



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.

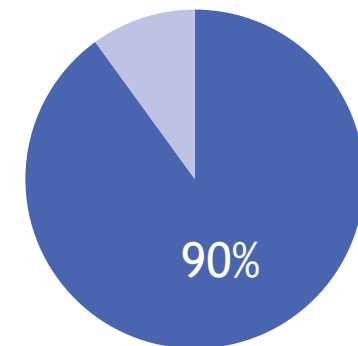
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Returned surveys:

3,519

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	64%	24%	11%	0	+4
Job empowerment	77%	13%	10%	+2	+4
Workload and health*	43%	31%	26%	-2	+4
Learning and development	64%	21%	14%	+1	+8
My workgroup	83%	11%	6%	+1	+6
My manager	78%	12%	9%	0	+5
Organisational leadership	57%	25%	18%	+1	+5
Organisational fairness	48%	28%	24%	+1	+5
Anti-discrimination	72%	20%	7%	+1	+6
Innovation	69%	19%	12%	+1	+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	Department of Education	Central Queensland Region	Corporate Services Division	Darling Downs South West Region	Early Childhood and Education Improvement Division	Far North Queensland Region	Metropolitan Region	North Coast Region	North Queensland Region	Office of the Director-General - Education	People and Executive Services	Policy, Performance and Planning Division	South East Region	State Schools Division
Responses	3,519	112	1,015	129	168	120	241	201	86	37	720	192	158	340
Agency engagement	64%	80%	58%	66%	60%	65%	64%	73%	69%	61%	65%	65%	69%	69%
Anti-discrimination	72%	80%	69%	70%	72%	73%	72%	74%	74%	59%	75%	72%	77%	72%
Innovation	69%	72%	67%	64%	70%	69%	68%	69%	73%	61%	71%	74%	72%	70%
Job empowerment	77%	80%	74%	78%	76%	78%	74%	78%	80%	70%	81%	80%	79%	78%
Learning and development	64%	75%	60%	65%	64%	62%	64%	69%	69%	53%	65%	67%	67%	67%
My manager	78%	78%	78%	74%	78%	81%	74%	74%	76%	70%	82%	81%	72%	82%
My workgroup	83%	81%	83%	77%	86%	81%	80%	77%	78%	70%	87%	90%	81%	84%
Organisational fairness	48%	56%	43%	45%	45%	47%	46%	49%	49%	45%	52%	53%	45%	52%
Organisational leadership	57%	79%	48%	58%	53%	58%	59%	69%	63%	50%	57%	66%	61%	65%
Workload and health*	43%	41%	39%	42%	57%	42%	40%	39%	43%	43%	46%	50%	40%	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	67%	22%	11%	+2	+5
Q33b. I am proud to tell others I work for my organisation	72%	20%	7%	+1	+4
Q33c. I feel strong personal attachment to my organisation	61%	26%	12%	0	+2
Q33d. My organisation motivates me to help it achieve its objectives	60%	27%	13%	0	+6
Q33e. My organisation inspires me to do the best in my job	60%	27%	13%	0	+5
Job empowerment					
Q22a. I have a choice in deciding how I do my work	76%	14%	9%	0	+8
Q22b. I have the tools I need to do my job effectively	80%	11%	9%	+3	+6
Q22c. I get the information I need to do my job well	71%	16%	12%	+1	+1
Q22d. I have the authority necessary to do my job effectively	72%	17%	11%	+3	+1
Q22e. My job gives me opportunities to utilise my skills	79%	11%	9%	+2	+3
Q34b. Your ability to work on your own initiative	87%	8%	5%	+4	+4

03 Factors by question

Question	Response scale %			vs 2019	vs Qld public sector
Workload and health*					
Q23a. I am overloaded with work*	32%	34%	34%	-3	+1
Q23b. I feel burned out by my work*	45%	29%	26%	-4	+5
Q23e. My work has a negative impact on my health*	52%	29%	19%	0	+6

