



Highlights report

Purpose

This Highlights report presents key results from the 2020 Working for Queensland survey, which was conducted from 2 September to 28 September 2020. Results reflect the views of respondents from your agency.

Reporting framework

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

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

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

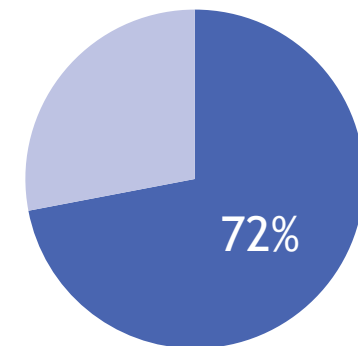
Content

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

Returned surveys:

11,619

Response Rate:



01 Factors

Purpose

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

Key

Response scale:

Positive

Neutral

Negative

Factors

Name	Response scale %			vs 2019	vs Qld public sector
Agency engagement	55%	27%	17%	+3	-4
Job empowerment	71%	17%	13%	+4	-3
Workload and health*	35%	32%	32%	+3	-4
Learning and development	50%	26%	24%	+1	-5
My workgroup	73%	18%	9%	+3	-3
My manager	72%	16%	13%	+1	-2
Organisational leadership	46%	30%	24%	+5	-7
Organisational fairness	40%	27%	33%	+2	-3
Anti-discrimination	55%	29%	17%	+5	-12
Innovation	50%	28%	21%	+2	-10

* % positive indicates those who have limited to no issues with workload and health

02 Factors by division

Purpose

This section shows the breakdown of results for the factors at various levels in the agency hierarchy.

The scores shown are the % positive.

Name	Queensland Police Service	Commissioner and Commissioner's Office	Crime Counter-Terrorism and Specialist Operations	Regional Queensland	Southern Queensland	State Discipline Office	Strategy and Corporate Services
Responses	11,619	16	1,938	3,112	5,097	-	1,431
Agency engagement	55%	81%	55%	56%	53%	-	62%
Anti-discrimination	55%	80%	56%	55%	53%	-	59%
Innovation	50%	73%	58%	49%	45%	-	60%
Job empowerment	71%	92%	74%	70%	68%	-	75%
Learning and development	50%	77%	52%	51%	48%	-	55%
My manager	72%	81%	70%	71%	72%	-	75%
My workgroup	73%	93%	72%	74%	71%	-	79%
Organisational fairness	40%	73%	39%	41%	37%	-	46%
Organisational leadership	46%	80%	44%	47%	44%	-	52%
Workload and health*	35%	65%	44%	30%	33%	-	42%

* % positive indicates those who have limited to no issues with workload and health

03 Factors by question

Purpose

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

Key

Response scale:

Positive

Neutral

Negative

Question	Response scale %			vs 2019	vs Qld public sector
Agency engagement					
Q33a. I would recommend my organisation as a great place to work	56%	26%	18%	+4	-6
Q33b. I am proud to tell others I work for my organisation	65%	23%	13%	+2	-3
Q33c. I feel strong personal attachment to my organisation	62%	24%	15%	+2	+2
Q33d. My organisation motivates me to help it achieve its objectives	47%	32%	21%	+2	-7
Q33e. My organisation inspires me to do the best in my job	47%	32%	21%	+3	-8
Job empowerment					
Q22a. I have a choice in deciding how I do my work	62%	21%	17%	+1	-6
Q22b. I have the tools I need to do my job effectively	65%	16%	18%	+8	-8
Q22c. I get the information I need to do my job well	68%	20%	12%	+5	-2
Q22d. I have the authority necessary to do my job effectively	73%	16%	11%	+3	+2
Q22e. My job gives me opportunities to utilise my skills	75%	15%	10%	+2	-1
Q34b. Your ability to work on your own initiative	80%	14%	6%	+5	-3

03 Factors by question

Question	Response scale %			vs 2019	vs Qld public sector
Workload and health*					
Q23a. I am overloaded with work*	30%	38%	32%	+3	-1
Q23b. I feel burned out by my work*	39%	30%	31%	+1	-2
Q23e. My work has a negative impact on my health*	37%	30%	34%	+4	-9

* 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	57%	21%	22%	0	-4
Q28e. I am able to access relevant learning and development opportunities	53%	26%	21%	0	-7
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	56%	27%	17%	-2	-6
Q28g. I am satisfied with the opportunities available for career development	44%	24%	32%	+3	-3
Q31b. My organisation is committed to developing its employees	43%	29%	28%	+2	-8

