDENTITY

71%

RESPONSE SCALE

%
POSITIVE

vs 2023

Q19d. My job gives me a feeling of accomplishment

71

16

12

71%

+2

YOUR JOB: TASK VARIETY

77%

RESPONSE SCALE

%
POSITIVE

vs 2023

Q19e. My job gives me the opportunity to utilise my skills and knowledge

77

13

11

77%

+1

YOUR JOB: HUMAN RIGHTS AND MY JOB

79%

RESPONSE SCALE

%
POSITIVE

vs 2023

Q19i. I understand how the *Human Rights Act 2019* applies to my work

79

14

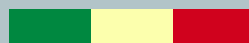
6

79%

+2

KEY

Positive Neutral Negative



RESOURCES

Resources

Job resources are aspects of the job that may do any of the following:

(a) be functional in achieving work goals;

(b) reduce job demands and the associated physiological and psychological costs;

(c) stimulate personal growth and development.

SOCIAL SUPPORT: MY WORKGROUP EFFECTIVENESS

82%

RESPONSE SCALE

% POSITIVE

vs 2023

Q20a. I discuss my work challenges with the people in my workgroup

86

9 5

86%

0

Q20b. In my workgroup, we work together to manage workload

79

11 9

79%

+2

Q20c. In my workgroup, we share lessons learned

82

11 8

82%

0

SOCIAL SUPPORT: WORKGROUP RESPECT AND PSYCHOLOGICAL SAFETY

80%

RESPONSE SCALE

% POSITIVE

vs 2023

Q20d. In my workgroup, we treat each other respectfully

84

9 7

84%

+1

Q20e. In my workgroup, I am comfortable speaking up to share a different view to my colleagues

80

11 9

80%

+1

Q20f. In my workgroup, we welcome diverse ideas and thoughts

77

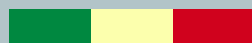
14 9

77%

+1

KEY

Positive Neutral Negative



RESOURCES

Resources

Job resources are aspects of the job that may do any of the following:

(a) be functional in achieving work goals;

(b) reduce job demands and the associated physiological and psychological costs;

(c) stimulate personal growth and development.

SOCIAL SUPPORT: MY MANAGER AND WORKGROUP PERFORMANCE

77%

RESPONSE SCALE

% POSITIVE

vs 2023

Q21b. My manager or supervisor encourages discussion on ways to improve workgroup performance

78

12

10

78%

+2

Q21c. My manager or supervisor clearly communicates performance expectations

74

14

12

74%

+2

Q21h. My manager or supervisor shows appreciation for my contribution to our work objectives

78

12

10

78%

+2

SOCIAL SUPPORT: MY MANAGER AND RESPECTFUL RELATIONSHIPS

80%

RESPONSE SCALE

% POSITIVE

vs 2023

Q21a. My manager or supervisor treats people in our work environment respectfully

84

8

7

84%

+1

Q21e. My manager or supervisor listens to what I have to say

81

10

9

81%

+2

Q21f. I feel comfortable discussing my work challenges with my manager or supervisor

78

10

11

78%

+2

Q21g. I can rely on my manager or supervisor to help me work through work challenges

76

13

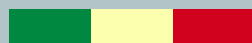
12

76%

+2

KEY

Positive Neutral Negative



RESOURCES

Resources

Job resources are aspects of the job that may do any of the following:

(a) be functional in achieving work goals;

(b) reduce job demands and the associated physiological and psychological costs;

(c) stimulate personal growth and development.

SOCIAL SUPPORT: MY MANAGER HONESTY AND INTEGRITY

82%

RESPONSE SCALE

%
POSITIVE

vs 2023

Q21d. My manager or supervisor demonstrates honesty and integrity

82

10

8

82%

+1

BUILDING YOUR FUTURE: PROFESSIONAL DEVELOPMENT

34%

RESPONSE SCALE

%
POSITIVE

vs 2023

Q22b. My manager or supervisor and I discuss my professional development

27

51

22

27%

+2

Q22g. My manager or supervisor supports my professional development by connecting me with learning and development opportunities

41

40

19

41%

+2

BUILDING YOUR FUTURE: PERFORMANCE DISCUSSIONS

40%

RESPONSE SCALE

%
POSITIVE

vs 2023

Q22c. My manager or supervisor takes the time to provide informal feedback on my performance

34

48

19

34%

+2

Q22e. My manager or supervisor provides me with constructive feedback to help improve my performance

37

47

16

37%

+1

Q22f. My manager or supervisor recognises and acknowledges when I do something well

49

39

13

49%

+1

KEY

Positive Neutral Negative



RESOURCES

Resources

Job resources are aspects of the job that may do any of the following:

(a) be functional in achieving work goals;

(b) reduce job demands and the associated physiological and psychological costs;

(c) stimulate personal growth and development.

KEEPING YOU WELL: MY OBLIGATIONS

89%

RESPONSE SCALE

%
POSITIVE

vs 2023

Q25d. I am confident in my understanding of my health and safety obligations

89

9

89%

0

KEEPING YOU WELL: MY CONFIDENCE DISCUSSING WELLBEING WITH MY MANAGER

68%

RESPONSE SCALE

%
POSITIVE

vs 2023

Q25g. I am confident discussing my wellbeing with my manager or supervisor

72

14

14

72%

+3

Q25h. I am confident discussing my mental health with my manager or supervisor

63

18

19

63%

+1

KEEPING YOU WELL: IN MY WORKGROUP

38%

RESPONSE SCALE

%
POSITIVE

vs 2023

Q25a. In my workgroup, we proactively discuss workplace safety

38

48

14

38%

+1

Q25b. In my workgroup, we discuss ways to promote wellbeing

40

45

14

40%

+1

Q25c. In my workgroup, we discuss ways to promote mental health

37

45

18

37%

+1

KEY

Positive Neutral Negative



RESOURCES

Resources

Job resources are aspects of the job that may do any of the following:

(a) be functional in achieving work goals;

(b) reduce job demands and the associated physiological and psychological costs;

(c) stimulate personal growth and development.

KEEPING YOU WELL: LEADERSHIP

65%

RESPONSE SCALE

%
POSITIVE

vs 2023

Q25i. My manager or supervisor proactively encourages people to speak up if they feel something could be a risk to their health, safety, or wellbeing

71

17

12

71%

+1

Q25j. In my workplace senior management acts quickly to correct problems/issues that affect employees' health, safety, or wellbeing

58

23

19

58%

+3

KEEPING YOU WELL: MY ORGANISATION VALUES MY WELLBEING

66%

RESPONSE SCALE

%
POSITIVE

vs 2023

Q25m. I feel that my organisation considers the wellbeing of employees to be important

66

17

17

66%

+6

KEEPING YOU WELL: CULTURAL SAFETY - ABORIGINAL / TORRES STRAIT ISLANDER

71%

RESPONSE SCALE

%
POSITIVE

vs 2023

Q25e. My workgroup cares about the cultural safety of Aboriginal and Torres Strait Islander colleagues.

79

17

4

79%

+2

Q25l. I feel that my manager or supervisor takes responsibility for ensuring the cultural safety of Aboriginal and Torres Strait Islander employees

66

30

4

66%

+4

Q25n. I feel that my organisation provides a culturally safe work environment for Aboriginal and Torres Strait Islander employees

69

26

5

69%

+4

KEY

Positive Neutral Negative



RESOURCES

Resources

Job resources are aspects of the job that may do any of the following:

(a) be functional in achieving work goals;

(b) reduce job demands and the associated physiological and psychological costs;

(c) stimulate personal growth and development.

KEEPING YOU WELL: CULTURAL SAFETY - CALD

70%

RESPONSE SCALE

%
POSITIVE

vs 2023

Q25f. My workgroup cares about the cultural safety of culturally and linguistically diverse colleagues

76

19

4

76%

-

Q25k. I feel that my manager or supervisor takes responsibility for ensuring the cultural safety of employees from culturally and linguistically diverse backgrounds

66

27

7

66%

-

Q25o. I feel that my organisation provides a culturally safe work environment for employees from culturally and linguistically diverse backgrounds

69

26

5

69%

-

LEADERSHIP: SENIOR MANAGERS

58%

RESPONSE SCALE

%
POSITIVE

vs 2023

Q23a. Senior leaders provide clear direction for the future of the organisation

56

26

18

56%

+5

Q23b. Senior leaders model the values/principles of my organisation

61

24

15

61%

+5

Q23c. Senior leaders keep employees informed about what is going on

57

23

20

57%

+4

Q23d. Senior leaders create an environment where employees feel heard

52

25

23

52%

+5

Q23e. Senior leaders demonstrate honesty and integrity

62

24

14

62%

+4

KEY

Positive Neutral Negative



RESOURCES

Resources

Job resources are aspects of the job that may do any of the following:

(a) be functional in achieving work goals;

(b) reduce job demands and the associated physiological and psychological costs;

(c) stimulate personal growth and development.

LEADERSHIP: EXECUTIVE GROUP

52%

RESPONSE SCALE

%
POSITIVE

vs 2023

Q24a. The executive group communicates a clear direction for the future of the organisation

54

29

17

54%

+5

Q24b. The executive group models the values/principles of my organisation

55

31

14

55%

+5

Q24c. The executive group keeps employees informed about what is going on

53

28

19

53%

+5

Q24d. The executive group creates an environment where employees feel heard

44

32

24

44%

+5

Q24e. The executive group acts with a high level of integrity

53

33

14

53%

+5

FAIR AND EQUITABLE TREATMENT: FAIR AND EQUITABLE TREATMENT

61%

RESPONSE SCALE

%
POSITIVE

vs 2023

Q27f. People are treated fairly and equitably in my workplace

61

20

19

61%

+3

KEY

Positive Neutral Negative



RESOURCES

Resources

Job resources are aspects of the job that may do any of the following:

(a) be functional in achieving work goals;

(b) reduce job demands and the associated physiological and psychological costs;

(c) stimulate personal growth and development.

