



## 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.

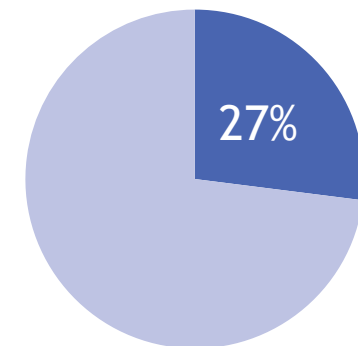
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Returned surveys:

# 4,670

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	61%	25%	14%	+7	+2
Job empowerment	73%	15%	11%	+4	0
Workload and health*	35%	31%	35%	+3	-4
Learning and development	59%	23%	18%	+5	+3
My workgroup	74%	16%	10%	+2	-2
My manager	69%	16%	14%	+6	-4
Organisational leadership	51%	27%	22%	+8	-2
Organisational fairness	44%	27%	29%	+5	+1
Anti-discrimination	67%	24%	9%	+5	+1
Innovation	59%	24%	17%	+3	-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	Metro South Hospital and Health Service	Addiction and Mental Health Services	Bayside Health Service	Community and Oral Health Services	Logan and Beaudesert Health Service	MSH Chief Finance Officer	MSH Clinical Informatics	MSH Executive Team	MSH Governance (incl. CSET, Legal, Risk and Compliance, and Board Secretary)	MSH Human Resources	MSH Media and Communications	MSH Strategy and Planning	Metro South Research	Office of the CE, Ethical Standards and Internal Audit	Princess Alexandra Hospital	QEII Jubilee Hospital
Responses	4,670	393	465	423	1,130	101	109	11	21	41	15	30	25	10	1,379	499
Agency engagement	61%	56%	63%	59%	63%	62%	62%	51%	43%	62%	55%	53%	72%	60%	66%	49%
Anti-discrimination	67%	66%	70%	68%	68%	73%	68%	44%	57%	78%	67%	70%	64%	80%	68%	60%
Innovation	59%	60%	57%	55%	62%	63%	55%	53%	68%	70%	66%	70%	61%	62%	63%	47%
Job empowerment	73%	72%	75%	73%	75%	77%	69%	64%	70%	78%	76%	67%	74%	85%	74%	65%
Learning and development	59%	62%	61%	54%	61%	47%	48%	52%	65%	61%	25%	51%	62%	58%	62%	49%
My manager	69%	70%	66%	68%	69%	67%	67%	71%	77%	74%	71%	69%	75%	71%	72%	64%
My workgroup	74%	73%	74%	78%	74%	72%	68%	73%	82%	81%	82%	77%	76%	77%	77%	68%
Organisational fairness	44%	44%	43%	44%	44%	37%	40%	38%	45%	56%	33%	39%	47%	60%	46%	37%
Organisational leadership	51%	48%	46%	50%	53%	46%	50%	43%	44%	50%	53%	46%	53%	43%	56%	38%
Workload and health*	35%	34%	38%	36%	35%	43%	38%	33%	22%	50%	42%	39%	45%	30%	35%	27%

\* % 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
<b>Agency engagement</b>					
Q33a. I would recommend my organisation as a great place to work	65%	22%	13%	+8	+2
Q33b. I am proud to tell others I work for my organisation	70%	20%	10%	+8	+2
Q33c. I feel strong personal attachment to my organisation	62%	25%	14%	+6	+2
Q33d. My organisation motivates me to help it achieve its objectives	55%	28%	17%	+8	0
Q33e. My organisation inspires me to do the best in my job	56%	28%	16%	+7	+1
<b>Job empowerment</b>					
Q22a. I have a choice in deciding how I do my work	65%	20%	16%	-1	-3
Q22b. I have the tools I need to do my job effectively	73%	14%	13%	+10	0
Q22c. I get the information I need to do my job well	72%	17%	11%	+4	+2
Q22d. I have the authority necessary to do my job effectively	70%	17%	12%	+6	-1
Q22e. My job gives me opportunities to utilise my skills	78%	12%	9%	+2	+2
Q34b. Your ability to work on your own initiative	81%	12%	7%	+4	-2

