



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.

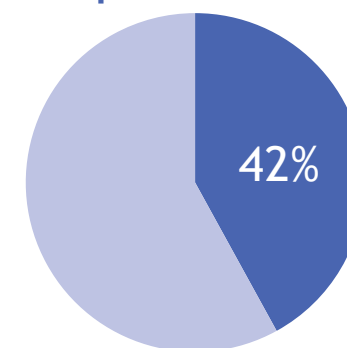
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Returned surveys:

2,176

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	73%	17%	9%	-2	+14
Job empowerment	76%	14%	10%	+2	+3
Workload and health*	50%	31%	19%	+1	+11
Learning and development	62%	22%	16%	-5	+6
My workgroup	80%	12%	8%	0	+3
My manager	76%	13%	10%	-1	+3
Organisational leadership	55%	24%	21%	-1	+2
Organisational fairness	49%	26%	26%	-1	+5
Anti-discrimination	59%	26%	14%	+2	-7
Innovation	60%	24%	17%	+1	-1

* % 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 Fire and Emergency Services	Emergency Management, Volunteerism and Community Resilience Division	Readiness and Response Services	Strategy and Corporate Services
Responses	2,176	240	1,556	323
Agency engagement	73%	69%	73%	75%
Anti-discrimination	59%	56%	58%	64%
Innovation	60%	61%	57%	72%
Job empowerment	76%	75%	76%	79%
Learning and development	62%	54%	63%	62%
My manager	76%	72%	76%	79%
My workgroup	80%	76%	80%	83%
Organisational fairness	49%	42%	49%	48%
Organisational leadership	55%	47%	55%	56%
Workload and health*	50%	40%	52%	45%

* % 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	77%	16%	8%	+1	+14
Q33b. I am proud to tell others I work for my organisation	85%	11%	4%	-1	+17
Q33c. I feel strong personal attachment to my organisation	76%	17%	7%	-1	+17
Q33d. My organisation motivates me to help it achieve its objectives	64%	22%	13%	-4	+10
Q33e. My organisation inspires me to do the best in my job	65%	21%	13%	-3	+11
Job empowerment					
Q22a. I have a choice in deciding how I do my work	66%	21%	14%	+5	-2
Q22b. I have the tools I need to do my job effectively	77%	12%	11%	+2	+4
Q22c. I get the information I need to do my job well	72%	16%	12%	+3	+2
Q22d. I have the authority necessary to do my job effectively	77%	14%	9%	+2	+6
Q22e. My job gives me opportunities to utilise my skills	83%	10%	8%	0	+6
Q34b. Your ability to work on your own initiative	83%	12%	4%	+2	0

03 Factors by question

Question	Response scale %			vs 2019	vs Qld public sector
Workload and health*					
Q23a. I am overloaded with work*	47%	34%	19%	+2	+16
Q23b. I feel burned out by my work*	55%	29%	16%	+1	+15
Q23e. My work has a negative impact on my health*	47%	30%	22%	+2	+2

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

Learning and development

Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge	68%	18%	13%	-4	+7
Q28e. I am able to access relevant learning and development opportunities	64%	21%	14%	-5	+4
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	68%	21%	11%	-4	+6
Q28g. I am satisfied with the opportunities available for career development	54%	23%	22%	-3	+8
Q31b. My organisation is committed to developing its employees	56%	24%	20%	-6	+5

03 Factors by question

Question	Response scale %			vs 2019	vs Qld public sector
My workgroup					
Q24a. People in my workgroup treat each other with respect	78%	11%	11%	+1	+3
Q24b. I receive help and support from other people in my workgroup	84%	10%	6%	0	+1
Q24c. People in my workgroup are honest, open and transparent in their dealings	72%	15%	13%	+2	+4
Q24d. People in my workgroup use their time and resources efficiently	71%	19%	11%	+1	+5
Q24e. People in my workgroup treat customers with respect	87%	10%	3%	-1	+2
Q24f. People in my workgroup are committed to delivering excellent service to customers	85%	11%	4%	-1	+2
Q24g. People in my workgroup do their jobs effectively	81%	12%	7%	0	+6
My manager					
Q29a. My manager treats employees with dignity and respect	82%	10%	8%	-1	+2
Q29b. My manager listens to what I have to say	80%	11%	9%	-1	+2
Q29c. My manager keeps me informed about what's going on	74%	13%	12%	0	+3
Q29d. My manager understands my work	80%	12%	8%	-1	+5
Q29e. My manager creates a shared sense of purpose	74%	15%	12%	-1	+4
Q29f. My manager demonstrates honesty and integrity	79%	12%	9%	-2	+1
Q29g. My manager draws the best out of me	65%	22%	13%	-1	+4