FAIR AND EQUITABLE TREATMENT: PROMOTION PROCESS

46%

RESPONSE SCALE

%
POSITIVE

vs 2023

Q27c. Promotion decisions are based on clear criteria

46

30

24

46%

+2

FAIR AND EQUITABLE TREATMENT: BACKFILLING PROCESS

46%

RESPONSE SCALE

%
POSITIVE

vs 2023

Q27d. The process for backfilling roles is transparent

46

30

25

46%

+2

FAIR AND EQUITABLE TREATMENT: PERFORMANCE MANAGEMENT

57%

RESPONSE SCALE

%
POSITIVE

vs 2023

Q27a. Performance is assessed fairly

56

25

19

56%

+2

Q27b. I understand the process to manage poor performance in my workgroup

59

24

17

59%

+1

KEY

Positive Neutral Negative



RESOURCES

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Job resources are aspects of the job that may do any of the following:

(a) be functional in achieving work goals;

(b) reduce job demands and the associated physiological and psychological costs;

(c) stimulate personal growth and development.

FAIR AND EQUITABLE TREATMENT: RECRUITMENT PROCESS

51%

RESPONSE SCALE

%
POSITIVE

vs 2023

Q27e. Recruitment strategies and/or processes are fair and transparent

51

27

22

51%

+3

EQUITABLE TREATMENT: GENDER

70%

RESPONSE SCALE

%
POSITIVE

vs 2023

Q27g. All employees, regardless of gender, have equitable access to work experiences that support career progression

65

20

15

65%

+2

Q27i. Being a woman is not a barrier to success in my organisation

77

15

8

77%

+1

Q27j. Being a man is not a barrier to success in my organisation

72

19

9

72%

+1

Q27k. Being transgender, non-binary and/or gender diverse is not a barrier to success in my organisation

67

28

5

67%

+2

EQUITABLE TREATMENT: AGE

69%

RESPONSE SCALE

%
POSITIVE

vs 2023

Q27h. Age is not a barrier to success in my organisation

69

19

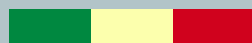
12

69%

+2

KEY

Positive Neutral Negative



RESOURCES

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(c) stimulate personal growth and development.

EQUITABLE TREATMENT: ABORIGINAL AND/OR TORRES STRAIT ISLANDER PEOPLE

73%

RESPONSE SCALE

%
POSITIVE

vs 2023

Q27l. Being an Aboriginal and/or Torres Strait Islander person is not a barrier to success in my organisation

73

23

4

73%

+2

EQUITABLE TREATMENT: AUSTRALIAN SOUTH SEA ISLANDER PEOPLE

72%

RESPONSE SCALE

%
POSITIVE

vs 2023

Q27m. Being an Australian South Sea Islander person is not a barrier to success in my organisation

72

24

4

72%

+2

EQUITABLE TREATMENT: CULTURAL BACKGROUND

73%

RESPONSE SCALE

%
POSITIVE

vs 2023

Q27n. Cultural background is not a barrier to success in my organisation

73

21

6

73%

+1

EQUITABLE TREATMENT: DISABILITY

63%

RESPONSE SCALE

%
POSITIVE

vs 2023

Q27o. Disability is not a barrier to success in my organisation

63

27

11

63%

+2

KEY

Positive Neutral Negative



RESOURCES

Resources

Job resources are aspects of the job that may do any of the following:

(a) be functional in achieving work goals;

(b) reduce job demands and the associated physiological and psychological costs;

(c) stimulate personal growth and development.

EQUITABLE TREATMENT: SEXUAL ORIENTATION

76%

RESPONSE SCALE

%
POSITIVE

vs 2023

Q27p. Sexual orientation is not a barrier to success in my organisation

76

21

3

76%

+3

FLEXIBLE WORK: FLEXIBILITY I NEED

78%

RESPONSE SCALE

%
POSITIVE

vs 2023

Q34i. I have the flexibility I need to manage my work and non-work interests

78

13

10

78%

+3

FLEXIBLE WORK: WORK TOGETHER TO MAKE FLEXIBILITY WORK

69%

RESPONSE SCALE

%
POSITIVE

vs 2023

Q34j. In my workgroup, we discuss individual needs for flexible work arrangements, and we work together to accommodate them

69

18

13

69%

+4

FLEXIBLE WORK: FREE TO USE FLEXIBILITY

58%

RESPONSE SCALE

%
POSITIVE

vs 2023

Q34k. My commitment to this organisation would be questioned if I chose to use flexible work options

58

22

19

58%

+2

KEY

Positive Neutral Negative



RESOURCES

Resources

Job resources are aspects of the job that may do any of the following:

(a) be functional in achieving work goals;

(b) reduce job demands and the associated physiological and psychological costs;

(c) stimulate personal growth and development.

CODE OF CONDUCT: INTEGRITY

76%

RESPONSE SCALE

%
POSITIVE

vs 2023

Q36a. Discussions about appropriate and ethical behaviour are common in my workplace

63

24

14

63%

+2

Q36b. I am confident in my understanding of what ethical behaviour means within my workplace

92

6

92%

0

Q36c. I am confident I would know how to report unethical behaviour if I became aware of it

87

9

5

87%

0

Q36d. I feel confident that if I reported unethical behaviour in my workplace, it would be appropriately managed

64

19

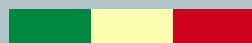
17

64%

+3

KEY

Positive Neutral Negative



DEMANDS

Demands

Job demands are aspects of the job that require sustained physical or mental effort and are therefore associated with certain physiological and psychological costs.

	RESPONSE SCALE			% FAVOURABLE	vs 2023
Q26a. I need to work long hours to meet performance expectations	35	47	18	35%	+1
Q26b. I am given unachievable deadlines	50	38	12	50%	+1
Q26c. My work is emotionally demanding	26	48	25	26%	+3
Q26d. My work is physically demanding	58	32	10	58%	+3
Q26e. I am overloaded with work	29	52	19	29%	+1
Q26f. I feel burned out by my work	35	46	18	35%	+1
Q26g. My work leaves me feeling emotionally exhausted	34	47	20	34%	+1
Q26h. My work leaves me feeling physically exhausted	51	37	12	51%	+2

KEY

Never

Rarely

Once in
a while

Some of
the time

Fairly
often

Often

Always

OUTCOMES

Outcomes

Outcomes include organisational citizenship behaviours and intention to leave.

By focusing on the relationship between resources and demands, and improving that relationship, this will have positive impacts on employee engagement leading to better work outcomes for the Queensland Public Sector.

CONNECTION WITH WORK	48%	RESPONSE SCALE	% FAVOURABLE	vs 2023
Q35a. I feel energised by my work	32	55	13	32% +3
Q35b. My job inspires me to do my best	50	43	8	50% +3
Q35c. I am proud of the work that I do	63	33	4	63% 0
CONTINUOUS IMPROVEMENT	62%	RESPONSE SCALE	% FAVOURABLE	vs 2023
Q35d. I proactively seek new and better ways of doing my job	63	34		63% +2
Q35e. I help co-workers learn new skills or share job knowledge	67	31		67% 0
Q35f. I help co-workers who have too much to do	59	38		59% 0
Q35g. I work with colleagues to identify better practice	60	37	3	60% 0

KEY

Always Often Fairly often Some of the time Once in a while Rarely Never

OUTCOMES

Outcomes

Outcomes include organisational citizenship behaviours and intention to leave.

By focusing on the relationship between resources and demands, and improving that relationship, this will have positive impacts on employee engagement leading to better work outcomes for the Queensland Public Sector.

IMPACT	RESPONSE SCALE			% POSITIVE	vs 2023
Q35h. My work has a positive impact on the lives of the people of Queensland	78	17	4	78%	+1
Q35i. My organisation has a positive impact on the lives of the people of Queensland	81	15	5	81%	+2

KEY

Positive Neutral Negative



OUTCOMES

Outcomes

Outcomes include organisational citizenship behaviours and intention to leave.

By focusing on the relationship between resources and demands, and improving that relationship, this will have positive impacts on employee engagement leading to better work outcomes for the Queensland public sector.

INTENTION TO LEAVE

2024

2023

Q44a. Which of the following statements best reflects your current thoughts about working in your current position?

I want to leave my position as soon as possible	8%	9%
I want to leave my position within the next 12 months	16%	16%
I want to stay working in my position for the next one to two years	31%	30%
I want to stay working in my position for at least the next three years	45%	45%

Q44b. What best describes your plans involved with leaving your current position?
(asked of those that want to leave position as soon as possible or within the next 12 months)

I am planning to retire	6%	6%
I am applying for/have applied for new roles within my agency	33%	33%
I am applying for/have applied for new roles in another agency	29%	29%
I am applying for/have applied for roles in the private sector	8%	9%
I am applying for/have applied for roles in the not-for-profit sector	1%	1%
It is the end of my non-ongoing, casual or contracted employment	4%	3%
Other	19%	18%

OUTCOMES

Outcomes

Outcomes include organisational citizenship behaviours and intention to leave.

By focusing on the relationship between resources and demands, and improving that relationship, this will have positive impacts on employee engagement leading to better work outcomes for the Queensland Public Sector.

INTENTION TO LEAVE

%

Q44c. What is the primary reason behind your desire to leave your current position? (respondents could select up to 3 options)

There are a lack of future career opportunities in my agency	20%
I want to try a different type of work or I'm seeking a career change	15%
I am not satisfied with the work	15%
I am looking to further my skills in another area	18%
My expectations for work in my current position have not been met	8%
I have achieved all I can in my current position	12%
I am not able to access the flexible working arrangements that I require	6%
Family commitments or priorities	5%
I am expected to do more work than I reasonably can	12%
The emotional demands of my work are too high	8%
The physical demands of my work are too high	2%
I am emotionally exhausted	15%
I am physically exhausted	3%
I do not have a sense of belonging to my workgroup or agency	9%

%

Q44c. continued...