03 Factors by question

Question	Response scale %			vs 2019	vs Qld public sector
My workgroup					
Q24a. People in my workgroup treat each other with respect	74%	15%	12%	+2	-2
Q24b. I receive help and support from other people in my workgroup	81%	13%	6%	+2	-2
Q24c. People in my workgroup are honest, open and transparent in their dealings	66%	20%	13%	+4	-2
Q24d. People in my workgroup use their time and resources efficiently	62%	23%	14%	+3	-4
Q24e. People in my workgroup treat customers with respect	81%	15%	4%	+2	-4
Q24f. People in my workgroup are committed to delivering excellent service to customers	74%	20%	6%	+3	-8
Q24g. People in my workgroup do their jobs effectively	74%	18%	8%	+2	-1
My manager					
Q29a. My manager treats employees with dignity and respect	79%	11%	9%	0	-1
Q29b. My manager listens to what I have to say	76%	12%	11%	+1	-2
Q29c. My manager keeps me informed about what's going on	69%	15%	16%	+3	-2
Q29d. My manager understands my work	75%	13%	12%	+1	+1
Q29e. My manager creates a shared sense of purpose	67%	18%	15%	+3	-3
Q29f. My manager demonstrates honesty and integrity	78%	13%	10%	0	0
Q29g. My manager draws the best out of me	57%	26%	17%	+2	-3

03 Factors by question

Question	Response scale %			vs 2019	vs Qld public sector
Organisational leadership					
Q31a. In my organisation, the leadership is of high quality	46%	29%	25%	+6	-7
Q31c. Management model the behaviours expected of all employees	46%	28%	26%	+5	-6
Q31d. In my organisation, the leadership operates with a high level of integrity	51%	29%	20%	+5	-4
Q31f. My organisation is well managed	40%	33%	27%	+6	-9
Organisational fairness					
Q25f. Performance is assessed and rewarded fairly in my workplace	35%	30%	35%	+2	-2
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	37%	22%	41%	+3	-1
Q25h. People are treated fairly and consistently in my workplace	52%	23%	25%	+2	-1
Q25i. People take responsibility for their decisions and actions in my workplace	51%	28%	21%	+3	-1
Q31e. Recruitment and promotion decisions in this organisation are fair	25%	33%	43%	+3	-12

03 Factors by question

Question	Response scale %			vs 2019	vs Qld public sector
Anti-discrimination					
Q32a. Age is not a barrier to success in my organisation	53%	26%	22%	+5	-12
Q32b. Gender is not a barrier to success in my organisation	56%	22%	22%	+6	-13
Q32c. Disability is not a barrier to success in my organisation	42%	39%	19%	+4	-16
Q32d. Cultural background is not a barrier to success in my organisation	61%	29%	11%	+3	-8
Q32e. Sexual orientation is not a barrier to success in my organisation	62%	27%	10%	+4	-8
Innovation					
Q27a. I get the opportunity to develop new and better ways of doing my job	48%	28%	24%	+2	-10
Q27b. I am encouraged to make suggestions about improving work processes and/or services	58%	23%	19%	+2	-10
Q27c. Management is willing to act on suggestions to improve how things are done	46%	28%	26%	+3	-9
Q27d. My workgroup uses research and expertise to identify better practice	45%	34%	21%	+3	-12
Q27e. My workgroup always tries to improve its performance	59%	27%	14%	+1	-11
Q27f. My organisation is open to new ideas	46%	31%	23%	+2	-9

04 Workplace climate

Purpose

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

Key

Response scale:

Positive

Neutral

Negative

Workplace climate indices

Name	Response scale %			vs 2019	vs Qld public sector
Safety, health and wellness	49%	28%	23%	+3	-8
Effectiveness and innovation	52%	26%	22%	+3	-5
People and relationships	74%	18%	9%	+3	-3
Fairness and trust	53%	25%	22%	+3	-6
Performance and development	51%	25%	24%	+2	-5
Leadership and engagement	60%	23%	17%	+3	-4
My job	76%	14%	10%	+2	-2

05 Workplace climate by division

Purpose

This section shows the breakdown of the workplace climate indices at various levels in the agency hierarchy.

The scores shown are the % positive.

Name	Queensland Police Service	Commissioner and Commissioner's Office	Crime Counter-Terrorism and Specialist Operations	Regional Queensland	Southern Queensland	State Discipline Office	Strategy and Corporate Services
Responses	11,619	16	1,938	3,112	5,097	-	1,431
Effectiveness and innovation	52%	77%	57%	51%	49%	-	59%
Fairness and trust	53%	79%	53%	53%	51%	-	58%
Leadership and engagement	60%	81%	59%	60%	59%	-	65%
My job	76%	91%	78%	75%	74%	-	79%
People and relationships	74%	92%	73%	75%	71%	-	79%
Performance and development	51%	73%	52%	51%	49%	-	56%
Safety, health and wellness	49%	74%	55%	46%	45%	-	60%

06 Workplace climate by question

Purpose

This section provides an overview of the 2020 workplace climate index results, by question. The % positive score is benchmarked against the Queensland public sector and the 2019 score.