## 03 Factors by question

Question	Response scale %			vs 2019	vs Qld public sector
<b>Workload and health*</b>					
Q23a. I am overloaded with work*	27%	34%	40%	0	-5
Q23b. I feel burned out by my work*	35%	29%	37%	0	-6
Q23e. My work has a negative impact on my health*	43%	29%	27%	+7	-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	63%	19%	18%	+6	+2
Q28e. I am able to access relevant learning and development opportunities	64%	22%	14%	+4	+4
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	68%	22%	10%	+3	+6
Q28g. I am satisfied with the opportunities available for career development	49%	25%	26%	+8	+2
Q31b. My organisation is committed to developing its employees	51%	27%	22%	+4	0

## 03 Factors by question

Question	Response scale %			vs 2019	vs Qld public sector
<b>My workgroup</b>					
Q24a. People in my workgroup treat each other with respect	70%	15%	14%	0	-5
Q24b. I receive help and support from other people in my workgroup	80%	12%	7%	+2	-3
Q24c. People in my workgroup are honest, open and transparent in their dealings	62%	21%	16%	+4	-6
Q24d. People in my workgroup use their time and resources efficiently	63%	23%	14%	0	-3
Q24e. People in my workgroup treat customers with respect	88%	9%	3%	+2	+2
Q24f. People in my workgroup are committed to delivering excellent service to customers	85%	11%	4%	+2	+2
Q24g. People in my workgroup do their jobs effectively	74%	18%	8%	0	-2
<b>My manager</b>					
Q29a. My manager treats employees with dignity and respect	76%	12%	12%	+3	-4
Q29b. My manager listens to what I have to say	75%	13%	12%	+5	-4
Q29c. My manager keeps me informed about what's going on	68%	16%	16%	+9	-3
Q29d. My manager understands my work	70%	15%	15%	+6	-5
Q29e. My manager creates a shared sense of purpose	65%	19%	16%	+7	-5
Q29f. My manager demonstrates honesty and integrity	73%	15%	12%	+6	-5
Q29g. My manager draws the best out of me	57%	26%	17%	+5	-4

## 03 Factors by question

Question	Response scale %			vs 2019	vs Qld public sector
<b>Organisational leadership</b>					
Q31a. In my organisation, the leadership is of high quality	53%	25%	22%	+9	0
Q31c. Management model the behaviours expected of all employees	50%	26%	24%	+8	-2
Q31d. In my organisation, the leadership operates with a high level of integrity	52%	28%	20%	+8	-3
Q31f. My organisation is well managed	47%	29%	24%	+8	-1
<b>Organisational fairness</b>					
Q25f. Performance is assessed and rewarded fairly in my workplace	38%	32%	30%	+3	+1
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	39%	25%	36%	+5	+1
Q25h. People are treated fairly and consistently in my workplace	50%	24%	26%	+4	-2
Q25i. People take responsibility for their decisions and actions in my workplace	52%	27%	21%	+6	0
Q31e. Recruitment and promotion decisions in this organisation are fair	39%	30%	31%	+5	+3

## 03 Factors by question

Question	Response scale %			vs 2019	vs Qld public sector
<b>Anti-discrimination</b>					
Q32a. Age is not a barrier to success in my organisation	66%	22%	12%	+5	+1
Q32b. Gender is not a barrier to success in my organisation	72%	18%	9%	+6	+3
Q32c. Disability is not a barrier to success in my organisation	57%	34%	9%	+6	-1
Q32d. Cultural background is not a barrier to success in my organisation	69%	22%	8%	+5	+1
Q32e. Sexual orientation is not a barrier to success in my organisation	72%	24%	4%	+5	+1
<b>Innovation</b>					
Q27a. I get the opportunity to develop new and better ways of doing my job	57%	24%	19%	+5	-2
Q27b. I am encouraged to make suggestions about improving work processes and/or services	66%	18%	16%	+4	-3
Q27c. Management is willing to act on suggestions to improve how things are done	52%	25%	23%	+5	-3
Q27d. My workgroup uses research and expertise to identify better practice	59%	26%	15%	+2	+2
Q27e. My workgroup always tries to improve its performance	69%	22%	9%	+1	-1
Q27f. My organisation is open to new ideas	54%	27%	19%	+3	-1