* 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	70%	17%	13%	+1	+9
Q28e. I am able to access relevant learning and development opportunities	70%	20%	11%	+1	+10
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	68%	23%	9%	-1	+7
Q28g. I am satisfied with the opportunities available for career development	53%	25%	22%	+3	+7
Q31b. My organisation is committed to developing its employees	60%	24%	16%	0	+10

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	83%	9%	8%	+1	+7
Q24b. I receive help and support from other people in my workgroup	88%	8%	4%	0	+4
Q24c. People in my workgroup are honest, open and transparent in their dealings	75%	14%	10%	+1	+7
Q24d. People in my workgroup use their time and resources efficiently	75%	16%	9%	+2	+9
Q24e. People in my workgroup treat customers with respect	90%	7%	3%	+1	+5
Q24f. People in my workgroup are committed to delivering excellent service to customers	89%	8%	3%	+1	+6
Q24g. People in my workgroup do their jobs effectively	81%	13%	6%	0	+5
My manager					
Q29a. My manager treats employees with dignity and respect	85%	8%	7%	-1	+5
Q29b. My manager listens to what I have to say	84%	9%	8%	-1	+5
Q29c. My manager keeps me informed about what's going on	76%	12%	12%	+1	+5
Q29d. My manager understands my work	79%	11%	10%	-1	+4
Q29e. My manager creates a shared sense of purpose	76%	14%	10%	0	+6
Q29f. My manager demonstrates honesty and integrity	83%	11%	7%	-1	+5
Q29g. My manager draws the best out of me	66%	20%	13%	0	+6

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	58%	24%	18%	+1	+4
Q31c. Management model the behaviours expected of all employees	57%	23%	20%	+3	+5
Q31d. In my organisation, the leadership operates with a high level of integrity	59%	25%	16%	+1	+4
Q31f. My organisation is well managed	55%	27%	18%	+1	+7
Organisational fairness					
Q25f. Performance is assessed and rewarded fairly in my workplace	39%	34%	26%	+1	+3
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	39%	28%	32%	+2	+2
Q25h. People are treated fairly and consistently in my workplace	57%	22%	21%	+1	+5
Q25i. People take responsibility for their decisions and actions in my workplace	59%	25%	16%	0	+6
Q31e. Recruitment and promotion decisions in this organisation are fair	44%	31%	25%	0	+8

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	71%	18%	11%	+3	+6
Q32b. Gender is not a barrier to success in my organisation	76%	16%	9%	+1	+6
Q32c. Disability is not a barrier to success in my organisation	67%	26%	7%	0	+9
Q32d. Cultural background is not a barrier to success in my organisation	72%	21%	7%	-1	+4
Q32e. Sexual orientation is not a barrier to success in my organisation	75%	21%	4%	+1	+5
Innovation					
Q27a. I get the opportunity to develop new and better ways of doing my job	69%	18%	13%	0	+11
Q27b. I am encouraged to make suggestions about improving work processes and/or services	76%	14%	10%	0	+8
Q27c. Management is willing to act on suggestions to improve how things are done	63%	21%	16%	+1	+8
Q27d. My workgroup uses research and expertise to identify better practice	67%	22%	11%	+2	+10
Q27e. My workgroup always tries to improve its performance	79%	15%	7%	0	+9
Q27f. My organisation is open to new ideas	61%	23%	16%	0	+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%	22%	16%	+2	+5
Effectiveness and innovation	62%	21%	17%	+2	+4
People and relationships	83%	11%	6%	+1	+6
Fairness and trust	64%	22%	14%	+1	+5
Performance and development	62%	22%	16%	+2	+6
Leadership and engagement	69%	19%	12%	0	+5
My job	81%	11%	8%	+1	+3

05 Workplace climate by division

Purpose

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

The scores shown are the % positive.