Key

Response scale:

Positive

Neutral

Negative

Question	Response scale %			vs 2019	vs Qld public sector
Safety, health and wellness					
Q23a. I am overloaded with work*	30%	38%	32%	+3	-1
Q23b. I feel burned out by my work*	39%	30%	31%	+1	-2
Q23e. My work has a negative impact on my health*	37%	30%	34%	+4	-9
Q23f. My work contributes positively to my quality of life	36%	37%	27%	+3	-10
Q24h. People in my workgroup are committed to workplace safety	79%	17%	4%	+3	-3
Q24j. People in my workgroup work together to ensure flexible work arrangements meet both individual and business needs	59%	27%	14%	+5	-10
Q25b. My workplace culture supports people to achieve a good work/life balance	58%	22%	19%	+3	-6
Q25c. There is adequate focus on workplace safety at my workplace	74%	18%	8%	+3	-4
Q29h. My manager proactively discusses flexible work arrangements with my workgroup	48%	26%	26%	+4	-10
Q31g. In my organisation, senior leaders clearly consider the wellbeing of employees to be important	41%	27%	32%	+4	-13
Q31h. The wellbeing of employees is a priority for my organisation	40%	28%	33%	+4	-13
Q31j. My commitment to this organisation would be questioned if I chose to use flexible work options*	36%	34%	29%	-1	-13
Q34e. Your work-life balance	60%	21%	19%	+4	-8
Q34g. Your ability to access and use flexible work arrangements	47%	36%	17%	+4	-14

* indicates a negatively worded question

06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
Effectiveness and innovation					
Q22b. I have the tools I need to do my job effectively	65%	16%	18%	+8	-8
Q22c. I get the information I need to do my job well	68%	20%	12%	+5	-2
Q22d. I have the authority necessary to do my job effectively	73%	16%	11%	+3	+2
Q23c. I feel my job is secure	82%	10%	9%	+2	+18
Q23d. There is too much 'red tape' in my work (e.g. regulatory or administrative processes)*	12%	28%	60%	+2	-8
Q24k. People in my workgroup share diverse ideas to develop innovative solutions	60%	27%	13%	+4	-7
Q25d. Approval processes at my workplace are excessive*	20%	42%	38%	+1	0
Q26a. My workplace has undergone significant change in the past 12 months	43%	32%	24%	+3	-12
Q27a. I get the opportunity to develop new and better ways of doing my job	48%	28%	24%	+2	-10
Q27b. I am encouraged to make suggestions about improving work processes and/or services	58%	23%	19%	+2	-10
Q27c. Management is willing to act on suggestions to improve how things are done	46%	28%	26%	+3	-9
Q27d. My workgroup uses research and expertise to identify better practice	45%	34%	21%	+3	-12
Q27e. My workgroup always tries to improve its performance	59%	27%	14%	+1	-11
Q27f. My organisation is open to new ideas	46%	31%	23%	+2	-9
Q34f. Your ability to 'make a difference' to the community	59%	26%	16%	+1	-7

* indicates a negatively worded question

06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
People and relationships					
Q24a. People in my workgroup treat each other with respect	74%	15%	12%	+2	-2
Q24b. I receive help and support from other people in my workgroup	81%	13%	6%	+2	-2
Q24c. People in my workgroup are honest, open and transparent in their dealings	66%	20%	13%	+4	-2
Q24d. People in my workgroup use their time and resources efficiently	62%	23%	14%	+3	-4
Q24e. People in my workgroup treat customers with respect	81%	15%	4%	+2	-4
Q24f. People in my workgroup are committed to delivering excellent service to customers	74%	20%	6%	+3	-8
Q24g. People in my workgroup do their jobs effectively	74%	18%	8%	+2	-1
Q24i. People in my workgroup work effectively with other workgroups in my organisation to deliver service to our customers	76%	17%	7%	+3	-3