Senior leadership is of a poor quality	23%
My immediate supervisor's leadership is of a poor quality	14%
I can receive a higher salary elsewhere	8%
My current workgroup or agency lacks respect for employees	6%
I want to live elsewhere within Australia or overseas	2%
I have experienced unacceptable behaviours (such as bullying or harassment)	9%
I don't think my work performance is fairly assessed in comparison to others	6%
I wish to pursue a promotion opportunity	13%
Voluntary retirement	4%
Forced or compulsory retirement	0%
Discrimination in my workplace	2%
Contract or secondment coming to an end	4%
Other	8%

PSYCHOLOGICAL SAFETY

Psychological safety

Psychological safety is a measurement of shared comfort amongst a team for interpersonal risk-taking. By that, we mean that members of a team feel comfortable throwing out ideas, asking questions, and taking risks without fear of how their team might react or respond. It allows individuals to bring their authentic selves to work. For more information on psychological safety: <https://www.dx-learning.com/blog/psychological-safety-a-deep-dive>.

PSYCHOLOGICAL SAFETY

76%

RESPONSE SCALE

%
POSITIVE

vs 2023

Q20b. In my workgroup, we work together to manage workload

79

11

9

79%

+2

Q20c. In my workgroup, we share lessons learned

82

11

8

82%

0

Q20g. If I make a mistake, I don't feel my workgroup will hold it against me

75

14

11

75%

-

Q20h. In my workgroup, we can raise and discuss problems and tough issues

79

12

9

79%

-

Q20i. My workgroup accepts others for being different

81

13

7

81%

-

Q20j. In my workgroup, it is safe to take calculated or managed risks

65

22

13

65%

-

Q20k. I don't feel anyone in this workgroup would deliberately act in a way that would undermine another member's efforts

71

14

15

71%

-

Q20l. Members of my workgroup value and use my unique skills and talent

73

17

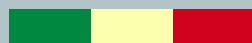
9

73%

-

KEY

Positive Neutral Negative



PSYCHOLOGICAL SAFETY

Psychological safety

Psychological safety is a measurement of shared comfort amongst a team for interpersonal risk-taking. By that, we mean that members of a team feel comfortable throwing out ideas, asking questions, and taking risks without fear of how their team might react or respond. It allows individuals to bring their authentic selves to work. For more information on psychological safety: <https://www.dx-learning.com/blog/psychological-safety-a-deep-dive>.

SAFE, RESPECTED AND INCLUDED

76%

RESPONSE SCALE

%
POSITIVE

vs 2023

Q27q. As an employee of this organisation, I feel safe at work

80

12

8

80%

-

Q27r. As an employee of this organisation, I feel respected at work

73

15

12

73%

-

Q27s. As an employee of this organisation, I feel included at work

73

15

11

73%

-

KEY

Positive Neutral Negative



DIVERSITY EXPERIENCE: ABORIGINAL AND/OR TORRES STRAIT ISLANDER PEOPLES

Aboriginal Peoples and/or Torres Strait Islander Peoples

In this section we explore the employment experiences of Aboriginal peoples and/or Torres Strait Islander peoples. Aboriginal people and Torres Strait Islander people are the First Peoples of Australia.

Cultural capability is the understanding of Aboriginal culture and Torres Strait Islander cultures and their history, the integration of those cultures into work practices, and an appreciation of those cultures in our decision making and service delivery.

ASKED OF ABORIGINAL PEOPLE AND TORRES STRAIT ISLANDER PEOPLE ONLY	RESPONSE SCALE			% POSITIVE	vs 2023
Q28e. My colleagues invite me to share my perspective as an Aboriginal and/or Torres Strait Islander person when carrying out work	50	31	18	50%	+3
Q28f. My colleagues actively embed the perspectives of Aboriginal peoples and Torres Strait Islander peoples in their work	52	31	18	52%	+5
Q28g. I feel comfortable sharing my perspective as an Aboriginal person	59	25	16	59%	+5
Q28h. I feel comfortable sharing my perspective as a Torres Strait Islander person	68	19	13	68%	-12
Q28i. I feel comfortable sharing my perspective as an Aboriginal and Torres Strait Islander person	71	19	9	71%	+1
Q28n. As an Aboriginal person, I feel culturally safe at work	65	22	13	65%	0
Q28o. As a Torres Strait Islander person, I feel culturally safe at work	70	16	14	70%	-10
Q28p. As an Aboriginal and Torres Strait Islander person, I feel culturally safe at work	68	21	10	68%	-1

KEY

Positive Neutral Negative



DIVERSITY EXPERIENCE: ABORIGINAL AND/OR TORRES STRAIT ISLANDER PEOPLES

Aboriginal Peoples and/or Torres Strait Islander Peoples

In this section we explore the employment experiences of Aboriginal peoples and/or Torres Strait Islander peoples. Aboriginal people and Torres Strait Islander people are the First Peoples of Australia.

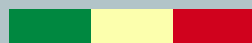
Cultural capability is the understanding of Aboriginal culture and Torres Strait Islander cultures and their history, the integration of those cultures into work practices, and an appreciation of those cultures in our decision making and service delivery.

ASKED OF NON-ABORIGINAL PEOPLE AND NON-TORRES STRAIT ISLANDER PEOPLE ONLY

	RESPONSE SCALE			% POSITIVE	vs 2023
Q28j. I am confident asking Aboriginal peoples and Torres Strait Islander peoples for their perspectives on my work	65	29	5	65%	+3
Q28k. I am confident embedding the perspectives of Aboriginal peoples and Torres Strait Islander peoples in my work	62	32	6	62%	+3
Q28l. I consider the way my work may impact Aboriginal and Torres Strait Islander peoples	68	28	4	68%	+4

KEY

Positive Neutral Negative



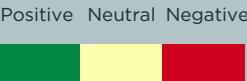
DIVERSITY EXPERIENCE: AUSTRALIAN SOUTH SEA ISLANDER

Australian South Sea Islander Peoples

Australian South Sea Islander people are the direct descendants of South Sea Islanders brought to Australia between 1863 and 1904 to work as indentured labourers.

ASKED OF NON-AUSTRALIAN SOUTH SEA ISLANDER PEOPLE ONLY	RESPONSE SCALE			% POSITIVE	vs 2023
Q28m. I am aware of the significance of Australian South Sea Islander history and culture in Queensland	65	25	9	65%	-
ASKED OF AUSTRALIAN SOUTH SEA ISLANDER PEOPLE ONLY	RESPONSE SCALE			% POSITIVE	vs 2023
Q29c. As an Australian South Sea Islander person, I feel culturally safe at work	68	22	9	68%	+8
Q29d. My colleagues invite me to share my perspective as an Australian South Sea Islander person when carrying out work	44	37	20	44%	-
Q29e. I feel comfortable sharing my perspective as an Australian South Sea Islander person	60	28	12	60%	-
Q29f. I am aware of the significance of Australian South Sea Islander history and culture in Queensland	75	19	6	75%	-

KEY



DIVERSITY EXPERIENCE: DISABILITY

Disability

A person has disability if they have a limitation, restriction or impairment which has lasted, or is likely to last, for at least six months and restricts everyday activities. There are many different kinds of disability.

ASKED OF PEOPLE LIVING WITH DISABILITY ONLY	2024	2023
Q30c. Have you had a conversation with your manager or supervisor about your disability?		
Yes	56%	54%
No	33%	32%
Prefer not to say	11%	14%
Q30d. When did you have this conversation? (multiple response)		
When I was invited for the interview	10%	11%
During the interview process	12%	14%
After being offered the job	9%	12%
After I had commenced work	85%	87%

DIVERSITY EXPERIENCE: DISABILITY

Disability

A person has disability if they have a limitation, restriction or impairment which has lasted, or is likely to last, for at least six months and restricts everyday activities. There are many different kinds of disability.

ASKED OF PEOPLE LIVING WITH DISABILITY ONLY	2024	2023
Q30e. Do you have a workplace adjustment in place to assist you in managing work and life with your disability?		
Yes, I have a reasonable adjustment agreement - a formal agreement (with for example a manager, HR or an OHS representative) stating changes to the work environment that allows me to work safely and productively	5%	5%
Yes, I have a flexible workplace agreement - can include, but is not limited to, compressed work hours, telecommuting, flexible working hours	19%	17%
Yes, I have an informal adjustment agreement - normally a conversation between myself and my supervisor agreeing to adjustments	12%	11%
No, I did not realise I could request workplace adjustment to accommodate my disability	9%	9%
No, I have not requested a workplace adjustment	29%	30%
No, I have not disclosed my disability in my workplace	17%	18%
I requested an adjustment, but it was not available/supported	3%	4%
Other	6%	6%

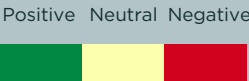
DIVERSITY EXPERIENCE: DISABILITY

Disability

A person has disability if they have a limitation, restriction or impairment which has lasted, or is likely to last, for at least six months and restricts everyday activities. There are many different kinds of disability.

