



## Highlights report

### Purpose

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

### Reporting framework

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

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

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

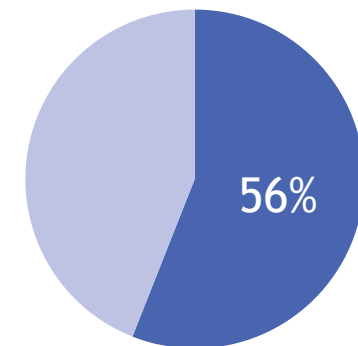
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Returned surveys:

# 2,660

Response Rate:



**Queensland  
Government**

# 01 Factors

## Purpose

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

### Key

Response scale:

Positive

Neutral

Negative

## Factors

Name	Response scale %			vs 2018	vs Qld public sector
Agency engagement	69%	21%	10%	+1	+11
Job empowerment	77%	13%	9%	0	+6
Workload and health*	42%	29%	29%	+1	+3
Learning and development	66%	20%	14%	+1	+10
My workgroup	81%	12%	7%	-1	+6
My manager	76%	14%	11%	+1	+3
Organisational leadership	59%	26%	15%	+2	+10
Organisational fairness	49%	28%	23%	+1	+7
Anti-discrimination	71%	23%	7%	-1	+6
Innovation	68%	20%	13%	0	+9

\* %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	Children's Health Queensland Hospital and Health Service	CHQ Executive Leadership Team	CHQ Executive Support Services	CHQ Research	Clinical Services - Community, Mental Health and Statewide Programs	Clinical Services - QCH	Communications and Engagement CHQ	Finance and Corporate Services CHQ	Internal Audit	Learning and Workforce Development Nursing	Legal, Governance and Risk	Office of the Chief Digital Officer	Office of the Executive Director Allied Health	Office of the Executive Director Medical Services	People and Culture CHQ	Revenue Optimisation
Responses	2,660	13	27	22	655	1,538	14	77	-	50	12	134	25	26	42	21
Agency engagement	69%	95%	82%	55%	69%	67%	97%	73%	-	62%	40%	76%	82%	58%	85%	57%
Job empowerment	77%	99%	79%	77%	76%	77%	75%	76%	-	80%	63%	81%	86%	69%	85%	76%
Workload and health*	42%	62%	51%	44%	48%	38%	40%	40%	-	43%	47%	42%	56%	38%	56%	27%
Learning and development	66%	98%	59%	35%	72%	66%	47%	46%	-	76%	48%	54%	72%	52%	65%	48%
My workgroup	81%	85%	73%	68%	87%	78%	98%	78%	-	76%	75%	84%	85%	82%	90%	85%
My manager	76%	92%	73%	78%	79%	74%	85%	76%	-	77%	48%	76%	84%	67%	90%	58%
Organisational leadership	59%	96%	70%	41%	62%	58%	88%	53%	-	46%	40%	66%	79%	38%	73%	48%
Organisational fairness	49%	56%	39%	33%	55%	46%	55%	47%	-	44%	40%	53%	56%	38%	57%	40%
Anti-discrimination	71%	92%	78%	71%	73%	68%	72%	69%	-	72%	72%	78%	82%	61%	76%	72%
Innovation	68%	93%	61%	67%	71%	66%	85%	66%	-	69%	54%	69%	83%	57%	87%	62%

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

## 03 Factors by question

### Purpose

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

### Key

Response scale:

Positive

Neutral

Negative

Question	Response scale %			vs 2018	vs Qld public sector
<b>Agency engagement</b>					
Q33a. I would recommend my organisation as a great place to work	71%	19%	10%	+2	+12
Q33b. I am proud to tell others I work for my organisation	79%	15%	6%	+1	+14
Q33c. I feel strong personal attachment to my organisation	65%	24%	11%	+3	+7
Q33d. My organisation motivates me to help it achieve its objectives	63%	25%	12%	+1	+10
Q33e. My organisation inspires me to do the best in my job	65%	24%	11%	0	+11
<b>Job empowerment</b>					
Q22a. I have a choice in deciding how I do my work	71%	17%	12%	+1	+3
Q22b. I have the tools I need to do my job effectively	78%	13%	9%	0	+9
Q22c. I get the information I need to do my job well	77%	15%	8%	-1	+10
Q22d. I have the authority necessary to do my job effectively	77%	15%	9%	+2	+7
Q22e. My job gives me opportunities to utilise my skills	81%	10%	9%	0	+6
Q34b. Your ability to work on your own initiative	82%	11%	7%	0	+2

## 03 Factors by question

Question	Response scale %			vs 2018	vs Qld public sector
<b>Workload and health*</b>					
Q23a. I am overloaded with work*	32%	32%	37%	0	0
Q23b. I feel burned out by my work*	44%	27%	29%	+2	+3
Q23e. My work has a negative impact on my health*	49%	28%	23%	+1	+5

