



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.

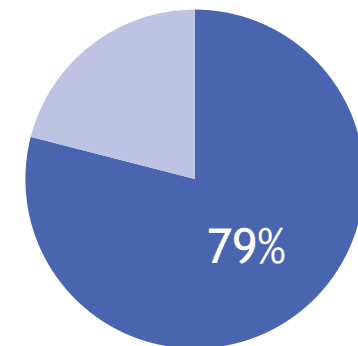
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Returned surveys:

515

Response Rate:



**Queensland
Government**

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	39%	33%	28%	-4	-20
Job empowerment	60%	21%	19%	-3	-13
Workload and health*	26%	27%	47%	-2	-13
Learning and development	41%	28%	31%	-7	-15
My workgroup	75%	15%	10%	+1	-1
My manager	67%	17%	16%	-5	-6
Organisational leadership	39%	31%	29%	+2	-13
Organisational fairness	32%	28%	40%	-5	-11
Anti-discrimination	63%	29%	8%	-1	-4
Innovation	54%	25%	21%	-1	-6

* % 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	The Public Trustee	Financial Services	Office of the CEO and Independent Services	Operational Services	Operational Services - Corporate Services	Operational Services - Customer Services	Strategy and Governance Services
Responses	515	70	-	56	80	289	14
Agency engagement	39%	39%	-	45%	32%	40%	51%
Anti-discrimination	63%	46%	-	70%	62%	65%	72%
Innovation	54%	52%	-	58%	49%	54%	76%
Job empowerment	60%	65%	-	66%	54%	59%	61%
Learning and development	41%	32%	-	39%	31%	46%	44%
My manager	67%	64%	-	77%	67%	65%	84%
My workgroup	75%	82%	-	80%	74%	73%	80%
Organisational fairness	32%	28%	-	35%	30%	33%	48%
Organisational leadership	39%	29%	-	51%	32%	41%	55%
Workload and health*	26%	35%	-	30%	32%	22%	32%

* % 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	34%	31%	35%	-3	-29
Q33b. I am proud to tell others I work for my organisation	41%	32%	27%	-3	-27
Q33c. I feel strong personal attachment to my organisation	44%	31%	25%	-5	-15
Q33d. My organisation motivates me to help it achieve its objectives	39%	35%	26%	-6	-15
Q33e. My organisation inspires me to do the best in my job	39%	35%	26%	-5	-15
Job empowerment					
Q22a. I have a choice in deciding how I do my work	58%	25%	18%	-4	-10
Q22b. I have the tools I need to do my job effectively	53%	17%	29%	-3	-20
Q22c. I get the information I need to do my job well	53%	24%	23%	-5	-17
Q22d. I have the authority necessary to do my job effectively	57%	22%	21%	-3	-14
Q22e. My job gives me opportunities to utilise my skills	64%	21%	14%	-6	-12
Q34b. Your ability to work on your own initiative	78%	15%	7%	+5	-5

03 Factors by question

Question	Response scale %			vs 2019	vs Qld public sector
Workload and health*					
Q23a. I am overloaded with work*	20%	23%	56%	+1	-11
Q23b. I feel burned out by my work*	25%	27%	48%	-3	-16
Q23e. My work has a negative impact on my health*	33%	30%	37%	-4	-12

* 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	46%	25%	29%	-7	-15
Q28e. I am able to access relevant learning and development opportunities	43%	28%	28%	-8	-16
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	50%	27%	22%	-8	-11
Q28g. I am satisfied with the opportunities available for career development	31%	27%	42%	-6	-16
Q31b. My organisation is committed to developing its employees	35%	32%	33%	-6	-15

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	76%	11%	13%	0	+1
Q24b. I receive help and support from other people in my workgroup	82%	11%	7%	-2	-2
Q24c. People in my workgroup are honest, open and transparent in their dealings	69%	18%	13%	-1	+1
Q24d. People in my workgroup use their time and resources efficiently	63%	22%	16%	+2	-3
Q24e. People in my workgroup treat customers with respect	83%	11%	5%	+1	-2
Q24f. People in my workgroup are committed to delivering excellent service to customers	83%	12%	6%	+4	0
Q24g. People in my workgroup do their jobs effectively	70%	18%	12%	+3	-5
My manager					
Q29a. My manager treats employees with dignity and respect	74%	14%	12%	-2	-6
Q29b. My manager listens to what I have to say	74%	12%	14%	-3	-5
Q29c. My manager keeps me informed about what's going on	64%	17%	20%	-1	-8
Q29d. My manager understands my work	69%	14%	17%	-7	-6
Q29e. My manager creates a shared sense of purpose	63%	20%	18%	-8	-8
Q29f. My manager demonstrates honesty and integrity	73%	14%	12%	-6	-5
Q29g. My manager draws the best out of me	52%	26%	22%	-7	-8