ASKED OF PEOPLE LIVING WITH DISABILITY ONLY	RESPONSE SCALE			% POSITIVE	vs 2023
Q30k. I feel safe and respected at work	67	16	16	67%	+2

KEY



DIVERSITY EXPERIENCE: DISABILITY

Recruitment process within the Queensland public sector for people living with disability

	2024	2023
Q30f. In the past 12 months, have you been an applicant in a recruitment process for a position with the Queensland Public sector?		
Yes	47%	45%
No	53%	55%
Q30g. Did you find this recruitment process to be accessible and inclusive?		
Yes	81%	80%
No	19%	20%
Q30h. Were you asked about accessibility, adjustments and support requirements during the recruitment process? (multiple response)		
Yes, at first communication e.g. invitation for interview	16%	13%
Yes, prior to the interview/assessment	9%	10%
Yes, at the interview/assessment	5%	7%
No, I had chosen not to disclose my disability	30%	30%
No, not at all	27%	32%
No, I had to ask about reasonable adjustments	2%	2%
I don't recall	18%	17%

DIVERSITY EXPERIENCE: DISABILITY

Recruitment process within the Queensland public sector for people living with disability

	2024	2023
Q30i. Do you feel confident applying for new and different job opportunities within your organisation? (multiple response)		
Yes, I would feel confident working in other areas of my organisation - I don't need any adjustments and do not feel like my disability limits my opportunity	43%	43%
Yes, I feel confident that other areas of my organisation would accommodate my needs/adjustments	22%	21%
No, I would not feel confident working in other areas of my organisation - I don't need any adjustments but my disability limits my opportunity	8%	9%
No, I feel that the reasonable adjustments I require limits my internal career pathways	11%	11%
Don't know	15%	14%
Prefer not to say	7%	8%
Q30j. Do you feel confident applying for new and different job opportunities outside of your current organisation? (multiple response)		
Yes, I would feel confident working outside of my organisation - I don't need any adjustments and do not feel like my disability limits my opportunity	41%	41%
Yes, I feel confident that other areas outside of my organisation would accommodate my needs/adjustments	22%	21%
No, I would not feel confident working outside my organisation - I don't need any adjustments but my disability limits my opportunity	8%	9%
No, I feel that the reasonable adjustments I require limits my external career pathways	10%	9%
Don't know	17%	18%
Prefer not to say	6%	8%

DIVERSITY EXPERIENCE: GENDERED EXPERIENCE

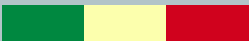
Gendered Experience

Gender refers to current gender, which may be different to sex recorded at birth and may be different to what is indicated on legal documents.

ASKED OF ALL	RESPONSE SCALE			% POSITIVE	vs 2023
Q27i. Being a woman is not a barrier to success in my organisation	77	15	8	77%	+1
Q27j. Being a man is not a barrier to success in my organisation	72	19	9	72%	+1
Q27k. Being transgender, non-binary and/or gender diverse is not a barrier to success in my organisation	67	28	5	67%	+2

KEY

Positive Neutral Negative



DIVERSITY EXPERIENCE: GENDERED EXPERIENCE

Gendered Experience

Gender refers to current gender, which may be different to sex recorded at birth and may be different to what is indicated on legal documents.

ASKED OF PEOPLE WHO IDENTIFIED AS A WOMAN ONLY

RESPONSE SCALE

%
POSITIVE

vs 2023

Q33a. In my workplace, my professional opinions and insights are as likely to be supported as my male colleagues

76

16

8

76%

+3

Q33b. I have the same access to career development opportunities as my male colleagues

78

15

7

78%

+2

Q33c. I have the same opportunity for promotion as my male counterparts

76

17

8

76%

+2

Q33d. My manager or supervisor is committed to gender equity

79

18

3

79%

+1

Q33e. My senior manager is committed to gender equity

76

21

4

76%

+2

Q33f. My agency's executive group is committed to gender equity

72

24

4

72%

+3

KEY

Positive Neutral Negative



DIVERSITY EXPERIENCE: LGBTQIA+

LGBTQIA+

LGBTQIA+ describes people of diverse sexual orientations, gender and sex characteristics. The term is short for lesbian, gay, bisexual, transgender, queer, intersex and asexual or aromantic. The + reflects that the letters of the acronym do not capture the entire spectrum of sexual orientations, and intersex variations, and is not intended to be limiting or exclusive of certain groups.

ASKED OF PEOPLE WHO IDENTIFY AS LGBTQIA+ ONLY

RESPONSE SCALE

%
POSITIVE

vs 2023

Q31e. I feel confident that my colleagues support LGBTQIA+ workplace inclusion

76

15

9

76%

+2

Q31f. I feel confident that my manager or supervisor supports LGBTQIA+ workplace inclusion

82

13

5

82%

+2

Q31g. I feel confident that senior leaders within my organisation support LGBTQIA+ workplace inclusion

76

18

7

76%

+5

Q31h. I feel confident that the executive group within my organisation support LGBTQIA+ workplace inclusion

72

22

7

72%

+4

Q31i. I know LGBTQIA+ Allies in my organisation that I can approach for support

65

18

17

65%

+2

Q31j. There are LGBTQIA+ Allies in leadership roles in my organisation

58

30

12

58%

+3

Q31k. I feel safe and respected at work

79

13

8

79%

+1

KEY

Positive Neutral Negative



DIVERSITY EXPERIENCE: CULTURALLY AND/OR LINGUISTICALLY DIVERSE

CULTURALLY AND/OR LINGUISTICALLY DIVERSE

Culturally and linguistically diverse people are defined as any person who identify as all, or any of the following:

- born overseas, including English speaking countries
- speak a language at home besides English (includes Aboriginal or Torres Strait Islander languages).

ASKED OF PEOPLE WHO WERE BORN OUTSIDE AUSTRALIA; AND/OR SPEAK A LANGUAGE OTHER THAN ENGLISH AT HOME

Q32c. My colleagues invite me to share my perspective as a culturally and linguistically diverse person when carrying out work

38

49

13

38%

vs 2023

-

Q32d. I feel comfortable sharing my perspective as a culturally and linguistically diverse person

57

37

6

57%

-

Q32e. I feel that my experiences and perspectives as a culturally and linguistically diverse person are respected

54

40

5

54%

-

Q32f. As a culturally and linguistically diverse person, I feel culturally safe at work

62

34

4

62%

-

KEY

Positive Neutral Negative



FLEXIBLE WORK

	%
Q34a. Do you currently use any of the following flexible work options? (multiple response)	
Part-time work	10%
Remote working: a location other than your official place of work and other than your home e.g. distributed work centre, on-site	9%
Remote working: from home	54%
Flexible work hours (e.g., accumulated hours as 'flexitime')	43%
Flexible work hours for example start late or early to meet responsibilities external to work	30%
Self-selecting schedules	6%
Flexible shifts/scheduling	6%
Shift swapping	6%
Designing own rosters	2%
Job sharing	1%
Compressed work hours	4%
Part-year work/annualised hours	0%
Term-time working	0%
Casual/on call	2%

	%
Q34a. continued...	
Hot desks	11%
Purchased leave/extended leave/deferred salary schemes	1%
Leave at half pay	7%
Other	1%
None of the above	20%

FLEXIBLE WORK

Flexible Work Arrangements

	2024	2023
Q34b. Have you made a request regarding flexible work arrangements in the last 12 months?		
Yes, I requested one or more flexible work arrangements	47%	46%
No, I have not requested a flexible work arrangement but I am content with my current arrangements	43%	44%
No, I have not requested a flexible work arrangement and I would like to adjust my current arrangements	9%	10%
Q34c. Was your request for flexible work arrangements (asked of those that have requested one or more flexible work arrangements)		
Fully granted	85%	83%
Partially granted	8%	9%
Declined - no reason given	2%	2%
Declined - reason provided	3%	3%
I have not received a reply as yet	3%	3%

FLEXIBLE WORK

Flexible Work Arrangements

	2024	2023
Q34d. Why haven't you made a request to change your work arrangements? (multiple response) (asked of those that have not requested a flexible work arrangement, but would like adjustments)		
I didn't feel I was entitled to make a request	25%	25%
I felt it would limit my career progression	20%	23%
I felt it would limit my access to training and development	9%	11%
Flexible working is frowned upon/not supported in my workplace	26%	28%
I was concerned that it may negatively impact my team	23%	25%
I didn't feel confident presenting my case or negotiating arrangements with my manager	22%	26%
I feel the technology I currently have access to does not support flexible working	4%	5%
I don't feel confident in my manager's ability to manage staff working flexibly	9%	11%
None of the above	33%	33%

FLEXIBLE WORK

Flexible Work Arrangements

	2024	2023
Q34h. Please choose the option that best describes your access to workplace flexibility		
A range of flexible work options are available to me in my job. Flexible work is the norm. I am able to adapt my flexible work arrangement to suit my work and personal needs	49%	44%
A range of flexible options are available to me in my job. I am able to agree formal flexible arrangements with my manager/supervisor. I feel okay about asking for ad hoc flexibility, although changing arrangements (e.g., work patterns) is discouraged	17%	19%
Flexibility is closely managed and only through formal agreements. Ad hoc arrangements are by exception, and I don't like to ask. I feel flexibility is seen as an inconvenience in my workplace	9%	10%
Flexibility is available but options are limited to the exception. Flexibility is possible under certain circumstances e.g., If I need to care for a sick child or family member or if I have an appointment that must be scheduled during work hours. I would only ask if I had no other option	8%	9%
There is some flexibility e.g., I can request specific shifts or swap shifts, there is some flexibility in start and finish times	9%	9%
The only flexible work options are limited to full time vs part time	2%	3%
No, given the nature of my work, flexible arrangements are not possible	7%	7%
Q34s. Do you have the opportunity to contribute to the design of the shiftwork schedule/roster? (asked of those that do shiftwork)		
Yes	43%	44%
No	57%	56%

FLEXIBLE WORK

Flexible Work Arrangements

ASKED OF THOSE WHO HAVE THE OPTION OF FLEXIBLE WORKING ARRANGEMENTS ONLY

RESPONSE SCALE

%
POSITIVE

vs 2023

Q34i. I have the flexibility I need to manage my work and non-work interests

78

13

10

78%

+3

Q34j. In my workgroup, we discuss individual needs for flexible work arrangements, and we work together to accommodate them