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

### Learning and development

Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge	71%	16%	13%	0	+10
Q28e. I am able to access relevant learning and development opportunities	72%	18%	10%	+2	+12
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	74%	17%	9%	0	+11
Q28g. I am satisfied with the opportunities available for career development	53%	25%	22%	0	+7
Q31b. My organisation is committed to developing its employees	61%	23%	16%	+1	+11

## 03 Factors by question

Question	Response scale %			vs 2018	vs Qld public sector
<b>My workgroup</b>					
Q24a. People in my workgroup treat each other with respect	78%	11%	11%	-2	+4
Q24b. I receive help and support from other people in my workgroup	87%	9%	5%	-1	+4
Q24c. People in my workgroup are honest, open and transparent in their dealings	68%	20%	13%	-2	+2
Q24d. People in my workgroup use their time and resources efficiently	68%	20%	12%	-2	+5
Q24e. People in my workgroup treat customers with respect	92%	6%	2%	0	+8
Q24f. People in my workgroup are committed to delivering excellent service to customers	91%	7%	2%	+1	+11
Q24g. People in my workgroup do their jobs effectively	81%	13%	6%	+1	+8
<b>My manager</b>					
Q29a. My manager treats employees with dignity and respect	83%	9%	8%	0	+3
Q29b. My manager listens to what I have to say	82%	10%	9%	+2	+3
Q29c. My manager keeps me informed about what's going on	74%	14%	12%	0	+5
Q29d. My manager understands my work	75%	12%	13%	+1	+1
Q29e. My manager creates a shared sense of purpose	73%	16%	11%	+1	+4
Q29f. My manager demonstrates honesty and integrity	81%	11%	8%	+1	+3
Q29g. My manager draws the best out of me	62%	24%	14%	0	+3

## 03 Factors by question

Question	Response scale %			vs 2018	vs Qld public sector
<b>Organisational leadership</b>					
Q31a. In my organisation, the leadership is of high quality	61%	24%	15%	+2	+11
Q31c. Management model the behaviours expected of all employees	58%	25%	16%	+1	+9
Q31d. In my organisation, the leadership operates with a high level of integrity	62%	26%	13%	+2	+9
Q31f. My organisation is well managed	56%	28%	16%	+2	+10
<b>Organisational fairness</b>					
Q25f. Performance is assessed and rewarded fairly in my workplace	40%	34%	25%	+2	+5
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	43%	25%	32%	+3	+7
Q25h. People are treated fairly and consistently in my workplace	58%	22%	21%	0	+6
Q25i. People take responsibility for their decisions and actions in my workplace	58%	26%	15%	-1	+8
Q31e. Recruitment and promotion decisions in this organisation are fair	44%	33%	24%	0	+8

## 03 Factors by question

Question	Response scale %			vs 2018	vs Qld public sector
<b>Anti-discrimination</b>					
Q32a. Age is not a barrier to success in my organisation	69%	21%	10%	-2	+7
Q32b. Gender is not a barrier to success in my organisation	74%	17%	9%	-2	+7
Q32c. Disability is not a barrier to success in my organisation	61%	32%	7%	-1	+5
Q32d. Cultural background is not a barrier to success in my organisation	73%	22%	6%	-1	+5
Q32e. Sexual orientation is not a barrier to success in my organisation	76%	21%	3%	-1	+7
<b>Innovation</b>					
Q27a. I get the opportunity to develop new and better ways of doing my job	62%	21%	17%	-1	+6
Q27b. I am encouraged to make suggestions about improving work processes and/or services	74%	15%	11%	0	+7
Q27c. Management is willing to act on suggestions to improve how things are done	60%	22%	18%	+1	+7
Q27d. My workgroup uses research and expertise to identify better practice	68%	22%	10%	+1	+15
Q27e. My workgroup always tries to improve its performance	79%	15%	6%	+1	+11
Q27f. My organisation is open to new ideas	63%	23%	14%	0	+9



# 04 Workplace climate

## Purpose

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

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

### Key

Response scale:

Positive

Neutral

Negative

## Workplace climate indices

Name	Response scale %			vs 2018	vs Qld public sector
Safety, health and wellness	58%	24%	18%	+2	+3
Effectiveness and innovation	62%	21%	17%	0	+7
People and relationships	81%	12%	7%	-1	+6
Fairness and trust	63%	23%	14%	0	+5
Performance and development	62%	22%	16%	+1	+7
Leadership and engagement	69%	19%	11%	+1	+7
My job	81%	11%	8%	0	+5