06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
Fairness and trust					
Q25a. My workplace has an inclusive culture where diversity is valued and respected	69%	22%	9%	+3	-4
Q25f. Performance is assessed and rewarded fairly in my workplace	35%	30%	35%	+2	-2
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	37%	22%	41%	+3	-1
Q25h. People are treated fairly and consistently in my workplace	52%	23%	25%	+2	-1
Q25i. People take responsibility for their decisions and actions in my workplace	51%	28%	21%	+3	-1
Q25j. I am able to speak up and share a different view to my colleagues and manager	72%	15%	13%	+2	-1
Q30a. My senior manager demonstrates honesty and integrity	73%	17%	10%	0	0
Q31e. Recruitment and promotion decisions in this organisation are fair	25%	33%	43%	+3	-12
Q31i. My responsibilities outside of work restrict my opportunities for promotion*	50%	28%	21%	+2	-9
Q32a. Age is not a barrier to success in my organisation	53%	26%	22%	+5	-12
Q32b. Gender is not a barrier to success in my organisation	56%	22%	22%	+6	-13
Q32c. Disability is not a barrier to success in my organisation	42%	39%	19%	+4	-16
Q32d. Cultural background is not a barrier to success in my organisation	61%	29%	11%	+3	-8
Q32e. Sexual orientation is not a barrier to success in my organisation	62%	27%	10%	+4	-8
Q32f. If I raised a complaint, I feel confident that it would be taken seriously	52%	24%	24%	+3	-5
Q32g. Women and men have equal access to work experiences that support career progression	55%	22%	23%	+7	-12

* indicates a negatively worded question

06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
Performance and development					
Q28a. I receive useful feedback on my performance	50%	25%	25%	+4	-7
Q28b. My performance is assessed against clear criteria	48%	29%	23%	+1	-4
Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge	57%	21%	22%	0	-4
Q28d. I am supported to pursue developmental opportunities in other workplaces	44%	28%	28%	+2	-1
Q28e. I am able to access relevant learning and development opportunities	53%	26%	21%	0	-7
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	56%	27%	17%	-2	-6
Q28g. I am satisfied with the opportunities available for career development	44%	24%	32%	+3	-3
Q28h. I have had productive conversations with my manager on my performance in the past 12 months	50%	22%	28%	+1	-8
Q28i. I develop new knowledge and skills through undertaking tasks at work	65%	21%	14%	+3	-7
Q31b. My organisation is committed to developing its employees	43%	29%	28%	+2	-8

06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
Leadership and engagement					
Q29a. My manager treats employees with dignity and respect	79%	11%	9%	0	-1
Q29b. My manager listens to what I have to say	76%	12%	11%	+1	-2
Q29c. My manager keeps me informed about what's going on	69%	15%	16%	+3	-2
Q29d. My manager understands my work	75%	13%	12%	+1	+1
Q29e. My manager creates a shared sense of purpose	67%	18%	15%	+3	-3
Q29f. My manager demonstrates honesty and integrity	78%	13%	10%	0	0
Q29g. My manager draws the best out of me	57%	26%	17%	+2	-3
Q31a. In my organisation, the leadership is of high quality	46%	29%	25%	+6	-7
Q31c. Management model the behaviours expected of all employees	46%	28%	26%	+5	-6
Q31d. In my organisation, the leadership operates with a high level of integrity	51%	29%	20%	+5	-4
Q31f. My organisation is well managed	40%	33%	27%	+6	-9
Q33a. I would recommend my organisation as a great place to work	56%	26%	18%	+4	-6
Q33b. I am proud to tell others I work for my organisation	65%	23%	13%	+2	-3
Q33c. I feel strong personal attachment to my organisation	62%	24%	15%	+2	+2
Q33d. My organisation motivates me to help it achieve its objectives	47%	32%	21%	+2	-7
Q33e. My organisation inspires me to do the best in my job	47%	32%	21%	+3	-8

06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
My job					
Q21a. I understand what is expected of me to do well in my job	91%	5%	4%	+1	+1
Q21b. I understand how my work contributes to my organisation's objectives	91%	6%	4%	+2	-1
Q22a. I have a choice in deciding how I do my work	62%	21%	17%	+1	-6
Q22e. My job gives me opportunities to utilise my skills	75%	15%	10%	+2	-1
Q22f. I enjoy the work in my current job	74%	16%	10%	+1	-1
Q22g. My job gives me a feeling of personal accomplishment	65%	20%	14%	+2	-4
Q34b. Your ability to work on your own initiative	80%	14%	6%	+5	-3
Q35. All things considered, how satisfied are you with your current job?	68%	17%	14%	+2	-3

07 Most changed since 2019, by question

Purpose

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

NOTE: *Survey questions in scope for this section were single response non-demographic questions that were asked of all respondents in 2020 as well as in 2019. 'My workplace has undergone significant change in the past 12 months' has not been included in the analysis.*