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	55%	24%	21%	-1	+2
Q31c. Management model the behaviours expected of all employees	56%	22%	22%	0	+4
Q31d. In my organisation, the leadership operates with a high level of integrity	59%	22%	19%	+1	+4
Q31f. My organisation is well managed	48%	29%	23%	-2	-1
Organisational fairness					
Q25f. Performance is assessed and rewarded fairly in my workplace	43%	32%	25%	-2	+6
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	45%	22%	34%	-1	+7
Q25h. People are treated fairly and consistently in my workplace	60%	19%	20%	0	+8
Q25i. People take responsibility for their decisions and actions in my workplace	56%	24%	19%	-2	+4
Q31e. Recruitment and promotion decisions in this organisation are fair	39%	30%	30%	-2	+3

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	59%	24%	16%	+1	-6
Q32b. Gender is not a barrier to success in my organisation	64%	19%	16%	+5	-5
Q32c. Disability is not a barrier to success in my organisation	39%	39%	22%	+3	-19
Q32d. Cultural background is not a barrier to success in my organisation	67%	25%	9%	+1	-2
Q32e. Sexual orientation is not a barrier to success in my organisation	66%	26%	8%	+2	-4
Innovation					
Q27a. I get the opportunity to develop new and better ways of doing my job	59%	24%	17%	+2	+1
Q27b. I am encouraged to make suggestions about improving work processes and/or services	66%	19%	14%	+3	-2
Q27c. Management is willing to act on suggestions to improve how things are done	53%	26%	22%	+2	-2
Q27d. My workgroup uses research and expertise to identify better practice	59%	25%	16%	+2	+2
Q27e. My workgroup always tries to improve its performance	73%	17%	10%	-1	+3
Q27f. My organisation is open to new ideas	49%	30%	21%	-1	-6

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	62%	24%	14%	0	+5
Effectiveness and innovation	59%	23%	18%	+1	+1
People and relationships	80%	12%	8%	0	+3
Fairness and trust	58%	23%	18%	+1	-1
Performance and development	59%	24%	18%	-2	+3
Leadership and engagement	70%	17%	13%	-1	+6
My job	83%	11%	7%	+1	+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	Queensland Fire and Emergency Services	Emergency Management, Volunteerism and Community Resilience Division	Readiness and Response Services	Strategy and Corporate Services
Responses	2,176	240	1,556	323
Effectiveness and innovation	59%	58%	58%	65%
Fairness and trust	58%	55%	58%	62%
Leadership and engagement	70%	65%	70%	72%
My job	83%	83%	82%	83%
People and relationships	80%	76%	80%	84%
Performance and development	59%	52%	59%	60%
Safety, health and wellness	62%	59%	61%	67%

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*	47%	34%	19%	+2	+16
Q23b. I feel burned out by my work*	55%	29%	16%	+1	+15
Q23e. My work has a negative impact on my health*	47%	30%	22%	+2	+2
Q23f. My work contributes positively to my quality of life	55%	32%	13%	0	+8
Q24h. People in my workgroup are committed to workplace safety	88%	9%	3%	0	+5
Q24j. People in my workgroup work together to ensure flexible work arrangements meet both individual and business needs	70%	22%	8%	-1	+1
Q25b. My workplace culture supports people to achieve a good work/life balance	70%	19%	11%	0	+7
Q25c. There is adequate focus on workplace safety at my workplace	85%	11%	5%	0	+7
Q29h. My manager proactively discusses flexible work arrangements with my workgroup	57%	26%	17%	+1	-1
Q31g. In my organisation, senior leaders clearly consider the wellbeing of employees to be important	58%	22%	20%	-1	+4
Q31h. The wellbeing of employees is a priority for my organisation	60%	21%	19%	-1	+8
Q31j. My commitment to this organisation would be questioned if I chose to use flexible work options*	44%	36%	20%	0	-5
Q34e. Your work-life balance	74%	17%	9%	+2	+6
Q34g. Your ability to access and use flexible work arrangements	60%	30%	10%	+1	-1