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	40%	31%	29%	+2	-13
Q31c. Management model the behaviours expected of all employees	39%	30%	31%	+1	-13
Q31d. In my organisation, the leadership operates with a high level of integrity	45%	31%	23%	+4	-10
Q31f. My organisation is well managed	33%	33%	34%	+2	-16
Organisational fairness					
Q25f. Performance is assessed and rewarded fairly in my workplace	25%	32%	43%	-7	-12
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	28%	24%	48%	-4	-10
Q25h. People are treated fairly and consistently in my workplace	39%	23%	38%	-5	-13
Q25i. People take responsibility for their decisions and actions in my workplace	42%	30%	28%	-2	-11
Q31e. Recruitment and promotion decisions in this organisation are fair	28%	32%	40%	-7	-9

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	62%	26%	12%	+2	-3
Q32b. Gender is not a barrier to success in my organisation	66%	23%	11%	+1	-4
Q32c. Disability is not a barrier to success in my organisation	56%	36%	8%	-3	-2
Q32d. Cultural background is not a barrier to success in my organisation	64%	30%	6%	-4	-5
Q32e. Sexual orientation is not a barrier to success in my organisation	65%	32%	3%	-1	-6
Innovation					
Q27a. I get the opportunity to develop new and better ways of doing my job	48%	26%	26%	-2	-10
Q27b. I am encouraged to make suggestions about improving work processes and/or services	65%	17%	18%	-3	-3
Q27c. Management is willing to act on suggestions to improve how things are done	46%	26%	28%	-2	-9
Q27d. My workgroup uses research and expertise to identify better practice	47%	32%	21%	+1	-10
Q27e. My workgroup always tries to improve its performance	69%	22%	10%	-2	-1
Q27f. My organisation is open to new ideas	51%	27%	23%	0	-5

04 Workplace climate

Purpose

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

Key

Response scale:

Positive

Neutral

Negative

Workplace climate indices

Name	Response scale %			vs 2019	vs Qld public sector
Safety, health and wellness	49%	24%	26%	+1	-8
Effectiveness and innovation	52%	23%	25%	0	-6
People and relationships	75%	15%	10%	+1	-2
Fairness and trust	52%	27%	21%	-3	-7
Performance and development	45%	26%	28%	-6	-11
Leadership and engagement	52%	25%	23%	-3	-12
My job	69%	18%	13%	-2	-9

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	The Public Trustee	Financial Services	Office of the CEO and Independent Services	Operational Services	Operational Services - Corporate Services	Operational Services - Customer Services	Strategy and Governance Services
Responses	515	70	-	56	80	289	14
Effectiveness and innovation	52%	50%	-	53%	47%	53%	65%
Fairness and trust	52%	45%	-	57%	52%	53%	63%
Leadership and engagement	52%	48%	-	60%	48%	51%	66%
My job	69%	71%	-	74%	62%	70%	68%
People and relationships	75%	82%	-	80%	74%	72%	78%
Performance and development	45%	34%	-	46%	37%	50%	48%
Safety, health and wellness	49%	53%	-	53%	51%	47%	56%