## 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	Children's Health Queensland Hospital and Health Service	CHQ Executive Leadership Team	CHQ Executive Support Services	CHQ Research	Clinical Services - Community, Mental Health and Statewide Programs	Clinical Services - QCH	Communications and Engagement CHQ	Finance and Corporate Services CHQ	Internal Audit	Learning and Workforce Development Nursing	Legal, Governance and Risk	Office of the Chief Digital Officer	Office of the Executive Director Allied Health	Office of the Executive Director Medical Services	People and Culture CHQ	Revenue Optimisation
Responses	2,660	13	27	22	655	1,538	14	77	-	50	12	134	25	26	42	21
Safety, health and wellness	58%	79%	65%	57%	62%	55%	63%	60%	-	59%	49%	60%	71%	52%	73%	49%
Effectiveness and innovation	62%	81%	57%	57%	65%	61%	69%	60%	-	61%	52%	64%	70%	56%	72%	65%
People and relationships	81%	86%	74%	67%	86%	78%	98%	78%	-	76%	75%	85%	87%	83%	91%	84%
Fairness and trust	63%	79%	64%	57%	67%	61%	69%	62%	-	59%	55%	69%	72%	54%	73%	55%
Performance and development	62%	92%	52%	37%	68%	61%	51%	48%	-	72%	40%	54%	70%	49%	64%	47%
Leadership and engagement	69%	94%	75%	61%	71%	68%	89%	69%	-	64%	43%	74%	82%	57%	84%	55%
My job	81%	97%	82%	82%	81%	81%	87%	81%	-	83%	64%	83%	85%	72%	91%	72%

# 06 Workplace climate by question

## Purpose

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

## Key

Response scale:

Positive    Neutral    Negative

Question	Response scale %			vs 2018	vs Qld public sector
<b>Safety, health and wellness</b>					
Q23a. I am overloaded with work*	32%	32%	37%	0	0
Q23b. I feel burned out by my work*	44%	27%	29%	+2	+3
Q23e. My work has a negative impact on my health*	49%	28%	23%	+1	+5
Q23f. My work contributes positively to my quality of life	53%	31%	16%	+1	+10
Q24h. People in my workgroup are committed to workplace safety	86%	11%	3%	0	+5
Q24j. People in my workgroup work together to ensure flexible work arrangements meet both individual and business needs	69%	20%	11%	+1	+3
Q25b. My workplace culture supports people to achieve a good work/life balance	63%	20%	17%	+2	+1
Q25c. There is adequate focus on workplace safety at my workplace	81%	13%	6%	-1	+5
Q29h. My manager proactively discusses flexible work arrangements with my workgroup	53%	25%	22%	+2	+2
Q31g. In my organisation, senior leaders clearly consider the wellbeing of employees to be important	57%	25%	18%	+3	+6
Q31h. The wellbeing of employees is a priority for my organisation	55%	26%	19%	+3	+6
Q31j. My commitment to this organisation would be questioned if I chose to use flexible work options*	51%	30%	19%	+3	+2
Q34e. Your work-life balance	65%	18%	17%	+4	0
Q34g. Your ability to access and use flexible work arrangements	55%	27%	17%	+1	-2

\* indicates a negatively worded question

## 06 Workplace climate by question

Question	Response scale %			vs 2018	vs Qld public sector
<b>Effectiveness and innovation</b>					
Q22b. I have the tools I need to do my job effectively	78%	13%	9%	0	+9
Q22c. I get the information I need to do my job well	77%	15%	8%	-1	+10
Q22d. I have the authority necessary to do my job effectively	77%	15%	9%	+2	+7
Q23c. I feel my job is secure	62%	16%	22%	+1	+2
Q23d. There is too much 'red tape' in my work (e.g. regulatory or administrative processes)*	20%	33%	47%	+2	+2
Q24k. People in my workgroup share diverse ideas to develop innovative solutions	74%	17%	9%	+1	+8
Q25d. Approval processes at my workplace are excessive*	19%	39%	42%	+2	-1
Q26a. My workplace has undergone significant change in the past 12 months	49%	32%	19%	-7	0
Q27a. I get the opportunity to develop new and better ways of doing my job	62%	21%	17%	-1	+6
Q27b. I am encouraged to make suggestions about improving work processes and/or services	74%	15%	11%	0	+7
Q27c. Management is willing to act on suggestions to improve how things are done	60%	22%	18%	+1	+7
Q27d. My workgroup uses research and expertise to identify better practice	68%	22%	10%	+1	+15
Q27e. My workgroup always tries to improve its performance	79%	15%	6%	+1	+11
Q27f. My organisation is open to new ideas	63%	23%	14%	0	+9
Q34f. Your ability to 'make a difference' to the community	75%	18%	7%	+1	+12