* 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	77%	12%	11%	+2	+4
Q22c. I get the information I need to do my job well	72%	16%	12%	+3	+2
Q22d. I have the authority necessary to do my job effectively	77%	14%	9%	+2	+6
Q23c. I feel my job is secure	69%	18%	14%	+1	+5
Q23d. There is too much 'red tape' in my work (e.g. regulatory or administrative processes)*	19%	35%	46%	+2	0
Q24k. People in my workgroup share diverse ideas to develop innovative solutions	72%	18%	10%	+1	+5
Q25d. Approval processes at my workplace are excessive*	18%	40%	42%	0	-2
Q26a. My workplace has undergone significant change in the past 12 months	41%	34%	26%	-3	-14
Q27a. I get the opportunity to develop new and better ways of doing my job	59%	24%	17%	+2	+1
Q27b. I am encouraged to make suggestions about improving work processes and/or services	66%	19%	14%	+3	-2
Q27c. Management is willing to act on suggestions to improve how things are done	53%	26%	22%	+2	-2
Q27d. My workgroup uses research and expertise to identify better practice	59%	25%	16%	+2	+2
Q27e. My workgroup always tries to improve its performance	73%	17%	10%	-1	+3
Q27f. My organisation is open to new ideas	49%	30%	21%	-1	-6
Q34f. Your ability to 'make a difference' to the community	82%	13%	5%	-1	+16

* 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	78%	11%	11%	+1	+3
Q24b. I receive help and support from other people in my workgroup	84%	10%	6%	0	+1
Q24c. People in my workgroup are honest, open and transparent in their dealings	72%	15%	13%	+2	+4
Q24d. People in my workgroup use their time and resources efficiently	71%	19%	11%	+1	+5
Q24e. People in my workgroup treat customers with respect	87%	10%	3%	-1	+2
Q24f. People in my workgroup are committed to delivering excellent service to customers	85%	11%	4%	-1	+2
Q24g. People in my workgroup do their jobs effectively	81%	12%	7%	0	+6
Q24i. People in my workgroup work effectively with other workgroups in my organisation to deliver service to our customers	82%	12%	6%	0	+4

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	72%	18%	10%	-1	-1
Q25f. Performance is assessed and rewarded fairly in my workplace	43%	32%	25%	-2	+6
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	45%	22%	34%	-1	+7
Q25h. People are treated fairly and consistently in my workplace	60%	19%	20%	0	+8
Q25i. People take responsibility for their decisions and actions in my workplace	56%	24%	19%	-2	+4
Q25j. I am able to speak up and share a different view to my colleagues and manager	75%	13%	11%	0	+3
Q30a. My senior manager demonstrates honesty and integrity	74%	15%	11%	0	+2
Q31e. Recruitment and promotion decisions in this organisation are fair	39%	30%	30%	-2	+3
Q31i. My responsibilities outside of work restrict my opportunities for promotion*	51%	28%	21%	+2	-8
Q32a. Age is not a barrier to success in my organisation	59%	24%	16%	+1	-6
Q32b. Gender is not a barrier to success in my organisation	64%	19%	16%	+5	-5
Q32c. Disability is not a barrier to success in my organisation	39%	39%	22%	+3	-19
Q32d. Cultural background is not a barrier to success in my organisation	67%	25%	9%	+1	-2
Q32e. Sexual orientation is not a barrier to success in my organisation	66%	26%	8%	+2	-4
Q32f. If I raised a complaint, I feel confident that it would be taken seriously	58%	20%	22%	0	+1
Q32g. Women and men have equal access to work experiences that support career progression	61%	19%	19%	+3	-6