Name	Department of Education	Central Queensland Region	Corporate Services Division	Darling Downs South West Region	Early Childhood and Education Improvement Division	Far North Queensland Region	Metropolitan Region	North Coast Region	North Queensland Region	Office of the Director-General - Education	People and Executive Services	Policy, Performance and Planning Division	South East Region	State Schools Division
Responses	3,519	112	1,015	129	168	120	241	201	86	37	720	192	158	340
Effectiveness and innovation	62%	65%	59%	60%	65%	62%	61%	63%	65%	56%	64%	67%	65%	63%
Fairness and trust	64%	71%	61%	61%	63%	64%	63%	65%	64%	56%	67%	68%	64%	66%
Leadership and engagement	69%	79%	64%	67%	66%	70%	67%	72%	71%	62%	71%	73%	68%	74%
My job	81%	84%	78%	85%	77%	82%	81%	82%	84%	72%	84%	81%	82%	82%
People and relationships	83%	82%	83%	77%	86%	81%	80%	78%	78%	71%	87%	90%	80%	83%
Performance and development	62%	69%	59%	62%	61%	58%	60%	64%	65%	49%	65%	67%	61%	65%
Safety, health and wellness	62%	64%	57%	56%	65%	57%	57%	60%	59%	61%	68%	68%	63%	65%

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*	32%	34%	34%	-3	+1
Q23b. I feel burned out by my work*	45%	29%	26%	-4	+5
Q23e. My work has a negative impact on my health*	52%	29%	19%	0	+6
Q23f. My work contributes positively to my quality of life	49%	35%	16%	+2	+3
Q24h. People in my workgroup are committed to workplace safety	86%	11%	3%	+2	+4
Q24j. People in my workgroup work together to ensure flexible work arrangements meet both individual and business needs	77%	15%	8%	+2	+8
Q25b. My workplace culture supports people to achieve a good work/life balance	68%	18%	14%	+1	+4
Q25c. There is adequate focus on workplace safety at my workplace	81%	14%	5%	+2	+4
Q29h. My manager proactively discusses flexible work arrangements with my workgroup	67%	17%	16%	+10	+9
Q31g. In my organisation, senior leaders clearly consider the wellbeing of employees to be important	60%	21%	19%	+3	+7
Q31h. The wellbeing of employees is a priority for my organisation	59%	23%	18%	+3	+7
Q31j. My commitment to this organisation would be questioned if I chose to use flexible work options*	53%	27%	20%	0	+3
Q34e. Your work-life balance	71%	16%	12%	+3	+4
Q34g. Your ability to access and use flexible work arrangements	65%	21%	14%	+4	+4

* 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	80%	11%	9%	+3	+6
Q22c. I get the information I need to do my job well	71%	16%	12%	+1	+1
Q22d. I have the authority necessary to do my job effectively	72%	17%	11%	+3	+1
Q23c. I feel my job is secure	56%	19%	25%	+5	-7
Q23d. There is too much 'red tape' in my work (e.g. regulatory or administrative processes)*	21%	32%	46%	+2	+2
Q24k. People in my workgroup share diverse ideas to develop innovative solutions	75%	16%	8%	+1	+8
Q25d. Approval processes at my workplace are excessive*	23%	34%	42%	+2	+3
Q26a. My workplace has undergone significant change in the past 12 months	53%	30%	17%	+4	-2
Q27a. I get the opportunity to develop new and better ways of doing my job	69%	18%	13%	0	+11
Q27b. I am encouraged to make suggestions about improving work processes and/or services	76%	14%	10%	0	+8
Q27c. Management is willing to act on suggestions to improve how things are done	63%	21%	16%	+1	+8
Q27d. My workgroup uses research and expertise to identify better practice	67%	22%	11%	+2	+10
Q27e. My workgroup always tries to improve its performance	79%	15%	7%	0	+9
Q27f. My organisation is open to new ideas	61%	23%	16%	0	+6
Q34f. Your ability to 'make a difference' to the community	69%	22%	9%	+3	+3