\* indicates a negatively worded question

## 06 Workplace climate by question

Question	Response scale %			vs 2018	vs Qld public sector
<b>People and relationships</b>					
Q24a. People in my workgroup treat each other with respect	78%	11%	11%	-2	+4
Q24b. I receive help and support from other people in my workgroup	87%	9%	5%	-1	+4
Q24c. People in my workgroup are honest, open and transparent in their dealings	68%	20%	13%	-2	+2
Q24d. People in my workgroup use their time and resources efficiently	68%	20%	12%	-2	+5
Q24e. People in my workgroup treat customers with respect	92%	6%	2%	0	+8
Q24f. People in my workgroup are committed to delivering excellent service to customers	91%	7%	2%	+1	+11
Q24g. People in my workgroup do their jobs effectively	81%	13%	6%	+1	+8
Q24i. People in my workgroup work effectively with other workgroups in my organisation to deliver service to our customers	83%	12%	5%	-1	+6

## 06 Workplace climate by question

Question	Response scale %			vs 2018	vs Qld public sector
<b>Fairness and trust</b>					
Q25a. My workplace has an inclusive culture where diversity is valued and respected	78%	15%	6%	-1	+6
Q25f. Performance is assessed and rewarded fairly in my workplace	40%	34%	25%	+2	+5
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	43%	25%	32%	+3	+7
Q25h. People are treated fairly and consistently in my workplace	58%	22%	21%	0	+6
Q25i. People take responsibility for their decisions and actions in my workplace	58%	26%	15%	-1	+8
Q25j. I am able to speak up and share a different view to my colleagues and manager	74%	14%	12%	+1	+3
Q30a. My senior manager demonstrates honesty and integrity	75%	17%	8%	+8	+4
Q31e. Recruitment and promotion decisions in this organisation are fair	44%	33%	24%	0	+8
Q31i. My responsibilities outside of work restrict my opportunities for promotion*	54%	25%	21%	-1	-2
Q32a. Age is not a barrier to success in my organisation	69%	21%	10%	-2	+7
Q32b. Gender is not a barrier to success in my organisation	74%	17%	9%	-2	+7
Q32c. Disability is not a barrier to success in my organisation	61%	32%	7%	-1	+5
Q32d. Cultural background is not a barrier to success in my organisation	73%	22%	6%	-1	+5
Q32e. Sexual orientation is not a barrier to success in my organisation	76%	21%	3%	-1	+7
Q32f. If I raised a complaint, I feel confident that it would be taken seriously	61%	22%	17%	0	+6
Q32g. Women and men have equal access to work experiences that support career progression	69%	23%	9%	-2	+4

\* indicates a negatively worded question

## 06 Workplace climate by question

Question	Response scale %			vs 2018	vs Qld public sector
<b>Performance and development</b>					
Q28a. I receive useful feedback on my performance	55%	24%	21%	-3	+1
Q28b. My performance is assessed against clear criteria	46%	33%	22%	0	-2
Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge	71%	16%	13%	0	+10
Q28d. I am supported to pursue developmental opportunities in other workplaces	50%	31%	19%	+4	+7
Q28e. I am able to access relevant learning and development opportunities	72%	18%	10%	+2	+12
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	74%	17%	9%	0	+11
Q28g. I am satisfied with the opportunities available for career development	53%	25%	22%	0	+7
Q28h. I have had productive conversations with my manager on my performance in the past 12 months	58%	18%	23%	+1	+3
Q28i. I develop new knowledge and skills through undertaking tasks at work	78%	13%	9%	+1	+8
Q31b. My organisation is committed to developing its employees	61%	23%	16%	+1	+11

## 06 Workplace climate by question

Question	Response scale %			vs 2018	vs Qld public sector
<b>Leadership and engagement</b>					
Q29a. My manager treats employees with dignity and respect	83%	9%	8%	0	+3
Q29b. My manager listens to what I have to say	82%	10%	9%	+2	+3
Q29c. My manager keeps me informed about what's going on	74%	14%	12%	0	+5
Q29d. My manager understands my work	75%	12%	13%	+1	+1
Q29e. My manager creates a shared sense of purpose	73%	16%	11%	+1	+4
Q29f. My manager demonstrates honesty and integrity	81%	11%	8%	+1	+3
Q29g. My manager draws the best out of me	62%	24%	14%	0	+3
Q31a. In my organisation, the leadership is of high quality	61%	24%	15%	+2	+11
Q31c. Management model the behaviours expected of all employees	58%	25%	16%	+1	+9
Q31d. In my organisation, the leadership operates with a high level of integrity	62%	26%	13%	+2	+9
Q31f. My organisation is well managed	56%	28%	16%	+2	+10
Q33a. I would recommend my organisation as a great place to work	71%	19%	10%	+2	+12
Q33b. I am proud to tell others I work for my organisation	79%	15%	6%	+1	+14
Q33c. I feel strong personal attachment to my organisation	65%	24%	11%	+3	+7
Q33d. My organisation motivates me to help it achieve its objectives	63%	25%	12%	+1	+10
Q33e. My organisation inspires me to do the best in my job	65%	24%	11%	0	+11