# 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	52%	26%	22%	+4	-5
Effectiveness and innovation	58%	23%	19%	+4	0
People and relationships	75%	16%	10%	+1	-2
Fairness and trust	59%	24%	17%	+5	0
Performance and development	59%	23%	19%	+6	+2
Leadership and engagement	62%	22%	16%	+7	-2
My job	78%	13%	9%	+3	0

# 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	Metro South Hospital and Health Service	Addiction and Mental Health Services	Bayside Health Service	Community and Oral Health Services	Logan and Beaudesert Health Service	MSH Chief Finance Officer	MSH Clinical Informatics	MSH Executive Team	MSH Governance (incl. CSET, Legal, Risk and Compliance, and Board Secretary)	MSH Human Resources	MSH Media and Communications	MSH Strategy and Planning	Metro South Research	Office of the CE, Ethical Standards and Internal Audit	Princess Alexandra Hospital	QEII Jubilee Hospital
Responses	4,670	393	465	423	1,130	101	109	11	21	41	15	30	25	10	1,379	499
Effectiveness and innovation	58%	58%	57%	57%	59%	57%	55%	47%	60%	64%	55%	61%	56%	67%	60%	51%
Fairness and trust	59%	59%	59%	59%	59%	60%	57%	47%	57%	68%	58%	58%	58%	71%	61%	52%
Leadership and engagement	62%	61%	61%	61%	63%	60%	61%	58%	59%	64%	62%	58%	69%	61%	66%	53%
My job	78%	78%	80%	78%	79%	83%	75%	80%	73%	81%	79%	69%	82%	84%	79%	71%
People and relationships	75%	74%	74%	78%	74%	73%	69%	73%	80%	82%	82%	76%	76%	78%	77%	68%
Performance and development	59%	62%	60%	55%	61%	48%	49%	47%	62%	63%	31%	52%	63%	59%	61%	49%
Safety, health and wellness	52%	52%	50%	51%	53%	62%	60%	43%	53%	70%	63%	58%	64%	62%	54%	43%

# 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
<b>Safety, health and wellness</b>					
Q23a. I am overloaded with work*	27%	34%	40%	0	-5
Q23b. I feel burned out by my work*	35%	29%	37%	0	-6
Q23e. My work has a negative impact on my health*	43%	29%	27%	+7	-2
Q23f. My work contributes positively to my quality of life	48%	34%	18%	+6	+2
Q24h. People in my workgroup are committed to workplace safety	83%	13%	5%	+1	0
Q24j. People in my workgroup work together to ensure flexible work arrangements meet both individual and business needs	63%	23%	14%	+6	-6
Q25b. My workplace culture supports people to achieve a good work/life balance	57%	23%	19%	+4	-7
Q25c. There is adequate focus on workplace safety at my workplace	75%	16%	9%	0	-2
Q29h. My manager proactively discusses flexible work arrangements with my workgroup	51%	24%	26%	+12	-7
Q31g. In my organisation, senior leaders clearly consider the wellbeing of employees to be important	49%	24%	27%	+8	-5
Q31h. The wellbeing of employees is a priority for my organisation	47%	25%	28%	+10	-5
Q31j. My commitment to this organisation would be questioned if I chose to use flexible work options*	43%	34%	23%	0	-6
Q34e. Your work-life balance	63%	19%	17%	+5	-4
Q34g. Your ability to access and use flexible work arrangements	50%	31%	19%	+3	-11