* 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	83%	9%	8%	+1	+7
Q24b. I receive help and support from other people in my workgroup	88%	8%	4%	0	+4
Q24c. People in my workgroup are honest, open and transparent in their dealings	75%	14%	10%	+1	+7
Q24d. People in my workgroup use their time and resources efficiently	75%	16%	9%	+2	+9
Q24e. People in my workgroup treat customers with respect	90%	7%	3%	+1	+5
Q24f. People in my workgroup are committed to delivering excellent service to customers	89%	8%	3%	+1	+6
Q24g. People in my workgroup do their jobs effectively	81%	13%	6%	0	+5
Q24i. People in my workgroup work effectively with other workgroups in my organisation to deliver service to our customers	83%	11%	6%	+3	+5

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	77%	16%	7%	-1	+4
Q25f. Performance is assessed and rewarded fairly in my workplace	39%	34%	26%	+1	+3
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	39%	28%	32%	+2	+2
Q25h. People are treated fairly and consistently in my workplace	57%	22%	21%	+1	+5
Q25i. People take responsibility for their decisions and actions in my workplace	59%	25%	16%	0	+6
Q25j. I am able to speak up and share a different view to my colleagues and manager	77%	12%	11%	+1	+4
Q30a. My senior manager demonstrates honesty and integrity	77%	15%	8%	-1	+5
Q31e. Recruitment and promotion decisions in this organisation are fair	44%	31%	25%	0	+8
Q31i. My responsibilities outside of work restrict my opportunities for promotion*	64%	22%	14%	+2	+5
Q32a. Age is not a barrier to success in my organisation	71%	18%	11%	+3	+6
Q32b. Gender is not a barrier to success in my organisation	76%	16%	9%	+1	+6
Q32c. Disability is not a barrier to success in my organisation	67%	26%	7%	0	+9
Q32d. Cultural background is not a barrier to success in my organisation	72%	21%	7%	-1	+4
Q32e. Sexual orientation is not a barrier to success in my organisation	75%	21%	4%	+1	+5
Q32f. If I raised a complaint, I feel confident that it would be taken seriously	61%	21%	18%	+1	+4
Q32g. Women and men have equal access to work experiences that support career progression	72%	19%	8%	+1	+5

* 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	61%	22%	17%	+3	+4
Q28b. My performance is assessed against clear criteria	50%	29%	21%	+3	-2
Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge	70%	17%	13%	+1	+9
Q28d. I am supported to pursue developmental opportunities in other workplaces	49%	31%	20%	+1	+4
Q28e. I am able to access relevant learning and development opportunities	70%	20%	11%	+1	+10
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	68%	23%	9%	-1	+7
Q28g. I am satisfied with the opportunities available for career development	53%	25%	22%	+3	+7
Q28h. I have had productive conversations with my manager on my performance in the past 12 months	62%	20%	18%	+1	+5
Q28i. I develop new knowledge and skills through undertaking tasks at work	79%	13%	8%	+2	+7
Q31b. My organisation is committed to developing its employees	60%	24%	16%	0	+10

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	85%	8%	7%	-1	+5
Q29b. My manager listens to what I have to say	84%	9%	8%	-1	+5
Q29c. My manager keeps me informed about what's going on	76%	12%	12%	+1	+5
Q29d. My manager understands my work	79%	11%	10%	-1	+4
Q29e. My manager creates a shared sense of purpose	76%	14%	10%	0	+6
Q29f. My manager demonstrates honesty and integrity	83%	11%	7%	-1	+5
Q29g. My manager draws the best out of me	66%	20%	13%	0	+6
Q31a. In my organisation, the leadership is of high quality	58%	24%	18%	+1	+4
Q31c. Management model the behaviours expected of all employees	57%	23%	20%	+3	+5
Q31d. In my organisation, the leadership operates with a high level of integrity	59%	25%	16%	+1	+4
Q31f. My organisation is well managed	55%	27%	18%	+1	+7
Q33a. I would recommend my organisation as a great place to work	67%	22%	11%	+2	+5
Q33b. I am proud to tell others I work for my organisation	72%	20%	7%	+1	+4
Q33c. I feel strong personal attachment to my organisation	61%	26%	12%	0	+2
Q33d. My organisation motivates me to help it achieve its objectives	60%	27%	13%	0	+6
Q33e. My organisation inspires me to do the best in my job	60%	27%	13%	0	+5