Key

Response scale:

Positive Neutral Negative

Question	Response scale %			vs 2019
----------	------------------	--	--	---------

Survey questions with the most positive change

Q22b. I have the tools I need to do my job effectively	65%	16%	18%	+8
Q32g. Women and men have equal access to work experiences that support career progression	55%	22%	23%	+7
Q32b. Gender is not a barrier to success in my organisation	56%	22%	22%	+6
Q31f. My organisation is well managed	40%	33%	27%	+6
Q31a. In my organisation, the leadership is of high quality	46%	29%	25%	+6

Survey questions with the most negative change

Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge	57%	21%	22%	0
Q29f. My manager demonstrates honesty and integrity	78%	13%	10%	0
Q28e. I am able to access relevant learning and development opportunities	53%	26%	21%	0
Q31j. My commitment to this organisation would be questioned if I chose to work flexibly*	36%	34%	29%	-1
Q28f. L&D activities I have completed in the past 12 months have helped to improve my performance	56%	27%	17%	-2

* indicates a negatively worded question

08 Flexible work

Purpose

This section outlines the types of flexible work arrangements being used and highlights some potential barriers to their take-up.

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

	2020	2019
Do you currently use any flexible work options?		
Use flexible workplace option	28%	25%
Use no flexible work option	72%	75%
If yes to using flexible work option, which of the following do you use?		
Flexible work hours for example accumulated hours as 'flexitime'	26%	30%
Flexible work hours for example start late or early to meet responsibilities external to work	24%	25%
Telecommuting (Remote working)	22%	6%
Part time work	18%	22%
Hot desks	15%	12%
Compressed work hours	14%	14%
Leave at half pay	6%	8%
Other	5%	8%
Purchased leave/extended leave/deferred salary schemes	2%	3%
Job sharing	2%	3%
Casual/on call	2%	1%
Part-year work/annualised hours	0%	0%
Term-time working	0%	0%

08 Flexible work

	2020	2019
Have you made a request regarding flexible work arrangements in the last 12 months?		
No, I have not made a request but I am content with my current arrangements	71%	70%
Yes, I requested flexibility	17%	17%
No, I have not made a request but I am not content with my current arrangements	12%	13%
If yes to having made a request regarding flexible work arrangements, was your request for flexible work arrangements:		
Fully granted	70%	69%
Partially granted	10%	10%
Declined - reason provided	8%	7%
Declined - no reason given	7%	7%
I have not received a reply as yet	5%	7%
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?		
Flexible working is frowned upon/not supported by my workplace culture	32%	31%
None of the above	28%	27%
I feel flexibility is not possible in my current job	27%	29%
I felt it would limit my career	23%	24%
I didn't feel confident presenting my case or negotiating arrangements with my manager	23%	19%
I was concerned that it may negatively impact my team	23%	23%
I don't feel confident in my manager's ability to manage staff working flexibly	15%	13%
I didn't feel I had the right to	15%	13%
I felt it would limit my access to training and development	13%	14%
I feel the technology I currently have access to does not support flexible working	4%	4%

09 Domestic and family violence

Purpose

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

All employees

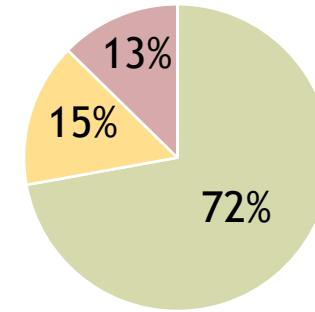
Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2020	2019
Yes	72%	69%
Don't know	15%	15%
No	13%	15%

Managers

Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2020	2019
Yes	86%	83%
No	8%	10%
Don't know	6%	7%

Managers

Q36c. In the past 12 months, have you been in a situation where you have responded to an employee/colleague affected by DFV?	2020	2019
No	78%	75%
Yes	18%	21%
Prefer not to say	4%	3%
Don't know	1%	1%



Non-managers

Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2020	2019
Yes	67%	64%
Don't know	18%	18%
No	14%	17%

Non-managers

Q36c. In the past 12 months, have you been in a situation where you have responded to an employee/colleague affected by DFV?	2020	2019
No	89%	87%
Yes	6%	7%
Prefer not to say	4%	4%
Don't know	2%	1%

09 Domestic and family violence

Question	Response scale %			vs 2019	vs Qld public sector
----------	------------------	--	--	---------	----------------------

Managers

Q36a.a. I am confident that I could sensitively communicate with employees affected by domestic and family violence	91%	7%	3%	+2	+4
---	-----	----	----	----	----