\* indicates a negatively worded question

## 06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
<b>Effectiveness and innovation</b>					
Q22b. I have the tools I need to do my job effectively	73%	14%	13%	+10	0
Q22c. I get the information I need to do my job well	72%	17%	11%	+4	+2
Q22d. I have the authority necessary to do my job effectively	70%	17%	12%	+6	-1
Q23c. I feel my job is secure	64%	18%	19%	+6	0
Q23d. There is too much 'red tape' in my work (e.g. regulatory or administrative processes)*	20%	34%	46%	+3	+1
Q24k. People in my workgroup share diverse ideas to develop innovative solutions	64%	23%	12%	+3	-3
Q25d. Approval processes at my workplace are excessive*	15%	39%	46%	0	-4
Q26a. My workplace has undergone significant change in the past 12 months	63%	24%	13%	+8	+9
Q27a. I get the opportunity to develop new and better ways of doing my job	57%	24%	19%	+5	-2
Q27b. I am encouraged to make suggestions about improving work processes and/or services	66%	18%	16%	+4	-3
Q27c. Management is willing to act on suggestions to improve how things are done	52%	25%	23%	+5	-3
Q27d. My workgroup uses research and expertise to identify better practice	59%	26%	15%	+2	+2
Q27e. My workgroup always tries to improve its performance	69%	22%	9%	+1	-1
Q27f. My organisation is open to new ideas	54%	27%	19%	+3	-1
Q34f. Your ability to 'make a difference' to the community	69%	21%	10%	+2	+4

\* indicates a negatively worded question

## 06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
<b>People and relationships</b>					
Q24a. People in my workgroup treat each other with respect	70%	15%	14%	0	-5
Q24b. I receive help and support from other people in my workgroup	80%	12%	7%	+2	-3
Q24c. People in my workgroup are honest, open and transparent in their dealings	62%	21%	16%	+4	-6
Q24d. People in my workgroup use their time and resources efficiently	63%	23%	14%	0	-3
Q24e. People in my workgroup treat customers with respect	88%	9%	3%	+2	+2
Q24f. People in my workgroup are committed to delivering excellent service to customers	85%	11%	4%	+2	+2
Q24g. People in my workgroup do their jobs effectively	74%	18%	8%	0	-2
Q24i. People in my workgroup work effectively with other workgroups in my organisation to deliver service to our customers	76%	16%	8%	+1	-2

## 06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
<b>Fairness and trust</b>					
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	38%	32%	30%	+3	+1
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	39%	25%	36%	+5	+1
Q25h. People are treated fairly and consistently in my workplace	50%	24%	26%	+4	-2
Q25i. People take responsibility for their decisions and actions in my workplace	52%	27%	21%	+6	0
Q25j. I am able to speak up and share a different view to my colleagues and manager	67%	17%	16%	+4	-6
Q30a. My senior manager demonstrates honesty and integrity	69%	19%	12%	+6	-3
Q31e. Recruitment and promotion decisions in this organisation are fair	39%	30%	31%	+5	+3
Q31i. My responsibilities outside of work restrict my opportunities for promotion*	58%	26%	16%	-1	-1
Q32a. Age is not a barrier to success in my organisation	66%	22%	12%	+5	+1
Q32b. Gender is not a barrier to success in my organisation	72%	18%	9%	+6	+3
Q32c. Disability is not a barrier to success in my organisation	57%	34%	9%	+6	-1
Q32d. Cultural background is not a barrier to success in my organisation	69%	22%	8%	+5	+1
Q32e. Sexual orientation is not a barrier to success in my organisation	72%	24%	4%	+5	+1
Q32f. If I raised a complaint, I feel confident that it would be taken seriously	54%	22%	24%	+6	-3
Q32g. Women and men have equal access to work experiences that support career progression	68%	23%	9%	+5	+1

\* indicates a negatively worded question

## 06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
<b>Performance and development</b>					
Q28a. I receive useful feedback on my performance	58%	23%	20%	+9	+1
Q28b. My performance is assessed against clear criteria	57%	25%	17%	+6	+6
Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge	63%	19%	18%	+6	+2
Q28d. I am supported to pursue developmental opportunities in other workplaces	47%	29%	24%	+8	+2
Q28e. I am able to access relevant learning and development opportunities	64%	22%	14%	+4	+4
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	68%	22%	10%	+3	+6
Q28g. I am satisfied with the opportunities available for career development	49%	25%	26%	+8	+2
Q28h. I have had productive conversations with my manager on my performance in the past 12 months	58%	20%	23%	+7	0
Q28i. I develop new knowledge and skills through undertaking tasks at work	72%	16%	11%	+4	+1
Q31b. My organisation is committed to developing its employees	51%	27%	22%	+4	0