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	88%	6%	6%	0	-2
Q21b. I understand how my work contributes to my organisation's objectives	92%	5%	4%	-1	0
Q22a. I have a choice in deciding how I do my work	76%	14%	9%	0	+8
Q22e. My job gives me opportunities to utilise my skills	79%	11%	9%	+2	+3
Q22f. I enjoy the work in my current job	77%	15%	8%	+1	+2
Q22g. My job gives me a feeling of personal accomplishment	72%	17%	11%	+3	+3
Q34b. Your ability to work on your own initiative	87%	8%	5%	+4	+4
Q35. All things considered, how satisfied are you with your current job?	75%	14%	11%	+2	+4

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

Q29h. My manager proactively discusses flexible work arrangements with my workgroup	67%	17%	16%	+10
Q23c. I feel my job is secure	56%	19%	25%	+5
Q34b. Satisfaction with your ability to work on your own initiative	87%	8%	5%	+4
Q34g. Satisfaction with your ability to access and use flexible work arrangements	65%	21%	14%	+4
Q34e. Satisfaction with your work-life balance	71%	16%	12%	+3

Survey questions with the most negative change

Q21b. I understand how my work contributes to my organisation's objectives	92%	5%	4%	-1
Q29f. My manager demonstrates honesty and integrity	83%	11%	7%	-1
Q25a. My workplace has an inclusive culture where diversity is valued and respected	77%	16%	7%	-1
Q23a. I am overloaded with work*	32%	34%	34%	-3
Q23b. I feel burned out by my work*	45%	29%	26%	-4

* 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	67%	59%
Use no flexible work option	33%	41%
If yes to using flexible work option, which of the following do you use?		
Telecommuting (Remote working)	56%	10%
Flexible work hours for example accumulated hours as 'flexitime'	49%	63%
Flexible work hours for example start late or early to meet responsibilities external to work	29%	34%
Part time work	16%	19%
Compressed work hours	6%	5%
Leave at half pay	5%	11%
Hot desks	4%	4%
Job sharing	2%	3%
Other	2%	3%
Casual/on call	2%	2%
Purchased leave/extended leave/deferred salary schemes	1%	1%
Term-time working	1%	2%
Part-year work/annualised hours	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	50%	64%
Yes, I requested flexibility	38%	26%
No, I have not made a request but I am not content with my current arrangements	11%	10%
If yes to having made a request regarding flexible work arrangements, was your request for flexible work arrangements:		
Fully granted	68%	77%
I have not received a reply as yet	17%	4%
Partially granted	11%	9%
Declined - reason provided	3%	5%
Declined - no reason given	2%	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?		
Flexible working is frowned upon/not supported by my workplace culture	42%	29%
I didn't feel confident presenting my case or negotiating arrangements with my manager	27%	24%
None of the above	22%	24%
I didn't feel I had the right to	18%	17%
I was concerned that it may negatively impact my team	18%	21%
I felt it would limit my career	16%	19%
I feel flexibility is not possible in my current job	13%	26%
I feel the technology I currently have access to does not support flexible working	7%	9%
I don't feel confident in my manager's ability to manage staff working flexibly	6%	9%
I felt it would limit my access to training and development	5%	5%

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

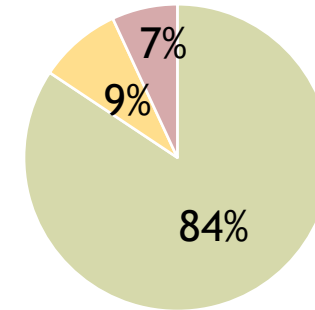
Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2020	2019
Yes	84%	85%
Don't know	9%	8%
No	7%	7%

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

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%	77%
Yes	18%	20%
Prefer not to say	2%	2%
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	81%	81%
Don't know	11%	10%
No	9%	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	90%	89%
Yes	6%	6%
Prefer not to say	2%	3%
Don't know	2%	2%