* indicates a negatively worded question

06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
	Strongly agree	Disagree	Strongly disagree		
Performance and development					
Q28a. I receive useful feedback on my performance	54%	26%	20%	-1	-3
Q28b. My performance is assessed against clear criteria	48%	30%	22%	+2	-4
Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge	68%	18%	13%	-4	+7
Q28d. I am supported to pursue developmental opportunities in other workplaces	49%	29%	21%	0	+4
Q28e. I am able to access relevant learning and development opportunities	64%	21%	14%	-5	+4
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	68%	21%	11%	-4	+6
Q28g. I am satisfied with the opportunities available for career development	54%	23%	22%	-3	+8
Q28h. I have had productive conversations with my manager on my performance in the past 12 months	51%	25%	23%	-1	-7
Q28i. I develop new knowledge and skills through undertaking tasks at work	75%	17%	8%	0	+4
Q31b. My organisation is committed to developing its employees	56%	24%	20%	-6	+5

06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
Leadership and engagement					
Q29a. My manager treats employees with dignity and respect	82%	10%	8%	-1	+2
Q29b. My manager listens to what I have to say	80%	11%	9%	-1	+2
Q29c. My manager keeps me informed about what's going on	74%	13%	12%	0	+3
Q29d. My manager understands my work	80%	12%	8%	-1	+5
Q29e. My manager creates a shared sense of purpose	74%	15%	12%	-1	+4
Q29f. My manager demonstrates honesty and integrity	79%	12%	9%	-2	+1
Q29g. My manager draws the best out of me	65%	22%	13%	-1	+4
Q31a. In my organisation, the leadership is of high quality	55%	24%	21%	-1	+2
Q31c. Management model the behaviours expected of all employees	56%	22%	22%	0	+4
Q31d. In my organisation, the leadership operates with a high level of integrity	59%	22%	19%	+1	+4
Q31f. My organisation is well managed	48%	29%	23%	-2	-1
Q33a. I would recommend my organisation as a great place to work	77%	16%	8%	+1	+14
Q33b. I am proud to tell others I work for my organisation	85%	11%	4%	-1	+17
Q33c. I feel strong personal attachment to my organisation	76%	17%	7%	-1	+17
Q33d. My organisation motivates me to help it achieve its objectives	64%	22%	13%	-4	+10
Q33e. My organisation inspires me to do the best in my job	65%	21%	13%	-3	+11

06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
My job					
Q21a. I understand what is expected of me to do well in my job	92%	4%	4%	+1	+2
Q21b. I understand how my work contributes to my organisation's objectives	92%	5%	3%	+1	0
Q22a. I have a choice in deciding how I do my work	66%	21%	14%	+5	-2
Q22e. My job gives me opportunities to utilise my skills	83%	10%	8%	0	+6
Q22f. I enjoy the work in my current job	85%	10%	6%	+1	+9
Q22g. My job gives me a feeling of personal accomplishment	81%	12%	8%	0	+12
Q34b. Your ability to work on your own initiative	83%	12%	4%	+2	0
Q35. All things considered, how satisfied are you with your current job?	80%	11%	8%	+1	+8

07 Most changed since 2019, by question

Purpose

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

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

Key

Response scale:

Positive Neutral Negative

Question	Response scale %			vs 2019
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Survey questions with the most positive change

Q32b. Gender is not a barrier to success in my organisation	64%	19%	16%	+5
Q22a. I have a choice in deciding how I do my work	66%	21%	14%	+5
Q32g. Women and men have equal access to work experiences that support career progression	61%	19%	19%	+3
Q32c. Disability is not a barrier to success in my organisation	39%	39%	22%	+3
Q22c. I get the information I need to do my job well	72%	16%	12%	+3