## 06 Workplace climate by question

Question	Response scale %			vs 2018	vs Qld public sector
<b>My job</b>					
Q21a. I understand what is expected of me to do well in my job	93%	3%	4%	+1	+4
Q21b. I understand how my work contributes to my organisation's objectives	93%	4%	3%	0	+3
Q22a. I have a choice in deciding how I do my work	71%	17%	12%	+1	+3
Q22e. My job gives me opportunities to utilise my skills	81%	10%	9%	0	+6
Q22f. I enjoy the work in my current job	80%	13%	7%	-1	+6
Q22g. My job gives me a feeling of personal accomplishment	76%	14%	10%	+1	+9
Q34b. Your ability to work on your own initiative	82%	11%	7%	0	+2
Q35. All things considered, how satisfied are you with your current job?	75%	13%	12%	-1	+6

# 07 Most changed since 2018, by question

## Purpose

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

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

### Key

Response scale:

Positive Neutral Negative

Question	Response scale %			vs 2018
<b>Survey questions with the most positive change</b>				
Q30a. My senior manager demonstrates honesty and integrity	75%	17%	8%	+8
Q28d. I am supported to pursue developmental opportunities in other workplaces	50%	31%	19%	+4
Q34e. Your work-life balance	65%	18%	17%	+4
Q31g. In my organisation, senior leaders clearly consider the wellbeing of employees to be important	57%	25%	18%	+3
Q31j. My commitment to this organisation would be questioned if I chose to work flexibly*	51%	30%	19%	+3
<b>Survey questions with the most negative change</b>				
Q24d. People in my workgroup use their time and resources efficiently	68%	20%	12%	-2
Q24c. People in my workgroup are honest, open and transparent in their dealings	68%	20%	13%	-2
Q32a. Age is not a barrier to success in my organisation	69%	21%	10%	-2
Q32b. Gender is not a barrier to success in my organisation	74%	17%	9%	-2
Q28a. I receive useful feedback on my performance	55%	24%	21%	-3

\* indicates a negatively worded question

## 08 Flexible work

### Purpose

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

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

	2019	2018
<b>Do you currently use any flexible work options?</b>		
Use flexible workplace option	<b>67%</b>	<b>67%</b>
Use no flexible work option	<b>33%</b>	<b>33%</b>
<b>If yes to using flexible work option, which of the following do you use?</b>		
Part time work	<b>54%</b>	<b>49%</b>
Flexible work hours for example accumulated hours as 'flexitime'	<b>28%</b>	<b>29%</b>
Flexible work hours for example start late or early to meet responsibilities external to work	<b>16%</b>	<b>16%</b>
Hot desks	<b>11%</b>	<b>13%</b>
Leave at half pay	<b>8%</b>	<b>7%</b>
Casual/on call	<b>6%</b>	<b>6%</b>
Job sharing	<b>5%</b>	<b>5%</b>
Compressed work hours	<b>5%</b>	<b>7%</b>
Other	<b>3%</b>	<b>5%</b>
Telecommuting	<b>2%</b>	<b>2%</b>
Purchased leave/extended leave/deferred salary schemes	<b>1%</b>	<b>1%</b>
Term-time working	<b>0%</b>	<b>1%</b>
Part-year work/annualised hours	<b>0%</b>	<b>1%</b>

## 08 Flexible work

	2019	2018
<b>Have you made a request regarding flexible work arrangements in the last 12 months?</b>		
No, I have not made a request but I am content with my current arrangements	<b>67%</b>	<b>65%</b>
Yes, I requested flexibility	<b>23%</b>	<b>24%</b>
No, I have not made a request but I am not content with my current arrangements	<b>10%</b>	<b>11%</b>
<b>If yes to having made a request regarding flexible work arrangements, was your request for flexible work arrangements:</b>		
Fully granted	<b>66%</b>	<b>65%</b>
Partially granted	<b>15%</b>	<b>14%</b>
Declined - reason provided	<b>10%</b>	<b>14%</b>
Declined - no reason given	<b>6%</b>	<b>4%</b>
I have not received a reply as yet	<b>3%</b>	<b>3%</b>
<b>If no to having made a request and not content with your current arrangement, why haven't you made a request to change your work arrangements?</b>		
I feel flexibility is not possible in my current job	<b>34%</b>	<b>33%</b>
Flexible working is frowned upon/not supported by my workplace culture	<b>32%</b>	<b>33%</b>
I didn't feel confident presenting my case or negotiating arrangements with my manager	<b>26%</b>	<b>27%</b>
None of the above	<b>22%</b>	<b>21%</b>
I was concerned that it may negatively impact my team	<b>21%</b>	<b>19%</b>
I felt it would limit my career	<b>19%</b>	<b>22%</b>
I didn't feel I had the right to	<b>18%</b>	<b>21%</b>
I don't feel confident in my manager's ability to manage staff working flexibly	<b>12%</b>	<b>11%</b>
I felt it would limit my access to training and development	<b>9%</b>	<b>7%</b>
I feel the technology I currently have access to does not support flexible working	<b>4%</b>	<b>3%</b>