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	91%	6%	2%	+1	+5
---	-----	----	----	----	----

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	92%	6%	2%	+2	+5
---	-----	----	----	----	----

Non-managers

Q36b.a I am confident that I could sensitively communicate with colleagues affected by domestic and family violence	80%	15%	5%	+2	+5
---	-----	-----	----	----	----

Q36b.b. I am confident that I could effectively refer a colleague affected by domestic and family violence to appropriate support	79%	15%	6%	+3	+4
---	-----	-----	----	----	----

Key

Response scale:

Positive

Neutral

Negative

10 Bullying and sexual harassment

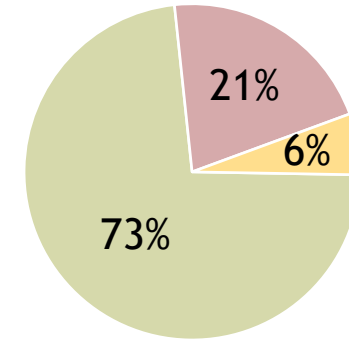
Purpose

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 2019.

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

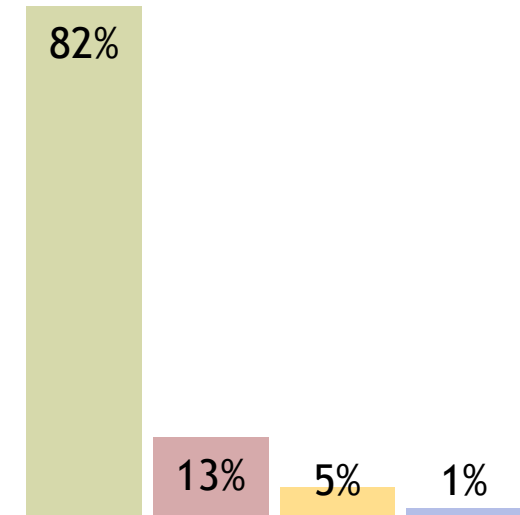
During the last 12 months have you witnessed bullying or sexual harassment in your workplace?

	2020	2019
No	73%	71%
Yes	21%	24%
Don't know	6%	4%



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

	2020	2019
No	82%	81%
Bullying	13%	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

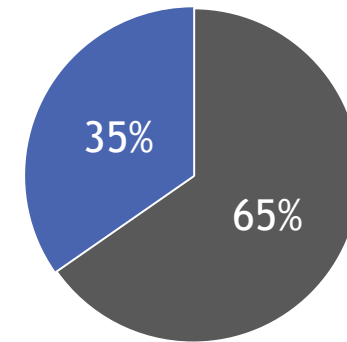
No

	2020	2019
If you were subjected to bullying, who were you bullied by?		
A fellow worker	43%	40%
Your immediate manager/supervisor	38%	41%
A senior manager	34%	38%
A group of fellow workers	17%	19%
Prefer not to specify	8%	6%
A member of the public	6%	6%
A worker that reports to you	5%	5%
A client/customer	4%	4%
Other	2%	2%
A representative of another agency	2%	2%
A consultant/service provider	1%	1%

If you were subjected to bullying, what type of bullying did you experience?

	2020	2019
Inappropriate and unfair application of work policies or rules	52%	53%
Verbal abuse	51%	52%
Other	32%	30%
Interference with your personal property or work equipment	12%	12%
Physical behaviour	11%	11%
'Initiations' or pranks	7%	7%
Cyber bullying	6%	7%

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



	2020	2019
Why did you not report the bullying?		
I did not think any action would be taken	59%	58%
It could affect my career	47%	52%
I did not want to upset relationships in the workplace	40%	40%
I did not think it was worth the hassle of going through the report process	39%	37%
Managers accepted the behaviour	36%	36%
I did not think the bullying was serious enough	15%	16%
I did not have enough evidence	15%	15%
Other	11%	10%
The matter was resolved informally	6%	7%
I did not know how to report it	5%	5%

10 Bullying and sexual harassment

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

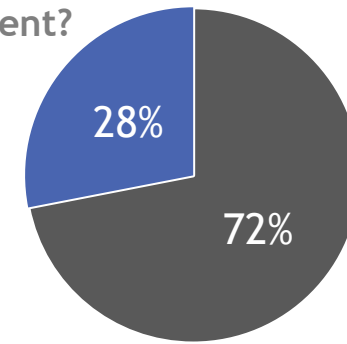
Key

Yes

No

	2020	2019
If you were subjected to sexual harassment, who were you sexually harassed by?		
A fellow worker	57%	49%
Prefer not to specify	16%	15%
Your immediate manager/supervisor	16%	11%
A senior manager	14%	24%
A group of fellow workers	10%	9%
A member of the public	8%	8%
A client/customer	6%	2%
Other	4%	4%
A worker that reports to you	1%	3%
A representative of another agency	1%	1%
A consultant/service provider	1%	1%
If you were subjected to sexual harassment, what type of sexual harassment did you experience?		
Remarks of a sexual nature	68%	64%
Unwanted physical intimacy	29%	32%
Any other unwelcome conduct of a sexual nature in relation to you	24%	15%
Other	15%	18%
Unwelcome demand or request, either directly or implied, for sexual favours	14%	14%