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*	20%	23%	56%	+1	-11
Q23b. I feel burned out by my work*	25%	27%	48%	-3	-16
Q23e. My work has a negative impact on my health*	33%	30%	37%	-4	-12
Q23f. My work contributes positively to my quality of life	33%	38%	28%	0	-13
Q24h. People in my workgroup are committed to workplace safety	80%	15%	5%	-3	-2
Q24j. People in my workgroup work together to ensure flexible work arrangements meet both individual and business needs	75%	14%	11%	+4	+6
Q25b. My workplace culture supports people to achieve a good work/life balance	55%	23%	22%	-1	-9
Q25c. There is adequate focus on workplace safety at my workplace	62%	23%	15%	-9	-15
Q29h. My manager proactively discusses flexible work arrangements with my workgroup	59%	21%	20%	+10	+1
Q31g. In my organisation, senior leaders clearly consider the wellbeing of employees to be important	42%	25%	33%	+5	-12
Q31h. The wellbeing of employees is a priority for my organisation	37%	26%	37%	+1	-15
Q31j. My commitment to this organisation would be questioned if I chose to use flexible work options*	43%	33%	24%	+1	-6
Q34e. Your work-life balance	62%	23%	16%	+1	-6
Q34g. Your ability to access and use flexible work arrangements	66%	20%	14%	+6	+5

* 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	53%	17%	29%	-3	-20
Q22c. I get the information I need to do my job well	53%	24%	23%	-5	-17
Q22d. I have the authority necessary to do my job effectively	57%	22%	21%	-3	-14
Q23c. I feel my job is secure	63%	15%	21%	+4	0
Q23d. There is too much 'red tape' in my work (e.g. regulatory or administrative processes)*	14%	25%	61%	+2	-5
Q24k. People in my workgroup share diverse ideas to develop innovative solutions	65%	23%	12%	-3	-2
Q25d. Approval processes at my workplace are excessive*	15%	26%	59%	+3	-5
Q26a. My workplace has undergone significant change in the past 12 months	72%	19%	9%	+20	+17
Q27a. I get the opportunity to develop new and better ways of doing my job	48%	26%	26%	-2	-10
Q27b. I am encouraged to make suggestions about improving work processes and/or services	65%	17%	18%	-3	-3
Q27c. Management is willing to act on suggestions to improve how things are done	46%	26%	28%	-2	-9
Q27d. My workgroup uses research and expertise to identify better practice	47%	32%	21%	+1	-10
Q27e. My workgroup always tries to improve its performance	69%	22%	10%	-2	-1
Q27f. My organisation is open to new ideas	51%	27%	23%	0	-5
Q34f. Your ability to 'make a difference' to the community	61%	28%	11%	-1	-4

* 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	76%	11%	13%	0	+1
Q24b. I receive help and support from other people in my workgroup	82%	11%	7%	-2	-2
Q24c. People in my workgroup are honest, open and transparent in their dealings	69%	18%	13%	-1	+1
Q24d. People in my workgroup use their time and resources efficiently	63%	22%	16%	+2	-3
Q24e. People in my workgroup treat customers with respect	83%	11%	5%	+1	-2
Q24f. People in my workgroup are committed to delivering excellent service to customers	83%	12%	6%	+4	0
Q24g. People in my workgroup do their jobs effectively	70%	18%	12%	+3	-5
Q24i. People in my workgroup work effectively with other workgroups in my organisation to deliver service to our customers	71%	16%	13%	+1	-7

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	64%	23%	13%	-2	-9
Q25f. Performance is assessed and rewarded fairly in my workplace	25%	32%	43%	-7	-12
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	28%	24%	48%	-4	-10
Q25h. People are treated fairly and consistently in my workplace	39%	23%	38%	-5	-13
Q25i. People take responsibility for their decisions and actions in my workplace	42%	30%	28%	-2	-11
Q25j. I am able to speak up and share a different view to my colleagues and manager	66%	16%	18%	-1	-7
Q30a. My senior manager demonstrates honesty and integrity	68%	20%	12%	-3	-4
Q31e. Recruitment and promotion decisions in this organisation are fair	28%	32%	40%	-7	-9
Q31i. My responsibilities outside of work restrict my opportunities for promotion*	60%	26%	15%	+2	+1
Q32a. Age is not a barrier to success in my organisation	62%	26%	12%	+2	-3
Q32b. Gender is not a barrier to success in my organisation	66%	23%	11%	+1	-4
Q32c. Disability is not a barrier to success in my organisation	56%	36%	8%	-3	-2
Q32d. Cultural background is not a barrier to success in my organisation	64%	30%	6%	-4	-5
Q32e. Sexual orientation is not a barrier to success in my organisation	65%	32%	3%	-1	-6
Q32f. If I raised a complaint, I feel confident that it would be taken seriously	45%	26%	28%	-4	-11
Q32g. Women and men have equal access to work experiences that support career progression	62%	27%	11%	-4	-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	52%	23%	25%	-7	-5
Q28b. My performance is assessed against clear criteria	43%	29%	29%	-9	-8
Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge	46%	25%	29%	-7	-15
Q28d. I am supported to pursue developmental opportunities in other workplaces	33%	31%	36%	+1	-12
Q28e. I am able to access relevant learning and development opportunities	43%	28%	28%	-8	-16
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	50%	27%	22%	-8	-11
Q28g. I am satisfied with the opportunities available for career development	31%	27%	42%	-6	-16
Q28h. I have had productive conversations with my manager on my performance in the past 12 months	53%	22%	25%	-5	-4
Q28i. I develop new knowledge and skills through undertaking tasks at work	67%	20%	14%	-2	-5
Q31b. My organisation is committed to developing its employees	35%	32%	33%	-6	-15