Survey questions with the most negative change

Q33d. My organisation motivates me to help it achieve its objectives	64%	22%	13%	-4
Q28f. L&D activities I have completed in the past 12 months have helped to improve my performance	68%	21%	11%	-4
Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge	68%	18%	13%	-4
Q28e. I am able to access relevant learning and development opportunities	64%	21%	14%	-5
Q31b. My organisation is committed to developing its employees	56%	24%	20%	-6

* 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	52%	58%
Use no flexible work option	48%	42%
If yes to using flexible work option, which of the following do you use?		
Flexible work hours for example accumulated hours as 'flexitime'	36%	36%
Casual/on call	28%	37%
Telecommuting (Remote working)	26%	7%
Flexible work hours for example start late or early to meet responsibilities external to work	26%	22%
Part time work	18%	18%
Job sharing	3%	1%
Other	3%	4%
Compressed work hours	3%	3%
Hot desks	3%	3%
Leave at half pay	2%	2%
Purchased leave/extended leave/deferred salary schemes	1%	1%
Part-year work/annualised hours	-	0%
Term-time working	-	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	73%	78%
Yes, I requested flexibility	15%	13%
No, I have not made a request but I am not content with my current arrangements	12%	9%
If yes to having made a request regarding flexible work arrangements, was your request for flexible work arrangements:		
Fully granted	67%	71%
Partially granted	15%	13%
I have not received a reply as yet	8%	2%
Declined - no reason given	6%	9%
Declined - reason provided	3%	4%
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?		
None of the above	51%	39%
I feel flexibility is not possible in my current job	21%	25%
I didn't feel confident presenting my case or negotiating arrangements with my manager	16%	15%
Flexible working is frowned upon/not supported by my workplace culture	14%	20%
I didn't feel I had the right to	10%	11%
I felt it would limit my career	10%	18%
I don't feel confident in my manager's ability to manage staff working flexibly	8%	12%
I was concerned that it may negatively impact my team	7%	10%
I felt it would limit my access to training and development	5%	13%
I feel the technology I currently have access to does not support flexible working	2%	2%

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

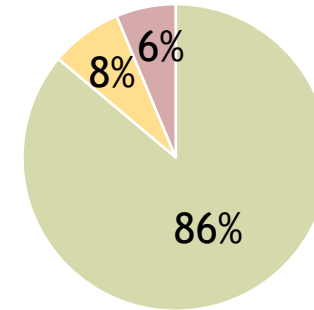
Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2020	2019
Yes	86%	86%
Don't know	8%	7%
No	6%	7%

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	94%	93%
Don't know	3%	3%
No	3%	4%

Managers

Q36c. In the past 12 months, have you been in a situation where you have responded to an employee/colleague affected by DFV?	2020	2019
No	85%	81%
Yes	10%	12%
Prefer not to say	3%	4%
Don't know	2%	3%



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	82%	83%
Don't know	10%	9%
No	8%	9%

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%	90%
Yes	5%	5%
Prefer not to say	3%	4%
Don't know	3%	2%

09 Domestic and family violence

Key
Response scale:

Positive	Neutral	Negative
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Question	Response scale %			vs 2019	vs Qld public sector
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Managers

Q36a.a. I am confident that I could sensitively communicate with employees affected by domestic and family violence	84%	12%	4%	+2	-3
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	83%	12%	5%	+1	-3
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%	12%	5%	0	-3

Non-managers

Q36b.a I am confident that I could sensitively communicate with colleagues affected by domestic and family violence	79%	15%	6%	+2	+4
Q36b.b. I am confident that I could effectively refer a colleague affected by domestic and family violence to appropriate support	81%	14%	5%	+2	+6

10 Bullying and sexual harassment

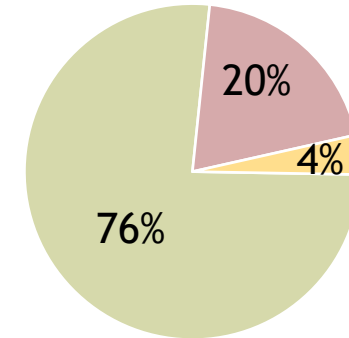
Purpose

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%.