# 09 Domestic and family violence

## Purpose

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

### All employees

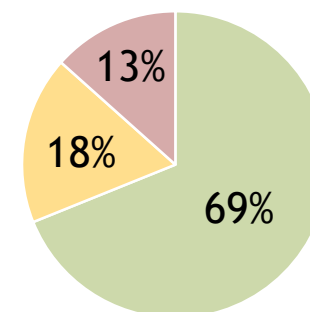
Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2019	2018
<b>Yes</b>	<b>69%</b>	<b>70%</b>
<b>Don't know</b>	<b>18%</b>	<b>16%</b>
<b>No</b>	<b>13%</b>	<b>14%</b>

### Managers

Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2019	2018
<b>Yes</b>	<b>87%</b>	<b>89%</b>
<b>Don't know</b>	<b>8%</b>	<b>6%</b>
<b>No</b>	<b>6%</b>	<b>6%</b>

### Managers

Q36c. In the past 12 months, have you been in a situation where you have responded to an employee/colleague affected by DFV?	2019	2018
<b>No</b>	<b>79%</b>	<b>78%</b>
<b>Yes</b>	<b>17%</b>	<b>18%</b>
<b>Prefer not to say</b>	<b>3%</b>	<b>3%</b>
<b>Don't know</b>	<b>1%</b>	<b>1%</b>



### Non-managers

Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2019	2018
<b>Yes</b>	<b>65%</b>	<b>66%</b>
<b>Don't know</b>	<b>20%</b>	<b>18%</b>
<b>No</b>	<b>15%</b>	<b>16%</b>

### Non-managers

Q36c. In the past 12 months, have you been in a situation where you have responded to an employee/colleague affected by DFV?	2019	2018
<b>No</b>	<b>88%</b>	<b>88%</b>
<b>Yes</b>	<b>7%</b>	<b>6%</b>
<b>Prefer not to say</b>	<b>3%</b>	<b>2%</b>
<b>Don't know</b>	<b>2%</b>	<b>3%</b>

# 09 Domestic and family violence

Question	Response scale %			vs 2018	vs Qld public sector
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## Managers

Q36a.a. I am confident that I could sensitively communicate with employees affected by domestic and family violence	81%	13%	5%	+2	-4
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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	78%	16%	6%	0	-7
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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	83%	13%	4%	+6	-3
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## Non-managers

Q36b.a I am confident that I could sensitively communicate with colleagues affected by domestic and family violence	72%	20%	8%	-1	-1
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Q36b.b. I am confident that I could effectively refer a colleague affected by domestic and family violence to appropriate support	65%	21%	14%	-2	-8
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### Key

Response scale:

Positive

Neutral

Negative

# 10 Bullying and sexual harassment

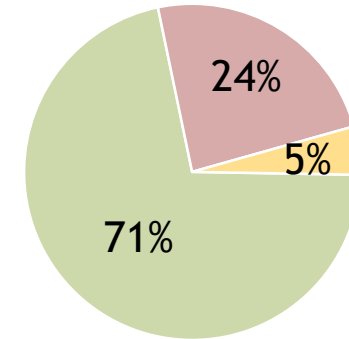
## Purpose

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

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

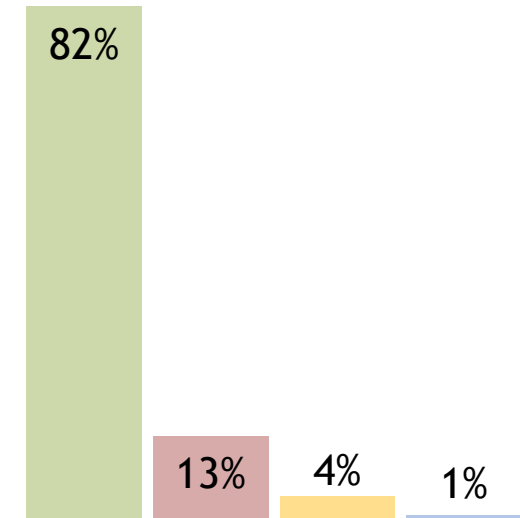
During the last 12 months have you witnessed bullying or sexual harassment in your workplace?