## 06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
<b>Leadership and engagement</b>					
Q29a. My manager treats employees with dignity and respect	76%	12%	12%	+3	-4
Q29b. My manager listens to what I have to say	75%	13%	12%	+5	-4
Q29c. My manager keeps me informed about what's going on	68%	16%	16%	+9	-3
Q29d. My manager understands my work	70%	15%	15%	+6	-5
Q29e. My manager creates a shared sense of purpose	65%	19%	16%	+7	-5
Q29f. My manager demonstrates honesty and integrity	73%	15%	12%	+6	-5
Q29g. My manager draws the best out of me	57%	26%	17%	+5	-4
Q31a. In my organisation, the leadership is of high quality	53%	25%	22%	+9	0
Q31c. Management model the behaviours expected of all employees	50%	26%	24%	+8	-2
Q31d. In my organisation, the leadership operates with a high level of integrity	52%	28%	20%	+8	-3
Q31f. My organisation is well managed	47%	29%	24%	+8	-1
Q33a. I would recommend my organisation as a great place to work	65%	22%	13%	+8	+2
Q33b. I am proud to tell others I work for my organisation	70%	20%	10%	+8	+2
Q33c. I feel strong personal attachment to my organisation	62%	25%	14%	+6	+2
Q33d. My organisation motivates me to help it achieve its objectives	55%	28%	17%	+8	0
Q33e. My organisation inspires me to do the best in my job	56%	28%	16%	+7	+1



## 06 Workplace climate by question

Question	Response scale %			vs 2019	vs Qld public sector
<b>My job</b>					
Q21a. I understand what is expected of me to do well in my job	92%	4%	4%	+2	+2
Q21b. I understand how my work contributes to my organisation's objectives	93%	4%	3%	+2	+2
Q22a. I have a choice in deciding how I do my work	65%	20%	16%	-1	-3
Q22e. My job gives me opportunities to utilise my skills	78%	12%	9%	+2	+2
Q22f. I enjoy the work in my current job	75%	16%	9%	+4	0
Q22g. My job gives me a feeling of personal accomplishment	70%	18%	12%	+3	+1
Q34b. Your ability to work on your own initiative	81%	12%	7%	+4	-2
Q35. All things considered, how satisfied are you with your current job?	69%	16%	14%	+6	-2

# 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	51%	24%	26%	+12
Q22b. I have the tools I need to do my job effectively	73%	14%	13%	+10
Q31h. The wellbeing of employees is a priority for my organisation	47%	25%	28%	+10
Q29c. My manager keeps me informed about what's going on	68%	16%	16%	+9
Q31a. In my organisation, the leadership is of high quality	53%	25%	22%	+9

### Survey questions with the most negative change

Q25d. Approval processes at my workplace are excessive*	15%	39%	46%	0
Q31j. My commitment to this organisation would be questioned if I chose to work flexibly*	43%	34%	23%	0
Q25c. There is adequate focus on workplace safety at my workplace	75%	16%	9%	0
Q22a. I have a choice in deciding how I do my work	65%	20%	16%	-1
Q31i. My responsibilities outside of work restrict my opportunities for promotion*	58%	26%	16%	-1

\* 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
<b>Do you currently use any flexible work options?</b>		
Use flexible workplace option	<b>57%</b>	63%
Use no flexible work option	<b>43%</b>	37%
<b>If yes to using flexible work option, which of the following do you use?</b>		
Part time work	<b>50%</b>	50%
Flexible work hours for example accumulated hours as 'flexitime'	<b>28%</b>	36%
Flexible work hours for example start late or early to meet responsibilities external to work	<b>15%</b>	14%
Telecommuting (Remote working)	<b>14%</b>	1%
Hot desks	<b>9%</b>	4%
Casual/on call	<b>8%</b>	6%
Job sharing	<b>5%</b>	4%
Leave at half pay	<b>5%</b>	5%
Compressed work hours	<b>3%</b>	6%
Other	<b>2%</b>	3%
Part-year work/annualised hours	<b>1%</b>	0%
Purchased leave/extended leave/deferred salary schemes	<b>0%</b>	0%
Term-time working	<b>0%</b>	0%