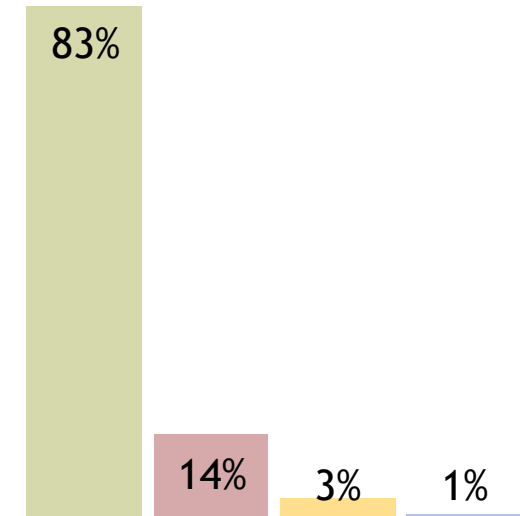
During the last 12 months have you witnessed bullying or sexual harassment in your workplace?

	2020	2019
No	76%	76%
Yes	20%	19%
Don't know	4%	4%



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

	2020	2019
No	83%	83%
Bullying	14%	12%
Don't know	3%	4%
Sexual harassment	1%	1%



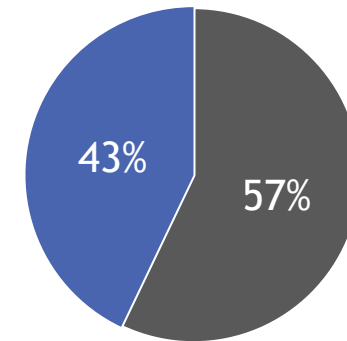
10 Bullying and sexual harassment

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

	2020	2019
If you were subjected to bullying, who were you bullied by?		
A fellow worker	39%	44%
A senior manager	36%	34%
Your immediate manager/supervisor	34%	40%
A group of fellow workers	19%	18%
A worker that reports to you	7%	6%
Prefer not to specify	7%	6%
A representative of another agency	5%	3%
A member of the public	3%	5%
Other	3%	2%
A client/customer	1%	1%
A consultant/service provider	1%	1%
If you were subjected to bullying, what type of bullying did you experience?		
Verbal abuse	62%	67%
Inappropriate and unfair application of work policies or rules	48%	44%
Other	25%	21%
Physical behaviour	12%	19%
'Initiations' or pranks	10%	10%
Interference with your personal property or work equipment	10%	13%
Cyber bullying	7%	5%

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	56%	59%
It could affect my career	48%	46%
Managers accepted the behaviour	40%	38%
I did not want to upset relationships in the workplace	38%	29%
I did not think it was worth the hassle of going through the report process	37%	40%
I did not have enough evidence	25%	13%
Other	10%	11%
I did not think the bullying was serious enough	9%	15%
The matter was resolved informally	6%	13%
I did not know how to report it	4%	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.

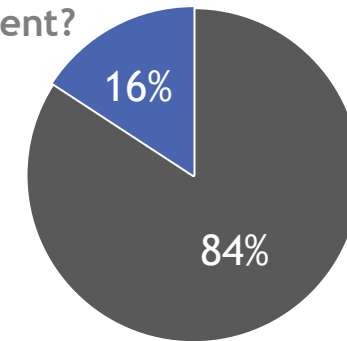
Key

Yes

No

	2020	2019
If you were subjected to sexual harassment, who were you sexually harassed by?		
A fellow worker	42%	67%
Prefer not to specify	26%	11%
A senior manager	21%	39%
Your immediate manager/supervisor	11%	28%
A group of fellow workers	11%	33%
A member of the public	11%	-
A worker that reports to you	5%	-
A client/customer	5%	-
Other	-	6%
If you were subjected to sexual harassment, what type of sexual harassment did you experience?		
Remarks of a sexual nature	74%	67%
Unwanted physical intimacy	21%	50%
Other	21%	17%
Any other unwelcome conduct of a sexual nature in relation to you	11%	44%
Unwelcome demand or request, either directly or implied, for sexual favours	5%	17%