	2019	2018
No	71%	71%
Yes	24%	24%
Don't know	5%	5%



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

	2019	2018
No	82%	82%
Bullying	13%	14%
Don't know	4%	4%
Sexual harassment	1%	1%



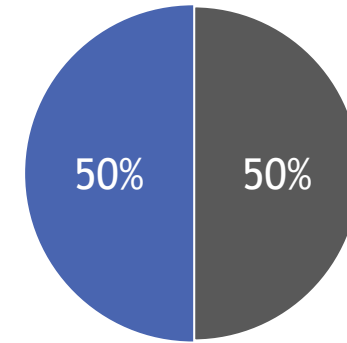
# 10 Bullying and sexual harassment

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

Key	
Yes	No

	2019	2018
<b>If you were subjected to bullying, who were you bullied by?</b>		
A fellow worker	50%	56%
Your immediate manager/supervisor	36%	38%
A senior manager	20%	20%
A group of fellow workers	16%	16%
A member of the public	8%	7%
A client/customer	7%	8%
A worker that reports to you	7%	4%
Prefer not to specify	6%	7%
A consultant/service provider	4%	3%
Other	3%	2%
A representative of another agency	2%	1%
<b>If you were subjected to bullying, what type of bullying did you experience?</b>		
Verbal abuse	62%	67%
Inappropriate and unfair application of work policies or rules	40%	45%
Other	33%	20%
Physical behaviour	14%	9%
Cyber bullying	9%	8%
Interference with your personal property or work equipment	7%	12%
'Initiations' or pranks	4%	2%

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



	2019	2018
<b>Why did you not report the bullying?</b>		
I did not think any action would be taken	61%	55%
I did not want to upset relationships in the workplace	49%	45%
It could affect my career	49%	44%
Managers accepted the behaviour	36%	36%
I did not think it was worth the hassle of going through the report process	33%	33%
I did not have enough evidence	26%	27%
I did not think the bullying was serious enough	19%	23%
I did not know how to report it	9%	5%
Other	8%	12%
The matter was resolved informally	8%	15%



# 10 Bullying and sexual harassment

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

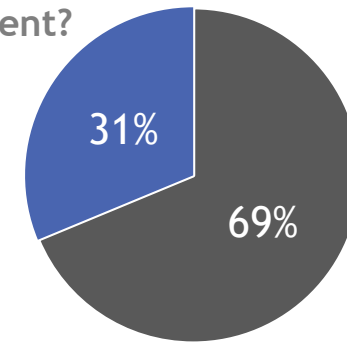
## Key

Yes

No

	2019	2018
<b>If you were subjected to sexual harassment, who were you sexually harassed by?</b>		
A fellow worker	63%	53%
A client/customer	25%	-
A senior manager	19%	6%
Prefer not to specify	13%	12%
A consultant/service provider	6%	-
A group of fellow workers	6%	6%
A member of the public	6%	6%
A worker that reports to you	6%	-
Other	-	6%
Your immediate manager/supervisor	-	12%
<b>If you were subjected to sexual harassment, what type of sexual harassment did you experience?</b>		
Remarks of a sexual nature	75%	82%
Unwanted physical intimacy	38%	18%
Other	25%	-
Any other unwelcome conduct of a sexual nature in relation to you with the intention of intimidating, offending or humiliating you or where a reasonable person would anticipate the possibility of this	13%	18%
Unwelcome demand or request, either directly or implied, for sexual favours	6%	18%

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



	2019	2018
<b>Why did you not report the sexual harassment?</b>		
I did not want to upset relationships in the workplace	64%	33%
I did not think any action would be taken	45%	33%
I did not have enough evidence	36%	25%
I did not think the sexual harassment was serious enough	36%	42%
I did not think it was worth the hassle of going through the report process	27%	50%
Other	18%	17%
I did not know how to report it	9%	8%
It could affect my career	9%	42%
Managers accepted the behaviour	9%	8%
The matter was resolved informally	9%	25%

# 11 Civility

## Purpose

This section is focused on exploring workplace behavior.

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

## Key

### Positive Negative

Daily	Rarely/ sporadically
Very often	Never
Often	
Regularly	

*\*Negatively worded question*

### Negative Positive

Daily	Rarely/ sporadically
Very often	Never
Often	
Regularly	

Question

Response scale %

vs  
2018

vs Qld  
public  
sector

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

Showed appreciation of you and your work

70%

30%

-1

+2

Made you feel included

83%

17%

-1

+3

Was polite and courteous with you

94%

6%

0

+1

Made you feel ignored\*

91%

9%

0

+2

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

92%

8%

0

+1

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

95%

5%

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%

-1

+1

*\* indicates a negatively worded question*

# 11 Civility

## Purpose

This section is focused on exploring workplace behavior.