09 Domestic and family violence

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	85%	10%	5%	0	-2
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%	11%	5%	0	-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	85%	10%	6%	0	-1

Non-managers

Q36b.a I am confident that I could sensitively communicate with colleagues affected by domestic and family violence	73%	20%	8%	+2	-2
Q36b.b. I am confident that I could effectively refer a colleague affected by domestic and family violence to appropriate support	72%	18%	9%	+1	-3

Key

Response scale:

Positive

Neutral

Negative

10 Bullying and sexual harassment

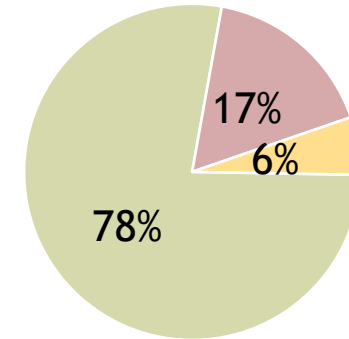
Purpose

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%.

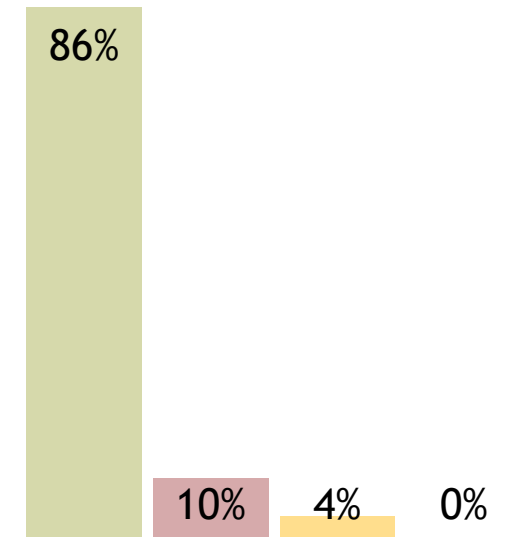
During the last 12 months have you witnessed bullying or sexual harassment in your workplace?

	2020	2019
No	78%	78%
Yes	17%	17%
Don't know	6%	5%



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

	2020	2019
No	86%	86%
Bullying	10%	9%
Don't know	4%	4%
Sexual harassment	0%	0%



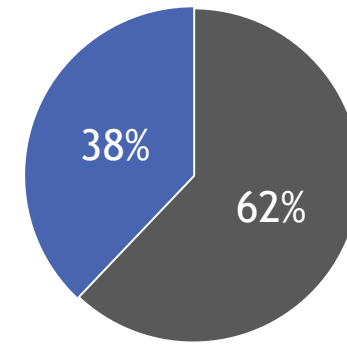
10 Bullying and sexual harassment

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 senior manager	40%	34%
Your immediate manager/supervisor	38%	35%
A fellow worker	34%	39%
A group of fellow workers	13%	14%
Prefer not to specify	11%	9%
A worker that reports to you	6%	7%
A client/customer	4%	7%
A member of the public	3%	3%
A consultant/service provider	2%	1%
Other	2%	1%
A representative of another agency	1%	-
If you were subjected to bullying, what type of bullying did you experience?		
Verbal abuse	51%	62%
Inappropriate and unfair application of work policies or rules	46%	39%
Other	41%	36%
Physical behaviour	8%	8%
Interference with your personal property or work equipment	6%	9%
Cyber bullying	5%	5%
'Initiations' or pranks	5%	4%

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	68%	57%
It could affect my career	53%	47%
I did not want to upset relationships in the workplace	40%	47%
Managers accepted the behaviour	39%	40%
I did not think it was worth the hassle of going through the report process	35%	34%
I did not have enough evidence	25%	19%
I did not think the bullying was serious enough	15%	11%
I did not know how to report it	13%	7%
Other	11%	8%
The matter was resolved informally	7%	6%

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.