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	74%	14%	12%	-2	-6
Q29b. My manager listens to what I have to say	74%	12%	14%	-3	-5
Q29c. My manager keeps me informed about what's going on	64%	17%	20%	-1	-8
Q29d. My manager understands my work	69%	14%	17%	-7	-6
Q29e. My manager creates a shared sense of purpose	63%	20%	18%	-8	-8
Q29f. My manager demonstrates honesty and integrity	73%	14%	12%	-6	-5
Q29g. My manager draws the best out of me	52%	26%	22%	-7	-8
Q31a. In my organisation, the leadership is of high quality	40%	31%	29%	+2	-13
Q31c. Management model the behaviours expected of all employees	39%	30%	31%	+1	-13
Q31d. In my organisation, the leadership operates with a high level of integrity	45%	31%	23%	+4	-10
Q31f. My organisation is well managed	33%	33%	34%	+2	-16
Q33a. I would recommend my organisation as a great place to work	34%	31%	35%	-3	-29
Q33b. I am proud to tell others I work for my organisation	41%	32%	27%	-3	-27
Q33c. I feel strong personal attachment to my organisation	44%	31%	25%	-5	-15
Q33d. My organisation motivates me to help it achieve its objectives	39%	35%	26%	-6	-15
Q33e. My organisation inspires me to do the best in my job	39%	35%	26%	-5	-15

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	85%	7%	8%	-1	-5
Q21b. I understand how my work contributes to my organisation's objectives	89%	7%	4%	-1	-2
Q22a. I have a choice in deciding how I do my work	58%	25%	18%	-4	-10
Q22e. My job gives me opportunities to utilise my skills	64%	21%	14%	-6	-12
Q22f. I enjoy the work in my current job	66%	22%	12%	-4	-9
Q22g. My job gives me a feeling of personal accomplishment	59%	24%	17%	-4	-10
Q34b. Your ability to work on your own initiative	78%	15%	7%	+5	-5
Q35. All things considered, how satisfied are you with your current job?	56%	22%	22%	-3	-15

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	59%	21%	20%	+10
Q34g. Satisfaction with your ability to access and use flexible work arrangements	66%	20%	14%	+6
Q34b. Satisfaction with your ability to work on your own initiative	78%	15%	7%	+5
Q31g. In my organisation, senior leaders clearly consider the wellbeing of employees to be important	42%	25%	33%	+5
Q24j. People in my workgroup work together so flexible working meets individual & business needs	75%	14%	11%	+4

Survey questions with the most negative change

Q29e. My manager creates a shared sense of purpose	63%	20%	18%	-8
Q28e. I am able to access relevant learning and development opportunities	43%	28%	28%	-8
Q28f. L&D activities I have completed in the past 12 months have helped to improve my performance	50%	27%	22%	-8
Q25c. There is adequate focus on workplace safety at my workplace	62%	23%	15%	-9
Q28b. My performance is assessed against clear criteria	43%	29%	29%	-9

* 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	82%	83%
Use no flexible work option	18%	17%
If yes to using flexible work option, which of the following do you use?		
Flexible work hours for example accumulated hours as 'flexitime'	85%	89%
Flexible work hours for example start late or early to meet responsibilities external to work	24%	22%
Telecommuting (Remote working)	20%	1%
Part time work	13%	11%
Hot desks	3%	-
Job sharing	2%	2%
Compressed work hours	1%	-
Leave at half pay	1%	1%
Purchased leave/extended leave/deferred salary schemes	1%	1%
Casual/on call	0%	-
Other	0%	1%