69

18

13

69%

+4

Q34k. My commitment to this organisation would be questioned if I chose to use flexible work options

58

22

19

58%

+2

Q34l. All employees, regardless of gender, are actively encouraged to adopt flexible working arrangements in this organisation

55

28

16

55%

+5

Q34n. Being a part-time manager is an option in this organisation

26

48

26

26%

+2

Q34o. It is difficult for me to adopt a flexible working arrangement because of a lack of support from my manager or supervisor

68

21

11

68%

+1

KEY

Positive Neutral Negative



FLEXIBLE WORK

Flexible Work Arrangements

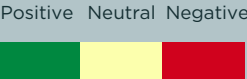
ASKED OF PEOPLE WHO PROVIDE UNPAID CARE OR SUPPORT TO ANOTHER PERSON ONLY		2024	2023
Q34p. Does your agency publish a carer specific policy that explains who is defined as a carer and the supports that are available to carers?			
Yes		15%	14%
No		16%	16%
Don't know		70%	70%

FLEXIBLE WORK

Flexible Work Arrangements

	RESPONSE SCALE			% POSITIVE	vs 2023
Q34m. All employees, regardless of whether they have responsibilities as a carer, are actively encouraged to adopt flexible working arrangements in this organisation	51	31	18	51%	+5
Q34q. My workplace provides sufficient support for me to be able to balance my work and carer responsibilities (asked of those who identified as being a carer only)	71	17	13	71%	+4

KEY



FLEXIBLE WORK

Flexible Work Arrangements

Asked of people who reported using remote working options (either from home or at another location from their official place of work)

ASKED OF PEOPLE WHO REPORTED USING REMOTE WORKING OPTIONS ONLY

2024

2023

Q34e. Which of the following best describes your remote or hybrid work arrangement?

On average, I work one day per week remotely	30%	33%
On average, I work two days per week remotely	49%	47%
On average, I work three days per week remotely	14%	14%
On average, I work four days per week remotely	4%	3%
On average, I work five days per week remotely	3%	3%

Q34f. Which of the following best describes your hybrid work arrangement? (multiple response)

I have a formal arrangement in place, and a specific day/s of the week scheduled to work remotely	60%	61%
I adjust my schedule of remote work (i.e. day/s of week) depending on work activities	45%	47%
I adjust my schedule of remote work (i.e. day/s of week) depending on responsibilities outside of work	26%	28%
I adjust the number of days I work remotely per week depending on work activities	25%	28%
I adjust the number of days I work remotely per week depending on responsibilities outside of work	15%	18%

FLEXIBLE WORK

Flexible Work Arrangements

Asked of people who reported using remote working options (either from home or at another location from their official place of work)

ASKED OF PEOPLE WHO REPORTED USING REMOTE WORKING OPTIONS ONLY

2024

2023

Q34g. What benefits or needs are met by coming into your employer provided workplace? (multiple response)

Social interaction - I like to catch up with colleagues socially	64%	69%
Collaboration - I find it easier to collaborate face-to-face	56%	59%
It's important for team building, work culture and connectivity	65%	66%
I enjoy the energy of being with people all working on similar things	42%	46%
Preference for workspaces at least some of the time - I like to work in a formal work environment sometimes	33%	38%
Preference for workspaces for certain types of work - I feel I am more effective at completing some tasks when I am in a formal work environment	22%	26%
To meet project needs and workflows	22%	26%
Ability to access better equipment, ICT, printers or necessary physical resources or files	31%	36%
My mental health is better when I spend some time in the office	24%	27%
I am more active - getting to and from the office and throughout the day	23%	26%
I only come into the office because I feel I must	13%	14%
I come into the office because I am told to but I don't perceive any benefit	11%	12%
I feel like if I don't come into the office, people won't think of me for promotion	9%	10%
I feel like if I don't come into the office, I may miss out on development opportunities	11%	11%
Other	4%	5%

DOMESTIC AND FAMILY VIOLENCE

Domestic and Family Violence

The questions relating to domestic and family violence were updated for the 2024 survey and, as a result, no trend data is available.

Warning

This section contains references to domestic and family violence which some people may find triggering. Support options are listed below.

Support options

Support is available for all Queenslanders impacted by any form of domestic and family violence, including coercive control.

For free, confidential crisis support

DVConnect Womensline (24/7): 1800 811 811
DVConnect Mensline (9am to midnight, 7 days): 1800 600 636
Mensline Australia (24/7): 1300 78 99 78
Kids Helpline (24/7): 1800 55 1800

In an emergency

Call Triple Zero (000) and ask for Police (24/7).

	2024	2023
Q42a. Which one of the following statements best applies to you?		
I am aware of the term coercive control, and I am confident I understand its meaning	79%	-
I am aware of the term coercive control, and I somewhat understand its meaning	17%	-
I am aware of the term coercive control, but I am not confident I understand its meaning	2%	-
I am not aware of the term coercive control	1%	-
I am unsure if I am aware of the term coercive control	1%	-
Q42i. In your current role, do you interact with customers or clients that are experiencing or using domestic and family violence?		
Yes, all of the time	14%	-
Yes, some of the time	25%	-
No, never	38%	-
I am unsure	23%	-

DOMESTIC AND FAMILY VIOLENCE

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In an emergency

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ASKED OF PEOPLE WHO FEEL CONFIDENT IN RESPONDING TO PEOPLE EXPERIENCING DOMESTIC AND FAMILY VIOLENCE

2024

2023

Q42h. What has helped your confidence in responding to people experiencing domestic and family violence? (multiple response)

Queensland Government campaigns and communications	39%	-
Training offered by your agency	51%	-
Professional development offered by your agency	22%	-
Conversations in workplace	34%	-
Conversations with friends and family	42%	-
My community/events	11%	-
TV streaming services/social media	16%	-
Media reporting	19%	-
My own research	37%	-
Nothing	3%	-
Other	14%	-

DOMESTIC AND FAMILY VIOLENCE

Domestic and Family Violence

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In an emergency

Call Triple Zero (000) and ask for Police (24/7).

DOMESTIC AND FAMILY VIOLENCE	RESPONSE SCALE			% POSITIVE	vs 2023
Q42b. The disrespect of women and gender inequality are drivers of domestic and family violence	81	13	6	81%	-
Q42c. Domestic and family violence is only serious if it's physical abuse*	96	3		96%	-
Q42d. Some victims of domestic and family violence are partly to blame for the violence*	85	10	5	85%	-
Q42e. I would call out coercively controlling behaviours if I observed them	80	17		80%	-
Q42f. I am confident I would respond safely and appropriately if a work colleague disclosed to me that they were using domestic and family violence	83	13	4	83%	-
Q42g. I am confident I would respond safely and appropriately if a work colleague disclosed to me that they are a victim-survivor of domestic and family violence	92	7		92%	-
Q42j. I am confident I would respond safely and appropriately if a red flag was raised during an interaction with a customer or client indicating they were using (or at risk of using) domestic and family violence	91	7		91%	-
Q42k. I am confident I would respond safely and appropriately if a red flag was raised during an interaction with a customer/client indicating they were experiencing (or at risk of experiencing) domestic and family violence	94	5		94%	-
Q42l. I feel confident my workplace would actively support anyone experiencing domestic and family violence	90	8		90%	-

* Q42c and Q42d are negatively worded. The data is recoded for reporting. Green responses are always positive and, as such, the green agreement % represents the proportion of people that disagree with the associated statements.

KEY

Positive Neutral Negative



CODE OF CONDUCT: BULLYING, SEXUAL HARASSMENT AND WORKPLACE VIOLENCE AND AGGRESSION

Bullying

Workplace bullying is repeated and unreasonable behaviour by someone you work with directed towards a worker or group of workers that creates a risk to health and safety.

	2024	2023
Q38a. During the last 12 months, have you experienced any of the following in your workplace? - Workplace bullying		
Yes, and I am currently experiencing this behaviour	5%	6%
Yes, but I am not experiencing it now	10%	11%
No	80%	78%
Don't know	5%	5%

CODE OF CONDUCT: BULLYING, SEXUAL HARASSMENT AND WORKPLACE VIOLENCE AND AGGRESSION

Bullying

Workplace bullying is repeated and unreasonable behaviour by someone you work with directed towards a worker or group of workers that creates a risk to health and safety.

	2024	2023
Q39a. Thinking about when you experienced bullying. Who were you bullied by? (multiple response)		
A senior manager	28%	29%
Your immediate manager/supervisor	32%	33%
A colleague from within your agency	37%	38%
A group of colleagues from within your agency	14%	15%
A worker that reports to you	6%	6%
A consultant/service provider	1%	1%
A representative of another agency	2%	2%
A person in a Ministerial Office	0%	0%
Other	4%	4%
Prefer not to specify	11%	10%

CODE OF CONDUCT: BULLYING, SEXUAL HARASSMENT AND WORKPLACE VIOLENCE AND AGGRESSION

Bullying

Workplace bullying is repeated and unreasonable behaviour by someone you work with directed towards a worker or group of workers that creates a risk to health and safety.

	2024	2023
Q39b. What type of bullying did you experience? (multiple response)		
Physical behaviour (e.g. assault or aggressive body language)	8%	8%
Verbal abuse (e.g. offensive language, derogatory remarks, shouting or screaming)	45%	43%
Intimidation and/or threats	35%	38%
'Initiations' or pranks	4%	4%
Interference with your personal property or work equipment	7%	7%
Inappropriate and unfair application of work policies or rules (e.g. performance management, access to leave, access to learning and development)	35%	38%
Withholding essential information for me to do my job	34%	33%
Being assigned meaningless tasks unrelated to my job	19%	18%
Being given impossible assignment(s)	13%	12%
Cyber bullying (e.g. by email)	5%	5%
Other	28%	30%

CODE OF CONDUCT: BULLYING, SEXUAL HARASSMENT AND WORKPLACE VIOLENCE AND AGGRESSION

Bullying

Workplace bullying is repeated and unreasonable behaviour by someone you work with directed towards a worker or group of workers that creates a risk to health and safety.