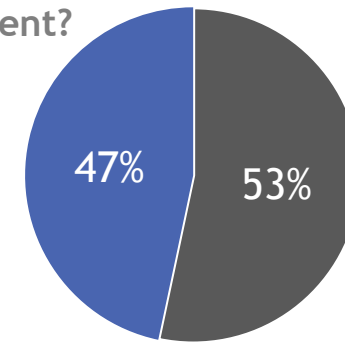
Key

Yes

No

	2020	2019
If you were subjected to sexual harassment, who were you sexually harassed by?		
A fellow worker	86%	43%
A senior manager	21%	21%
Your immediate manager/supervisor	21%	7%
A group of fellow workers	7%	-
A consultant/service provider	7%	-
Prefer not to specify	7%	29%
A client/customer	-	7%
A member of the public	-	7%
If you were subjected to sexual harassment, what type of sexual harassment did you experience?		
Remarks of a sexual nature	57%	86%
Unwanted physical intimacy	50%	36%
Any other unwelcome conduct of a sexual nature in relation to you	43%	14%
Other	7%	14%
Unwelcome demand or request, either directly or implied, for sexual favours	-	-

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	63%	9%
I did not want to upset relationships in the workplace	50%	45%
I did not think any action would be taken	50%	9%
I did not have enough evidence	38%	36%
I did not think it was worth the hassle of going through the report process	38%	36%
I did not think the sexual harassment was serious enough	25%	45%
Managers accepted the behaviour	25%	0%
The matter was resolved informally	13%	27%
I did not know how to report it	0%	9%
Other	0%	9%

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

77% 23%

+1

+6

Made you feel included

87% 13%

0

+5

Was polite and courteous with you

95% 5%

0

+2

Made you feel ignored*

91% 9%

0

+2

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

93% 7%

-1

+2

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

96% 4%

0

+2

Acted in an aggressive or intimidating manner towards you*

97% 3%

+1

+2

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

96% 4%

0

+2

** 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 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 have your immediate colleagues behaved in the following ways?

Showed appreciation of you and your work

76%

24%

+1

+6

Made you feel included

87%

13%

+1

+2

Was polite and courteous with you

96%

4%

+1

+2

Made you feel ignored*

89%

11%

0

+2

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

90%

10%

0

+2

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

93%

7%

+1

+3

Acted in an aggressive or intimidating manner towards you*

96%

4%

+1

+2

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

95%

5%

+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

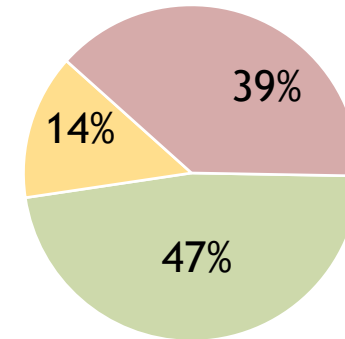
Question	Response scale %			vs 2019
DoE h. I understand how I can contribute to inclusion in my workplace	84%	13%	4%	+1
DoE i. I feel confident making reasonable adjustment in the workplace for employees of all abilities	80%	16%	4%	+1
DoE g. I feel included in my workplace	78%	14%	8%	-1
DoE k. My manager demonstrates cultural awareness and a willingness to support employees from different cultural backgrounds	75%	21%	4%	0
DoE f. Good performance is recognised in my workplace	63%	20%	17%	+1
DoE j. Language is a barrier to success in my organisation*	60%	28%	12%	0

* % positive indicates those who do not believe language is a barrier to success

12 Agency specific questions

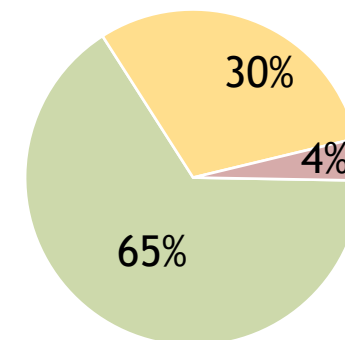
[DoE] a. Have you noticed action your organisation has taken as a result of last year's WfQ survey?