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



	2020	2019
Why did you not report the sexual harassment?		
I did not want to upset relationships in the workplace	50%	43%
I did not think any action would be taken	50%	50%
It could affect my career	44%	43%
I did not think it was worth the hassle of going through the report process	38%	29%
I did not have enough evidence	31%	0%
Managers accepted the behaviour	31%	50%
Other	13%	7%
The matter was resolved informally	6%	7%
I did not think the sexual harassment was serious enough	6%	21%
I did not know how to report it	6%	14%

11 Civility

Purpose

This section is focused on exploring workplace behavior.

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

Key

Positive Negative

Daily	Rarely/ sporadically
Very often	Never
Often	
Regularly	

*Negatively worded question

Negative Positive

Daily	Rarely/ sporadically
Very often	Never
Often	
Regularly	

Question

Response scale %

vs
2019

vs Qld
public
sector

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

Showed appreciation of you and your work

75%

25%

-2

+4

Made you feel included

84%

16%

-2

+2

Was polite and courteous with you

93%

7%

0

0

Made you feel ignored*

89%

11%

0

-1

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

91%

9%

0

0

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

94%

6%

+1

0

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*

95%

5%

0

0

* indicates a negatively worded question

11 Civility

Purpose

This section is focused on exploring workplace behavior.

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

76%

24%

0

+6

Made you feel included

87%

13%

-1

+2

Was polite and courteous with you

93%

7%

-1

-1

Made you feel ignored*

87%

13%

0

0

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

87%

13%

0

-1

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

90%

10%

0

+1

Acted in an aggressive or intimidating manner towards you*

94%

6%

0

0

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

93%

7%

+1

0

* indicates a negatively worded question

12 Agency specific questions

Purpose

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

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

Key

Response scale:

Positive Neutral Negative

Question	Response scale %			vs 2019
QFES i. I understand what is expected of me in terms of workplace behaviour as outlined in the Code of Conduct for the Queensland Public Service	94%	5%	1%	+1
QFES o. I understand the importance of behaving in a manner aligned to the QFES values and incorporating them into all aspects of my work	93%	7%	1%	-
QFES j. I have confidence in how to access employee support networks in QFES	88%	10%	2%	-
QFES e. QFES is actively engaged with community on mitigation, prevention, preparedness, response and recovery	80%	15%	5%	+3
QFES b. If I have a problem or concern, I feel comfortable discussing it with my supervisor/manager	78%	11%	11%	+1
QFES p. Workplace behaviour reflects the QFES' values	78%	14%	8%	-
QFES k. I can easily access the information I need to make informed, evidence-based decisions	75%	18%	7%	+3
QFES q. QFES actions and culture demonstrate respect and value for volunteer contributions	72%	18%	10%	+2
QFES g. I have an interoperable approach to QFES service delivery	70%	26%	4%	-
QFES a. I am well informed about what is happening in QFES	66%	21%	12%	+1
QFES h. QFES respects and values the contribution of all QFES' services	65%	20%	14%	-
QFES l. If I have a mental health concern, I feel comfortable discussing it with my supervisor/manager	65%	17%	19%	0
QFES d. Engagement within QFES is promoted and encouraged at all levels of the organisation	64%	25%	11%	-
QFES m. People within QFES are generally understanding and accepting of people affected by mental health challenges	62%	25%	13%	0
QFES f. I am confident in the sustainability of QFES' operational capacity and capability to meet future needs	61%	21%	18%	-
QFES c. Engagement with external partners is promoted and encouraged at all levels of the organisation	60%	31%	9%	-
QFES s. QFES objectives and goals are clearly communicated, and we have strong unity of purpose	60%	25%	14%	-
QFES n. I am aware of the contents and guiding principles of our Strategy 2030 Plan and the Toward 2030 approach	58%	26%	16%	+2
QFES r. Changes implemented in my workplace have been managed well in the past 12 months	49%	32%	19%	-
QFES t. QFES is proactive in leveraging lessons learnt and opportunities	49%	28%	23%	-