	2024	2023
Q39c. Did you report the bullying or tell someone about the bullying? (multiple response)		
Submitted a formal complaint	13%	11%
Told a colleague	34%	36%
Told a manager	46%	45%
Told Human Resources	11%	11%
Told a friend or family member	30%	33%
Told someone else	13%	15%
Told Employee Assistance Program or peer support	8%	8%
Told the person the behaviour was not okay	15%	15%
I did not tell anyone about bullying	14%	15%
Q39f. Were you informed that action had been taken or an outcome/resolution had been achieved as a result of reporting your experience?		
Yes	34%	-
No	66%	-

CODE OF CONDUCT: BULLYING, SEXUAL HARASSMENT AND WORKPLACE VIOLENCE AND AGGRESSION

Bullying

Workplace bullying is repeated and unreasonable behaviour by someone you work with directed towards a worker or group of workers that creates a risk to health and safety.

	2024	2023
Q39d. You indicated that you have not formally reported your experience of bullying. What is preventing you from reporting this experience? (multiple response)		
I did not want to upset relationships in the workplace	36%	36%
I did not have enough evidence	17%	16%
It could affect my career	38%	40%
I did not think any action would be taken	53%	54%
The matter was resolved informally	12%	11%
I did not think the bullying was serious enough	13%	12%
Managers accepted the behaviour	35%	38%
I did not think it was worth the hassle of going through the report process	28%	30%
I did not know how to report it	4%	4%
Other	13%	13%

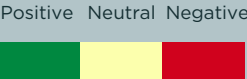
CODE OF CONDUCT: BULLYING, SEXUAL HARASSMENT AND WORKPLACE VIOLENCE AND AGGRESSION

Bullying

Workplace bullying is repeated and unreasonable behaviour by someone you work with directed towards a worker or group of workers that creates a risk to health and safety.

BULLYING	RESPONSE SCALE			% POSITIVE	vs 2023
Q39e_1. You said that you have formally reported your experience. To what extent do you agree that the process of formal reporting was fair	23	19	58	23%	-
Q39e_2. You said that you have formally reported your experience. To what extent do you agree that the process of formal reporting was transparent	22	19	59	22%	-
Q39e_3. You said that you have formally reported your experience. To what extent do you agree that the process of formal reporting was respectful	30	22	48	30%	-

KEY



CODE OF CONDUCT: BULLYING, SEXUAL HARASSMENT AND WORKPLACE VIOLENCE AND AGGRESSION

Workplace Violence and Aggression

Workplace violence and aggression is any incident where an employee is abused, harassed, threatened or assaulted by clients/customers, patients, consumers, visitors or members of the public, in circumstances arising out of, or in the course of their employment, irrespective of the intent for harm. This does not include sexual harassment, which is captured separately.

	2024	2023
Q38b. During the last 12 months, have you experienced any of the following in your workplace? - Workplace violence and aggression		
Yes	10%	10%
No	87%	87%
Don't know	3%	3%

CODE OF CONDUCT: BULLYING, SEXUAL HARASSMENT AND WORKPLACE VIOLENCE AND AGGRESSION

Workplace Violence and Aggression

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	2024	2023
Q40a. Thinking about when you experienced workplace violence and aggression. Who was the aggressor? (multiple response)		
A client/customer	37%	34%
Patient	25%	29%
Visitor	7%	9%
A member of the public	20%	19%
Other	36%	36%
Prefer not to specify	7%	7%

CODE OF CONDUCT: BULLYING, SEXUAL HARASSMENT AND WORKPLACE VIOLENCE AND AGGRESSION

Workplace Violence and Aggression

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	2024	2023
Q40b. What type of workplace violence or aggression did you experience? (multiple response)		
Angry or hostile behaviour	86%	88%
Antagonism and jeering	25%	27%
Intimidation and insults	56%	57%
Shouting and swearing	65%	68%
Verbal threats	47%	50%
Someone encroaching on your personal space	32%	34%
Banging, kicking or hitting items	28%	31%
Biting, spitting, scratching	15%	17%
Throwing objects	22%	22%
Pushing, shoving, tripping or grabbing	14%	15%
Physical assault (e.g. punching or kicking)	14%	16%
Armed robbery	0%	0%
Attacked with any type of weapon	3%	3%
Other	7%	7%

CODE OF CONDUCT: BULLYING, SEXUAL HARASSMENT AND WORKPLACE VIOLENCE AND AGGRESSION

Sexual Harassment

Sexual harassment is 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. It can be experienced in the course of employment (i.e., person-to-person conduct) or through the workplace context (i.e., sexualised workplace environment).

	2024	2023
Q38c. During the last 12 months, have you experienced any of the following in your workplace? - Sexual harassment		
Yes, and I am currently experiencing this behaviour	0%	0%
Yes, but I am not experiencing it now	2%	2%
No	96%	96%
Don't know	2%	2%

CODE OF CONDUCT: BULLYING, SEXUAL HARASSMENT AND WORKPLACE VIOLENCE AND AGGRESSION

Sexual Harassment

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	2024	2023
Q41a. Thinking about when you experienced sexual harassment. Who were you sexually harassed by? (multiple response)		
A senior manager	13%	14%
Your immediate manager/supervisor	12%	11%
A colleague	45%	45%
A group of colleagues	7%	9%
A worker that reports to you	3%	3%
A client/customer	24%	21%
A member of the public	13%	12%
A consultant/service provider	1%	1%
A representative of another agency	3%	2%
A person in a Ministerial Office	0%	0%
Other	3%	4%
Prefer not to specify	9%	11%

CODE OF CONDUCT: BULLYING, SEXUAL HARASSMENT AND WORKPLACE VIOLENCE AND AGGRESSION

Sexual Harassment

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	2024	2023
Q41b. What type of sexual harassment did you experience? (multiple response)		
Sexually suggestive comments or jokes that made me feel offended (in either a group or one-on-one situation)	71%	69%
Intrusive questions about my private life or comments about my physical appearance	57%	53%
Unwelcome touching, hugging, cornering or kissing	25%	27%
Inappropriate physical contact (including momentary or brief physical contact)	30%	29%
Repeated or inappropriate invitations to go out on dates	13%	11%
Sexual gestures, indecent exposure or inappropriate display of the body	15%	15%
Repeated or inappropriate advances on email, social networking websites or internet chat rooms by a work colleague	6%	7%
Sexually explicit email or SMS message	5%	5%
Request or pressure for sex or other sexual act	6%	5%
Sexually explicit pictures, posters or gifts that made me feel offended	3%	3%
Sexually explicit posts or messages on social media (including Facebook, Snapchat, Instagram etc.)	2%	3%
Inappropriate staring or leering that made me feel intimidated	24%	23%
The workplace is sexually hostile including discussions or jokes that are of a sexual nature or the display of obscene or pornographic materials	9%	11%
Any other unwelcome conduct of a sexual nature	17%	18%

CODE OF CONDUCT: BULLYING, SEXUAL HARASSMENT AND WORKPLACE VIOLENCE AND AGGRESSION

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	2024	2023
Q41c. Did you tell anyone about the sexual harassment? (multiple response)		
Submitted a formal complaint	16%	13%
Told a colleague	36%	36%
Told a manager	31%	29%
Told Human Resources	7%	7%
Told a friend or family member	27%	30%
Told someone else	10%	11%
Told Employee Assistance Program or peer support	4%	4%
Told the person the behaviour was not okay	22%	17%
I did not tell anyone about the sexual harassment	19%	24%
Q41f. Were you informed that action had been taken or an outcome/resolution had been achieved as a result of reporting your experience?		
Yes	53%	-
No	47%	-

CODE OF CONDUCT: BULLYING, SEXUAL HARASSMENT AND WORKPLACE VIOLENCE AND AGGRESSION

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	2024	2023
Q41d. You indicated that you have not formally reported your experience of sexual harassment. What is preventing you from reporting this experience? (multiple response)		
I did not want to upset relationships in the workplace	32%	31%
I did not have enough evidence	18%	15%
It could affect my career	26%	30%
I did not think any action would be taken	44%	44%
The matter was resolved informally	16%	14%
I did not think the sexual harassment was serious enough	23%	22%
Managers accepted the behaviour	21%	20%
I did not think it was worth the hassle of going through the report process	31%	33%
I did not know how to report it	4%	5%
Other	13%	13%

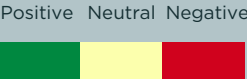
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SEXUAL HARASSMENT	RESPONSE SCALE			% POSITIVE	vs 2023
Q41e_1. You said that you have formally reported your experience. To what extent do you agree that the process of formal reporting was fair	51	15	34	51%	-
Q41e_2. You said that you have formally reported your experience. To what extent do you agree that the process of formal reporting was transparent	47	12	41	47%	-
Q41e_3. You said that you have formally reported your experience. To what extent do you agree that the process of formal reporting was respectful	53	14	33	53%	-

KEY



CODE OF CONDUCT: RACISM AND DISCRIMINATION

Racism

Racism refers to prejudice, discrimination or hatred directed at someone because of their colour, ethnicity or national origin.