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

## Key

### Positive Negative

Daily	Rarely/ sporadically
Very often	Never
Often	
Regularly	

### \*Negatively worded question

### Negative Positive

Daily	Rarely/ sporadically
Very often	Never
Often	
Regularly	

Question

Response scale %

vs  
2018

vs Qld  
public  
sector

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

Showed appreciation of you and your work

73%

27%

-1

+5

Made you feel included

87%

13%

0

+4

Was polite and courteous with you

96%

4%

0

+2

Made you feel ignored\*

90%

10%

+1

+3

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

89%

11%

0

+2

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

91%

9%

0

+1

Acted in an aggressive or intimidating manner towards you\*

95%

5%

-1

+1

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

92%

8%

-1

+1

\* indicates a negatively worded question

# 12 Agency specific questions

## Purpose

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

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

## Key

Response scale:

Positive

Neutral

Negative

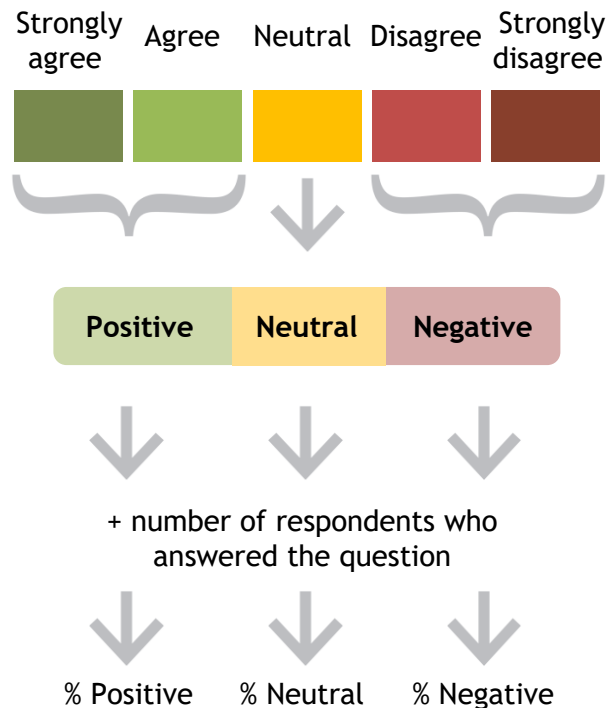
Question	Response scale %			vs 2018
	Positive	Neutral	Negative	
[CHQHHS] a. I understand how to report, manage and escalate risks within the organisation	90%	7%	3%	+3
[CHQHHS] k. I would recommend the services and/or care provided by CHQ to a family member or friend	89%	9%	2%	-
[CHQHHS] j. My team includes the patient and family as partners in providing care	83%	15%	3%	-
[CHQHHS] b. My line manager sets clear expectations about team behaviours	79%	13%	7%	+3
[CHQHHS] d. I see examples of the CHQ values being demonstrated regularly in the workplace	77%	16%	7%	+3
[CHQHHS] g. I feel safe to speak up and provide my line manager with honest feedback	71%	14%	15%	-4
[CHQHHS] i. I feel able to speak up about unprofessional behaviour	68%	18%	14%	-
[CHQHHS] h. Speaking up about work/patient safety concerns enables meaningful change in my work area	68%	23%	9%	-
[CHQHHS] c. My line manager takes action to address inappropriate team behaviours	68%	21%	11%	+5
[CHQHHS] f. I feel valued for my contribution at work	68%	19%	13%	0
[CHQHHS] e. My line manager coaches me on how to improve aspects of my performance	55%	28%	18%	+7

# 13 How to interpret this report

## % Positive, neutral and negative scores

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

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



## Negatively worded questions

### What are negatively worded questions?

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

### How are the negatively worded responses scored?

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

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

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

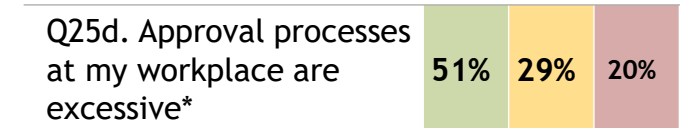
## EXAMPLE

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

**51% disagreed that “Approval processes at my work are excessive”**

OR

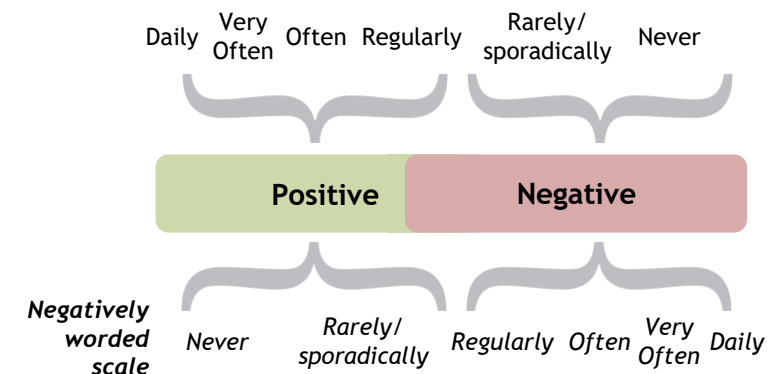
**51% felt that the “Approval processes at their work are not excessive”**



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

## Interpreting the six point scale

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



# 13 How to interpret this report

## Rounding

Results are rounded to whole numbers.

Percentages may therefore not add up to 100%.

## Factor scores

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

## Workplace climate index scores

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

## Number of respondents

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

## % Change and division comparisons

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

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

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

## Definitions

The following definitions were used in the survey:

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

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