	2020	2019
Yes	47%	44%
No, but I have not worked long in my organisation	14%	15%
No	39%	41%



How satisfied are you with your organisation's action in response to last year's Working for Queensland survey?

	2020	2019
Positive	65%	62%
Neutral	30%	31%
Negative	4%	7%



12 Agency specific questions

Key

Response scale:

Intend to stay Neither Intend to leave

Positive Neutral Negative

Question

Response scale %

vs 2019

I intend to stay at my organisation in the next 12 months

69%

21%

10%

+6

[DoE] d. Reasons to leave your organisation

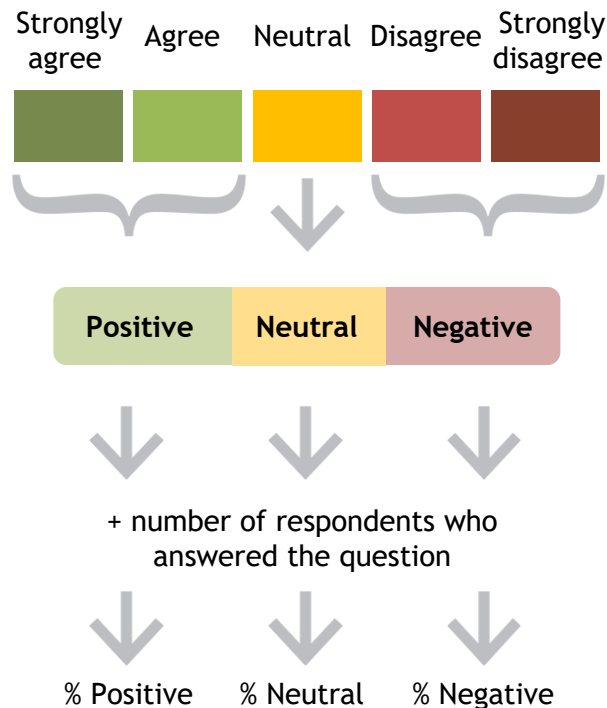
	2020	2019
Career or job opportunities	52%	57%
The workplace culture	37%	35%
Professional/personal development	30%	33%
Stress/Health	27%	29%
Pay and conditions	25%	27%
Contract expiring	20%	19%
Job security	20%	23%
Your relationship with your manager	18%	18%
The location of your workplace or the time spent commuting	18%	18%
Balancing work and life commitments	17%	18%
Fit between work and your interests	11%	11%
Other	10%	9%
Retirement	9%	7%
Work hours	9%	10%
Your relationship with your colleagues	7%	9%
Family/carer responsibilities	7%	10%
Travel plans	3%	4%

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.

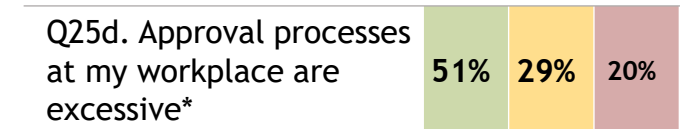
EXAMPLE

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

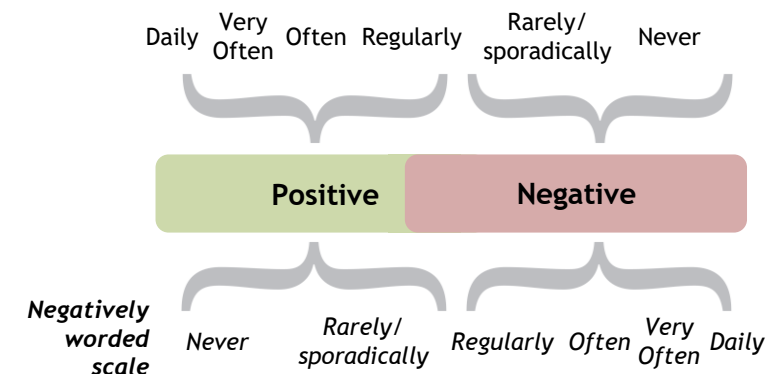
51% felt that the "Approval processes at their work are not excessive"



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.