	2024	2023
Q37a. In the last 12 months, have you experienced racism?		
Yes	5%	6%
No	95%	94%
Q37g_1. Thinking about when you experienced racism. Who was the source of this experience? (multiple response)		
A senior manager	18%	18%
Your immediate manager/supervisor	15%	15%
A colleague	35%	32%
A group of colleagues	19%	18%
A worker that reports to you	4%	4%
A client/customer	27%	31%
A member of the public	29%	31%
A consultant/service provider	2%	2%
A representative of another agency	4%	4%
A person in a Ministerial Office	1%	2%
Other	6%	7%
Prefer not to specify	12%	13%

CODE OF CONDUCT: RACISM AND DISCRIMINATION

Racism

Racism refers to prejudice, discrimination or hatred directed at someone because of their colour, ethnicity or national origin.

	2024	2023
Q37h_1. Did you report the racism or tell someone about your experience? (multiple response)		
Submitted a formal complaint	6%	5%
Told a colleague	25%	26%
Told a manager	23%	20%
Told Human Resources	4%	4%
Told a friend or family member	22%	25%
Told someone else	11%	11%
Told Employee Assistance Program or peer support	4%	3%
Told the person the behaviour was not okay	22%	22%
I did not tell anyone about the racism or discrimination	31%	32%
Q37k_1. Were you informed that action had been taken or an outcome/resolution had been achieved as a result of reporting your experience?		
Yes	35%	-
No	65%	-

CODE OF CONDUCT: RACISM AND DISCRIMINATION

Racism

Racism refers to prejudice, discrimination or hatred directed at someone because of their colour, ethnicity or national origin.

	2024	2023
Q37i_1. You indicated that you have not formally reported your experience of racism. What is preventing you from reporting this experience? (multiple response)		
I did not want to upset relationships in the workplace	27%	24%
I did not have enough evidence	16%	13%
It could affect my career	25%	25%
I did not think any action would be taken	43%	43%
The matter was resolved informally	12%	13%
I did not think the racism or discrimination was serious enough	14%	15%
Managers accepted the behaviour	19%	21%
I did not think it was worth the hassle of going through the report process	29%	29%
I did not know how to report it	5%	5%
Other	16%	18%

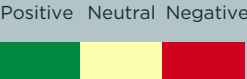
CODE OF CONDUCT: RACISM AND DISCRIMINATION

Racism

Racism refers to prejudice, discrimination or hatred directed at someone because of their colour, ethnicity or national origin.

RACISM	RESPONSE SCALE			% POSITIVE	vs 2023
Q37j_1_1. You said that you have formally reported your experience. To what extent do you agree that the process of formal reporting was fair	22	22	55	22%	-
Q37j_1_2. You said that you have formally reported your experience. To what extent do you agree that the process of formal reporting was transparent	22	17	61	22%	-
Q37j_1_3. You said that you have formally reported your experience. To what extent do you agree that the process of formal reporting was respectful	27	23	50	27%	-

KEY



CODE OF CONDUCT: RACISM AND DISCRIMINATION

Discrimination

Discrimination occurs when a person, or group of people, is treated less favourably than another person or group because of their background or certain personal characteristics.

	2024	2023
Q37b. In the last 12 months, have you experienced discrimination because of your disability ?		
Yes	2%	2%
No	98%	98%
Q37g_2. Thinking about when you experienced discrimination because of your disability. Who was the source of this experience? (multiple response)		
A senior manager	39%	43%
Your immediate manager/supervisor	40%	40%
A colleague	29%	29%
A group of colleagues	21%	21%
A worker that reports to you	3%	3%
A client/customer	6%	5%
A member of the public	6%	5%
A consultant/service provider	1%	2%
A representative of another agency	3%	2%
A person in a Ministerial Office	1%	1%
Other	6%	6%
Prefer not to specify	15%	16%

CODE OF CONDUCT: RACISM AND DISCRIMINATION

Discrimination

Discrimination occurs when a person, or group of people, is treated less favourably than another person or group because of their background or certain personal characteristics.

	2024	2023
Q37h_2. Did you report the discrimination because of your disability or tell someone about your experience? (multiple response)		
Submitted a formal complaint	8%	8%
Told a colleague	25%	26%
Told a manager	25%	24%
Told Human Resources	11%	11%
Told a friend or family member	30%	33%
Told someone else	11%	15%
Told Employee Assistance Program or peer support	10%	9%
Told the person the behaviour was not okay	13%	13%
I did not tell anyone about the discrimination	30%	30%
Q37k_2. Were you informed that action had been taken or an outcome/resolution had been achieved as a result of reporting your experience?		
Yes	22%	-
No	78%	-

CODE OF CONDUCT: RACISM AND DISCRIMINATION

Discrimination

Discrimination occurs when a person, or group of people, is treated less favourably than another person or group because of their background or certain personal characteristics.

	2024	2023
Q37i_2. You indicated that you have not formally reported your experience of discrimination because of your disability. What is preventing you from reporting this experience? (multiple response)		
I did not want to upset relationships in the workplace	38%	37%
I did not have enough evidence	24%	19%
It could affect my career	46%	46%
I did not think any action would be taken	58%	55%
The matter was resolved informally	7%	5%
I did not think the discrimination was serious enough	15%	15%
Managers accepted the behaviour	33%	36%
I did not think it was worth the hassle of going through the report process	35%	35%
I did not know how to report it	9%	8%
Other	12%	14%

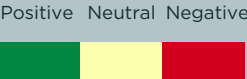
CODE OF CONDUCT: RACISM AND DISCRIMINATION

Discrimination

Discrimination occurs when a person, or group of people, is treated less favourably than another person or group because of their background or certain personal characteristics.

DISCRIMINATION BECAUSE OF MY DISABILITY	RESPONSE SCALE			% POSITIVE	vs 2023
Q37j_2_1. You said that you have formally reported your experience. To what extent do you agree that the process of formal reporting was fair	10	17	73	10%	-
Q37j_2_2. You said that you have formally reported your experience. To what extent do you agree that the process of formal reporting was transparent	11	16	72	11%	-
Q37j_2_3. You said that you have formally reported your experience. To what extent do you agree that the process of formal reporting was respectful	15	17	68	15%	-

KEY



CODE OF CONDUCT: RACISM AND DISCRIMINATION

Discrimination

Discrimination occurs when a person, or group of people, is treated less favourably than another person or group because of their background or certain personal characteristics.

	2024	2023
Q37c. In the last 12 months, have you experienced discrimination because of your sexual orientation ?		
Yes	1%	2%
No	99%	98%
Q37g_3. Thinking about when you experienced discrimination because of your sexual orientation. Who was the source of this experience? (multiple response)		
A senior manager	26%	28%
Your immediate manager/supervisor	18%	20%
A colleague	36%	37%
A group of colleagues	20%	22%
A worker that reports to you	3%	4%
A client/customer	15%	15%
A member of the public	20%	17%
A consultant/service provider	2%	2%
A representative of another agency	4%	4%
A person in a Ministerial Office	2%	3%
Other	8%	9%
Prefer not to specify	14%	14%

CODE OF CONDUCT: RACISM AND DISCRIMINATION

Discrimination

Discrimination occurs when a person, or group of people, is treated less favourably than another person or group because of their background or certain personal characteristics.

	2024	2023
Q37h_3. Did you report the discrimination because of your sexual orientation or tell someone about your experience? (multiple response)		
Submitted a formal complaint	8%	7%
Told a colleague	21%	20%
Told a manager	18%	18%
Told Human Resources	4%	6%
Told a friend or family member	23%	25%
Told someone else	10%	12%
Told Employee Assistance Program or peer support	4%	3%
Told the person the behaviour was not okay	13%	14%
I did not tell anyone about the discrimination	39%	40%
Q37k_3. Were you informed that action had been taken or an outcome/resolution had been achieved as a result of reporting your experience?		
Yes	31%	-
No	69%	-

CODE OF CONDUCT: RACISM AND DISCRIMINATION

Discrimination

Discrimination occurs when a person, or group of people, is treated less favourably than another person or group because of their background or certain personal characteristics.

	2024	2023
Q37i_3. You indicated that you have not formally reported your experience of discrimination because of your sexual orientation. What is preventing you from reporting this experience? (multiple response)		
I did not want to upset relationships in the workplace	29%	26%
I did not have enough evidence	18%	17%
It could affect my career	31%	35%
I did not think any action would be taken	46%	50%
The matter was resolved informally	6%	7%
I did not think the discrimination was serious enough	16%	14%
Managers accepted the behaviour	25%	29%
I did not think it was worth the hassle of going through the report process	29%	31%
I did not know how to report it	5%	5%
Other	12%	14%

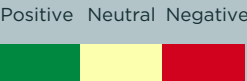
CODE OF CONDUCT: RACISM AND DISCRIMINATION

Discrimination

Discrimination occurs when a person, or group of people, is treated less favourably than another person or group because of their background or certain personal characteristics.

DISCRIMINATION BECAUSE OF MY SEXUAL ORIENTATION	RESPONSE SCALE			% POSITIVE	vs 2023
Q37j_3_1. You said that you have formally reported your experience. To what extent do you agree that the process of formal reporting was fair	16	8	76	16%	-
Q37j_3_2. You said that you have formally reported your experience. To what extent do you agree that the process of formal reporting was transparent	15	10	75	15%	-
Q37j_3_3. You said that you have formally reported your experience. To what extent do you agree that the process of formal reporting was respectful	23	8	69	23%	-

KEY



CODE OF CONDUCT: RACISM AND DISCRIMINATION

Discrimination

Discrimination occurs when a person, or group of people, is treated less favourably than another person or group because of their background or certain personal characteristics.