12 Agency specific questions

	2020	2019
QFES u. Have you noticed any action your organisation has taken as a result of last year's WfQ survey?		
No	65%	64%
Yes	25%	25%
No, but I have not worked here long	10%	11%

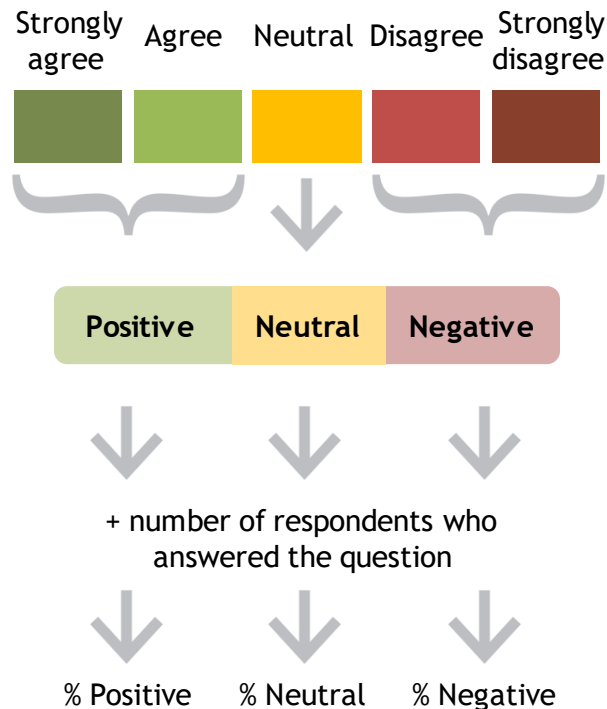
	2020	2019
QFES v. In your current position, which of the following best describes your role:		
Communications Manager / Supervisor	21	22
Communications Officer	54	50
Corporate / Administration Support	19	-
Corporate / Administration Support (AO3 to AO2)	117	-
Corporate / Administration Support (AO6 to AO4)	180	-
Corporate / Administration Support (SO to AO7)	91	-
Corporate / Administration Support Officer	-	241
FRS Auxiliary Firefighter	434	-
FRS Auxiliary Firefighter Captain / Lieutenant	163	-
FRS Firefighter*	282	847
FRS Senior Officer	125	119
FRS Station Officer	260	252
Operational Support	32	35
Other	68	202
RFS Senior Officer	25	27
Rural Fire Management Officer	26	23
Rural Fire Support Officer	17	16
Senior Executive Officer	24	25
SES Capability Officer	21	18
SES Senior Officer	28	25
SES Support Officer	12	9

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.

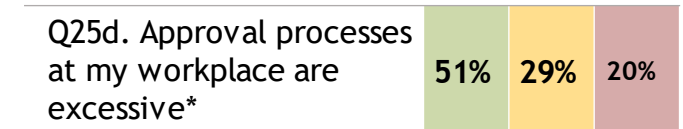
EXAMPLE

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

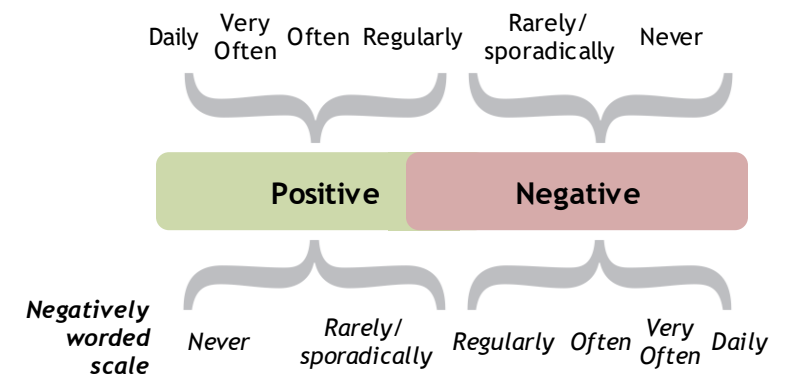
51% felt that the "Approval processes at their work are not excessive"



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.