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	54%	63%
Yes, I requested flexibility	33%	24%
No, I have not made a request but I am not content with my current arrangements	13%	12%
If yes to having made a request regarding flexible work arrangements, was your request for flexible work arrangements:		
Fully granted	70%	73%
Partially granted	22%	15%
Declined - reason provided	5%	4%
Declined - no reason given	2%	5%
I have not received a reply as yet	1%	3%
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?		
I was concerned that it may negatively impact my team	48%	22%
I feel flexibility is not possible in my current job	41%	36%
Flexible working is frowned upon/not supported by my workplace culture	34%	52%
I didn't feel confident presenting my case or negotiating arrangements with my manager	31%	27%
I didn't feel I had the right to	28%	11%
I felt it would limit my career	20%	22%
I don't feel confident in my manager's ability to manage staff working flexibly	14%	13%
None of the above	13%	11%
I felt it would limit my access to training and development	11%	5%
I feel the technology I currently have access to does not support flexible working	9%	31%

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

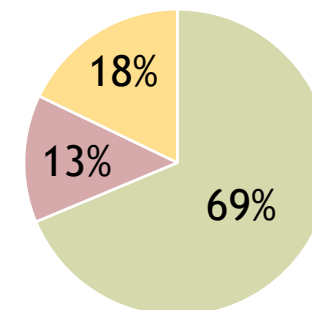
Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2020	2019
Yes	69%	67%
No	13%	15%
Don't know	18%	18%

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	89%	81%
No	6%	7%
Don't know	6%	13%

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	80%	88%
Yes	11%	7%
Prefer not to say	7%	3%
Don't know	1%	2%



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	62%	62%
Don't know	22%	20%
No	16%	18%

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%	91%
Yes	5%	4%
Don't know	3%	3%
Prefer not to say	3%	3%

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	82%	12%	6%	+5	-4
Q36a.b. If I was approached directly by an employee affected by domestic and family violence, I am confident in my ability to provide appropriate levels of support	81%	12%	7%	+3	-5
Q36a.c. If I was made aware (e.g. by other colleagues) that domestic and family violence was affecting an employee, I am confident that I could respond appropriately	82%	12%	6%	+2	-4

Non-managers

Q36b.a I am confident that I could sensitively communicate with colleagues affected by domestic and family violence	61%	25%	14%	+3	-14
Q36b.b. I am confident that I could effectively refer a colleague affected by domestic and family violence to appropriate support	61%	23%	16%	+1	-14

Key

Response scale:

Positive

Neutral

Negative

10 Bullying and sexual harassment

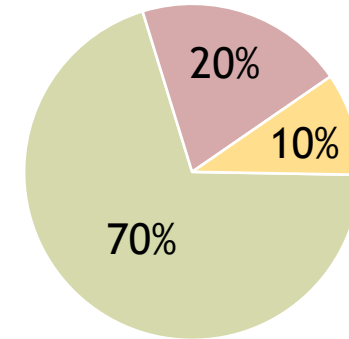
Purpose

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%.

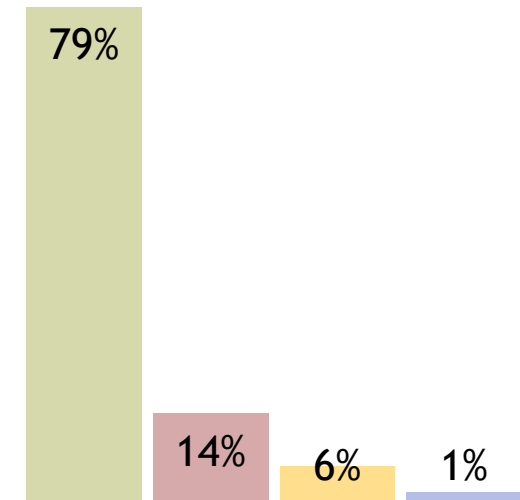
During the last 12 months have you witnessed bullying or sexual harassment in your workplace?