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



	2020	2019
Why did you not report the sexual harassment?		
It could affect my career	43%	44%
I did not think any action would be taken	43%	30%
I did not want to upset relationships in the workplace	37%	41%
I did not think it was worth the hassle of going through the report process	33%	39%
I did not think the sexual harassment was serious enough	22%	21%
Managers accepted the behaviour	19%	19%
I did not have enough evidence	18%	20%
Other	14%	17%
The matter was resolved informally	10%	12%
I did not know how to report it	9%	5%

11 Civility

Purpose

This section is focused on exploring workplace behavior.

The % positive score is benchmarked against the Queensland public sector and the 2019 score.

Key

Positive

Daily
Very often
Often
Regularly

Negative

Rarely/
sporadically
Never

**Negatively worded question*

Negative

Daily
Very often
Often
Regularly

Positive

Rarely/
sporadically
Never

Question

Response scale %

vs
2019

vs Qld
public
sector

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

Showed appreciation of you and your work

65%

35%

+3

-5

Made you feel included

80%

20%

+2

-2

Was polite and courteous with you

93%

7%

0

0

Made you feel ignored*

89%

11%

0

0

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

92%

8%

+1

0

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

94%

6%

0

+1

Acted in an aggressive or intimidating manner towards you*

97%

3%

0

+1

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

96%

4%

0

+1

** indicates a negatively worded question*

11 Civility

Purpose

This section is focused on exploring workplace behavior.

The % positive score is benchmarked against the Queensland public sector and the 2019 score.

Key

Positive

Daily
Very often
Often
Regularly

Negative

Rarely/
sporadically
Never

**Negatively worded question*

Negative

Daily
Very often
Often
Regularly

Positive

Rarely/
sporadically
Never

Question

Response scale %

vs
2019

vs Qld
public
sector

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

Showed appreciation of you and your work

63%

37%

+4

-7

Made you feel included

85%

15%

+2

0

Was polite and courteous with you

95%

5%

0

0

Made you feel ignored*

88%

12%

+2

+1

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

89%

11%

+1

+1

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

91%

9%

+1

+1

Acted in an aggressive or intimidating manner towards you*

95%

5%

0

+1

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

94%

6%

+1

+2

** indicates a negatively worded question*

12 Agency specific questions

Purpose

The purpose of agency specific questions is to provide agencies with an opportunity to explore questions that are of interest in their unique context.

NOTE: Question wording may have been truncated to accommodate length restrictions in reporting.

Key

Response scale:

Positive

Neutral

Negative

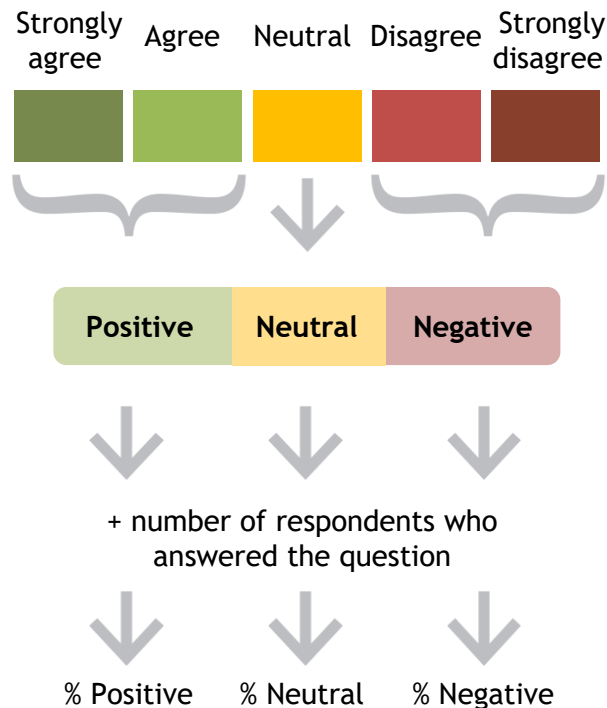
Question	Response scale %			vs 2019
Police b. I am committed to the QPS purpose of 'Together, we prevent, disrupt, respond and investigate'	75%	19%	5%	-
Police e. I know what wellbeing support is available to me in my organisation	69%	21%	10%	-
Police c. The new QPS values are at the core of who we are and what we do each and every day	60%	31%	9%	-
Police a. I am optimistic about the future direction of the QPS	55%	28%	17%	-
Police f. Wellbeing is a priority within my work unit	55%	27%	19%	-
Police g. If I was subject of a complaint, I feel confident my matter would be handled in a timely and fair manner	37%	29%	35%	+10
Police d. 'Workplace' has made me feel more connected to my workplace and the QPS	27%	31%	42%	-