	2024	2023
Q37d. In the last 12 months, have you experienced discrimination because of your gender ?		
Yes	6%	7%
No	94%	93%
Q37g_4. Thinking about when you experienced discrimination because of your gender. Who was the source of this experience? (multiple response)		
A senior manager	33%	36%
Your immediate manager/supervisor	21%	23%
A colleague	30%	27%
A group of colleagues	16%	15%
A worker that reports to you	4%	3%
A client/customer	15%	14%
A member of the public	16%	15%
A consultant/service provider	2%	2%
A representative of another agency	4%	3%
A person in a Ministerial Office	1%	1%
Other	8%	8%
Prefer not to specify	14%	14%

CODE OF CONDUCT: RACISM AND DISCRIMINATION

Discrimination

Discrimination occurs when a person, or group of people, is treated less favourably than another person or group because of their background or certain personal characteristics.

	2024	2023
Q37h_4. Did you report the discrimination because of your gender or tell someone about your experience? (multiple response)		
Submitted a formal complaint	6%	4%
Told a colleague	28%	27%
Told a manager	19%	18%
Told Human Resources	4%	4%
Told a friend or family member	26%	27%
Told someone else	11%	12%
Told Employee Assistance Program or peer support	4%	3%
Told the person the behaviour was not okay	12%	11%
I did not tell anyone about the discrimination	35%	38%
Q37k_4. Were you informed that action had been taken or an outcome/resolution had been achieved as a result of reporting your experience?		
Yes	26%	-
No	74%	-

CODE OF CONDUCT: RACISM AND DISCRIMINATION

Discrimination

Discrimination occurs when a person, or group of people, is treated less favourably than another person or group because of their background or certain personal characteristics.

	2024	2023
Q37i_4. You indicated that you have not formally reported your experience of discrimination because of your gender. What is preventing you from reporting this experience? (multiple response)		
I did not want to upset relationships in the workplace	30%	28%
I did not have enough evidence	19%	18%
It could affect my career	37%	39%
I did not think any action would be taken	52%	54%
The matter was resolved informally	7%	7%
I did not think the discrimination was serious enough	20%	19%
Managers accepted the behaviour	28%	29%
I did not think it was worth the hassle of going through the report process	32%	34%
I did not know how to report it	4%	4%
Other	10%	11%

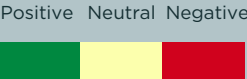
CODE OF CONDUCT: RACISM AND DISCRIMINATION

Discrimination

Discrimination occurs when a person, or group of people, is treated less favourably than another person or group because of their background or certain personal characteristics.

DISCRIMINATION BECAUSE OF MY GENDER	RESPONSE SCALE			% POSITIVE	vs 2023
Q37j_4_1. You said that you have formally reported your experience. To what extent do you agree that the process of formal reporting was fair	14	18	68	14%	-
Q37j_4_2. You said that you have formally reported your experience. To what extent do you agree that the process of formal reporting was transparent	13	16	71	13%	-
Q37j_4_3. You said that you have formally reported your experience. To what extent do you agree that the process of formal reporting was respectful	20	18	61	20%	-

KEY



CODE OF CONDUCT: RACISM AND DISCRIMINATION

Discrimination

Discrimination occurs when a person, or group of people, is treated less favourably than another person or group because of their background or certain personal characteristics.

	2024	2023
Q37e. In the last 12 months, have you experienced discrimination because of your age ?		
Yes	6%	7%
No	94%	93%
Q37g_5. Thinking about when you experienced discrimination because of your age. Who was the source of this experience? (multiple response)		
A senior manager	30%	31%
Your immediate manager/supervisor	23%	22%
A colleague	31%	31%
A group of colleagues	19%	20%
A worker that reports to you	4%	4%
A client/customer	12%	11%
A member of the public	11%	10%
A consultant/service provider	2%	2%
A representative of another agency	3%	2%
A person in a Ministerial Office	0%	1%
Other	5%	6%
Prefer not to specify	15%	18%

CODE OF CONDUCT: RACISM AND DISCRIMINATION

Discrimination

Discrimination occurs when a person, or group of people, is treated less favourably than another person or group because of their background or certain personal characteristics.

	2024	2023
Q37h_5. Did you report the discrimination because of your age or tell someone about your experience? (multiple response)		
Submitted a formal complaint	3%	2%
Told a colleague	22%	22%
Told a manager	15%	13%
Told Human Resources	3%	3%
Told a friend or family member	25%	28%
Told someone else	9%	11%
Told Employee Assistance Program or peer support	4%	3%
Told the person the behaviour was not okay	9%	9%
I did not tell anyone about the discrimination	41%	42%
Q37k_5. Were you informed that action had been taken or an outcome/resolution had been achieved as a result of reporting your experience?		
Yes	23%	-
No	77%	-

CODE OF CONDUCT: RACISM AND DISCRIMINATION

Discrimination

Discrimination occurs when a person, or group of people, is treated less favourably than another person or group because of their background or certain personal characteristics.

	2024	2023
Q37i_5. You indicated that you have not formally reported your experience of discrimination because of your age. What is preventing you from reporting this experience? (multiple response)		
I did not want to upset relationships in the workplace	32%	30%
I did not have enough evidence	22%	21%
It could affect my career	31%	31%
I did not think any action would be taken	48%	47%
The matter was resolved informally	7%	6%
I did not think the discrimination was serious enough	24%	23%
Managers accepted the behaviour	21%	22%
I did not think it was worth the hassle of going through the report process	32%	33%
I did not know how to report it	4%	4%
Other	9%	10%

CODE OF CONDUCT: RACISM AND DISCRIMINATION

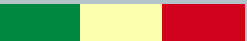
Discrimination

Discrimination occurs when a person, or group of people, is treated less favourably than another person or group because of their background or certain personal characteristics.

DISCRIMINATION BECAUSE OF MY AGE	RESPONSE SCALE			% POSITIVE	vs 2023
Q37j_5_1. You said that you have formally reported your experience. To what extent do you agree that the process of formal reporting was fair	13	17	70	13%	-
Q37j_5_2. You said that you have formally reported your experience. To what extent do you agree that the process of formal reporting was transparent	10	15	75	10%	-
Q37j_5_3. You said that you have formally reported your experience. To what extent do you agree that the process of formal reporting was respectful	15	18	68	15%	-

KEY

Positive Neutral Negative



CODE OF CONDUCT: RACISM AND DISCRIMINATION

Discrimination

Discrimination occurs when a person, or group of people, is treated less favourably than another person or group because of their background or certain personal characteristics.

	2024	2023
Q37f. In the last 12 months, have you experienced discrimination because of your cultural background ?		
Yes	4%	4%
No	96%	96%
Q37g_6. Thinking about when you experienced discrimination because of your cultural background. Who was the source of this experience? (multiple response)		
A senior manager	22%	23%
Your immediate manager/supervisor	18%	18%
A colleague	30%	29%
A group of colleagues	19%	19%
A worker that reports to you	3%	3%
A client/customer	17%	20%
A member of the public	18%	18%
A consultant/service provider	2%	2%
A representative of another agency	3%	3%
A person in a Ministerial Office	1%	2%
Other	7%	8%
Prefer not to specify	17%	18%

CODE OF CONDUCT: RACISM AND DISCRIMINATION

Discrimination

Discrimination occurs when a person, or group of people, is treated less favourably than another person or group because of their background or certain personal characteristics.

	2024	2023
Q37h_6. Did you report the discrimination because of your cultural background or tell someone about your experience? (multiple response)		
Submitted a formal complaint	6%	5%
Told a colleague	24%	25%
Told a manager	19%	17%
Told Human Resources	4%	4%
Told a friend or family member	28%	29%
Told someone else	12%	14%
Told Employee Assistance Program or peer support	4%	4%
Told the person the behaviour was not okay	12%	11%
I did not tell anyone about the discrimination	34%	35%
Q37k_6. Were you informed that action had been taken or an outcome/resolution had been achieved as a result of reporting your experience?		
Yes	30%	-
No	70%	-

CODE OF CONDUCT: RACISM AND DISCRIMINATION

Discrimination

Discrimination occurs when a person, or group of people, is treated less favourably than another person or group because of their background or certain personal characteristics.

	2024	2023
Q37i_6. You indicated that you have not formally reported your experience of discrimination because of your cultural background. What is preventing you from reporting this experience? (multiple response)		
I did not want to upset relationships in the workplace	32%	30%
I did not have enough evidence	17%	15%
It could affect my career	30%	33%
I did not think any action would be taken	42%	42%
The matter was resolved informally	8%	8%
I did not think the discrimination was serious enough	14%	13%
Managers accepted the behaviour	19%	19%
I did not think it was worth the hassle of going through the report process	28%	28%
I did not know how to report it	5%	5%
Other	13%	16%

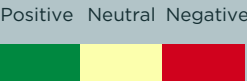
CODE OF CONDUCT: RACISM AND DISCRIMINATION

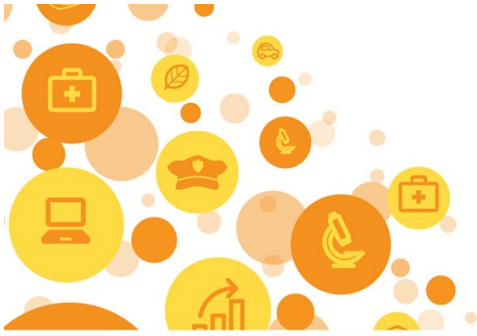
Discrimination

Discrimination occurs when a person, or group of people, is treated less favourably than another person or group because of their background or certain personal characteristics.

DISCRIMINATION BECAUSE OF MY CULTURAL BACKGROUND	RESPONSE SCALE			% POSITIVE	vs 2023
Q37j_6_1. You said that you have formally reported your experience. To what extent do you agree that the process of formal reporting was fair	19	17	64	19%	-
Q37j_6_2. You said that you have formally reported your experience. To what extent do you agree that the process of formal reporting was transparent	18	18	64	18%	-
Q37j_6_3. You said that you have formally reported your experience. To what extent do you agree that the process of formal reporting was respectful	22	19	59	22%	-

KEY





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