	2020	2019
No	70%	70%
Yes	20%	22%
Don't know	10%	8%



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

	2020	2019
No	79%	83%
Bullying	14%	13%
Don't know	6%	5%
Sexual harassment	1%	1%



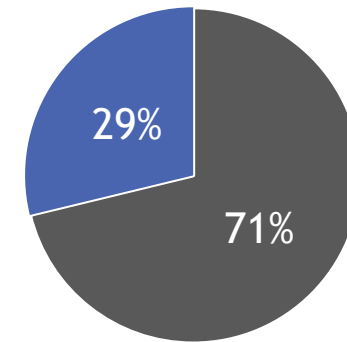
10 Bullying and sexual harassment

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 senior manager	37%	40%
Your immediate manager/supervisor	34%	40%
A fellow worker	33%	44%
A client/customer	18%	11%
A group of fellow workers	12%	6%
A worker that reports to you	9%	5%
Prefer not to specify	7%	15%
A member of the public	4%	10%
A consultant/service provider	4%	2%
A representative of another agency	4%	3%
Other	3%	-
If you were subjected to bullying, what type of bullying did you experience?		
Verbal abuse	61%	66%
Inappropriate and unfair application of work policies or rules	48%	45%
Other	28%	27%
Interference with your personal property or work equipment	6%	15%
'Initiations' or pranks	4%	6%
Physical behaviour	3%	10%
Cyber bullying	3%	10%

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	64%	65%
It could affect my career	43%	35%
I did not think it was worth the hassle of going through the report process	36%	28%
I did not want to upset relationships in the workplace	34%	35%
Managers accepted the behaviour	34%	43%
I did not have enough evidence	23%	13%
I did not think the bullying was serious enough	17%	20%
I did not know how to report it	13%	4%
Other	11%	15%
The matter was resolved informally	9%	4%

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?

Due to insufficient responses, the data for this question has been restricted.

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

Due to insufficient responses, the data for this question has been restricted.

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

Due to insufficient responses, the data for this question has been restricted.

2020

2019

Why did you not report the sexual harassment?

Due to insufficient responses, the data for this question has been restricted.

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

65%

35%

-3

-5

Made you feel included

78%

22%

-3

-3

Was polite and courteous with you

92%

8%

-2

-1

Made you feel ignored*

88%

12%

+1

-2

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

88%

12%

+1

-3

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

89%

11%

-1

-4

Acted in an aggressive or intimidating manner towards you*

95%

5%

-1

0

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

93%

7%

-1

-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

65%

35%

-3

-5

Made you feel included

81%

19%

-3

-4

Was polite and courteous with you

94%

6%

-1

0

Made you feel ignored*

85%

15%

0

-2

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

90%

10%

+3

+2

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

89%

11%

+2

-1

Acted in an aggressive or intimidating manner towards you*

95%

5%

+3

+1

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

91%

9%

+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 2019
PT e. I feel confident speaking up to ensure my colleagues behave respectfully in the workplace	55%	25%	20%	-2
PT b. My leadership team has spent more time and effort engaging with staff in the past 12 months	50%	27%	23%	+5
PT a. Changes in my workplace over the last 12 months have had a positive impact for my customers	46%	32%	22%	-
PT g. Changes implemented in my workplace over the past 12 months have been well managed	35%	32%	33%	+5
PT d. I have observed positive changes in the way we do things in the past 12 months	57%	21%	21%	+13
PT h. I understand the value my organisation delivers to our customers	83%	11%	6%	-3
PT f. I understand why changes are being made in the business and to the way we do our work	65%	19%	17%	0
PT c. My leadership team demonstrates workplace behaviours consistent with Public Service values	56%	25%	19%	+4
PT j. I am proud to work for The Public Trustee	51%	33%	16%	-2

Question	Response scale %			vs 2019
I intend to stay at my organisation in the next 12 months	49%	29%	22%	+2

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.

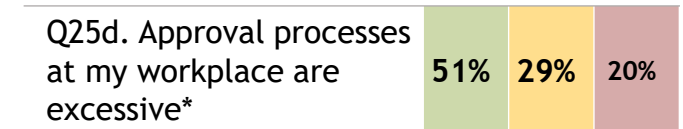
EXAMPLE

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.