13 How to interpret this report

% Positive, neutral and negative scores

Across Working for Queensland (WfQ) reporting, most data is expressed as % positive, % neutral or % negative.

- % **positive** presents the proportion of respondents who expressed a positive opinion or assessment i.e. combining 'Strongly agree' and 'Agree' responses.
- % **neutral** presents the proportion of respondents who expressed a neutral opinion or assessment.
- % **negative** presents the proportion of respondents who expressed a negative opinion or assessment i.e. combining 'Strongly disagree' and 'Disagree' responses.



Negatively worded questions

What are negatively worded questions?

Negatively worded questions are those phrased in a negative way e.g. "Approval processes at my work are excessive".

How are the negatively worded responses scored?

When responding to a negatively worded question, "Strongly disagree" and "Disagree" responses are classified as positive i.e. it is good that you disagree that approval processes at work are excessive (this means they are not excessive!). Therefore, the "Strongly disagree" and "Disagree" responses are combined to calculate the % positive score.

What does this mean for interpreting the % positive score for negatively worded questions?

The % positive score combines the negative responses as they are the "preferred" responses to this question.

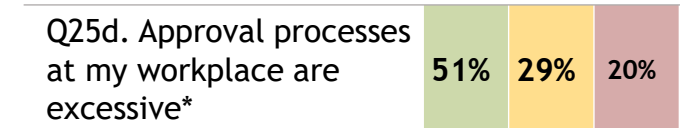
EXAMPLE

In the image below the % positive score for "Approval processes at my work are excessive" is 51%. This result can be expressed by stating that:

51% disagreed that "Approval processes at my work are excessive"

OR

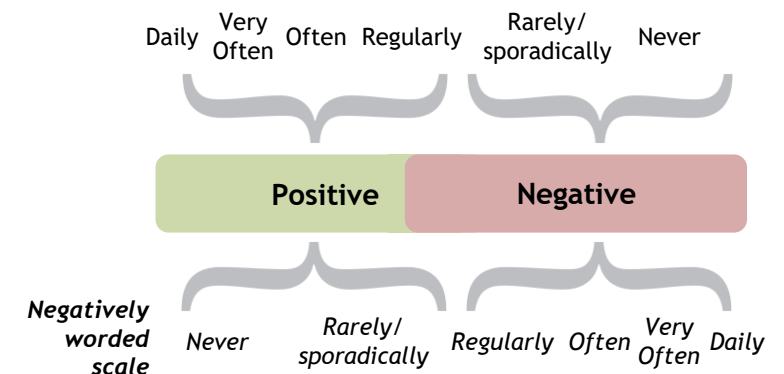
51% felt that the "Approval processes at their work are not excessive"



Conversely, the % negative score means that 20% of the employees perceive that the approval processes at their work are excessive.

Interpreting the six point scale

Some questions ask respondents to indicate how regularly they experienced different workplace behaviours. Note that a number of these questions are negatively worded.



13 How to interpret this report

Rounding

Results are rounded to whole numbers.
Percentages may therefore not add up to 100%.

Factor scores

Factor measures combine information from multiple survey questions that correlate highly with the overall factor. The factor scores are calculated as the sum of positive responses given to all questions within the factor, divided by the number of answers to all questions within the factor.

Workplace climate index scores

Workplace climate indices have been created by grouping together questions within topics to which they generally relate. The climate index scores are calculated as the sum of positive responses given to all questions within the index, divided by the number of answers to all questions within the index.

Number of respondents

The number of respondents for subpopulations (i.e. divisions, demographic groups) may not add up to the total number of respondents due to missing demographic or division information.

% Change and division comparisons

Throughout this report, the % change figure and division comparisons are frequently reported. The % change score relates to differences between:

- the 2019 and 2020 % positive scores, or
- the 2020 agency and Qld public sector % scores.

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

Definitions

The following definitions were used in the survey:

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

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