## 08 Flexible work

	2020	2019
<b>Have you made a request regarding flexible work arrangements in the last 12 months?</b>		
No, I have not made a request but I am content with my current arrangements	<b>68%</b>	<b>61%</b>
Yes, I requested flexibility	<b>20%</b>	<b>25%</b>
No, I have not made a request but I am not content with my current arrangements	<b>12%</b>	<b>14%</b>
<b>If yes to having made a request regarding flexible work arrangements, was your request for flexible work arrangements:</b>		
Fully granted	<b>55%</b>	<b>52%</b>
Partially granted	<b>20%</b>	<b>18%</b>
Declined - reason provided	<b>11%</b>	<b>13%</b>
Declined - no reason given	<b>10%</b>	<b>14%</b>
I have not received a reply as yet	<b>4%</b>	<b>3%</b>
<b>If no to having made a request and not content with your current arrangement, why haven't you made a request to change your work arrangements?</b>		
I feel flexibility is not possible in my current job	<b>32%</b>	<b>35%</b>
Flexible working is frowned upon/not supported by my workplace culture	<b>31%</b>	<b>38%</b>
I didn't feel confident presenting my case or negotiating arrangements with my manager	<b>26%</b>	<b>35%</b>
None of the above	<b>26%</b>	<b>11%</b>
I didn't feel I had the right to	<b>21%</b>	<b>23%</b>
I was concerned that it may negatively impact my team	<b>20%</b>	<b>23%</b>
I felt it would limit my career	<b>15%</b>	<b>20%</b>
I don't feel confident in my manager's ability to manage staff working flexibly	<b>13%</b>	<b>16%</b>
I felt it would limit my access to training and development	<b>7%</b>	<b>5%</b>
I feel the technology I currently have access to does not support flexible working	<b>6%</b>	<b>4%</b>

# 09 Domestic and family violence

## Purpose

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

### All employees

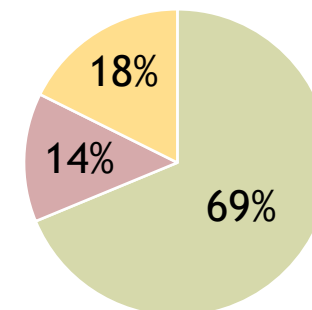
Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2020	2019
<b>Yes</b>	<b>69%</b>	<b>75%</b>
<b>No</b>	<b>14%</b>	<b>10%</b>
<b>Don't know</b>	<b>18%</b>	<b>14%</b>

### Managers

Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2020	2019
<b>Yes</b>	<b>86%</b>	<b>86%</b>
<b>Don't know</b>	<b>8%</b>	<b>9%</b>
<b>No</b>	<b>6%</b>	<b>5%</b>

### Managers

Q36c. In the past 12 months, have you been in a situation where you have responded to an employee/colleague affected by DFV?	2020	2019
<b>No</b>	<b>78%</b>	<b>70%</b>
<b>Yes</b>	<b>17%</b>	<b>27%</b>
<b>Prefer not to say</b>	<b>3%</b>	<b>3%</b>
<b>Don't know</b>	<b>2%</b>	<b>-</b>



### Non-managers

Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2020	2019
<b>Yes</b>	<b>65%</b>	<b>72%</b>
<b>Don't know</b>	<b>20%</b>	<b>16%</b>
<b>No</b>	<b>15%</b>	<b>12%</b>

### Non-managers

Q36c. In the past 12 months, have you been in a situation where you have responded to an employee/colleague affected by DFV?	2020	2019
<b>No</b>	<b>87%</b>	<b>86%</b>
<b>Yes</b>	<b>7%</b>	<b>7%</b>
<b>Prefer not to say</b>	<b>3%</b>	<b>3%</b>
<b>Don't know</b>	<b>2%</b>	<b>3%</b>

# 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	83%	12%	5%	+1	-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	80%	15%	5%	+1	-7
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	80%	15%	6%	-4	-6

## Non-managers

Q36b.a I am confident that I could sensitively communicate with colleagues affected by domestic and family violence	71%	21%	8%	+2	-4
Q36b.b. I am confident that I could effectively refer a colleague affected by domestic and family violence to appropriate support	67%	21%	12%	+2	-9

### Key

Response scale:

Positive	Neutral	Negative
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# 10 Bullying and sexual harassment

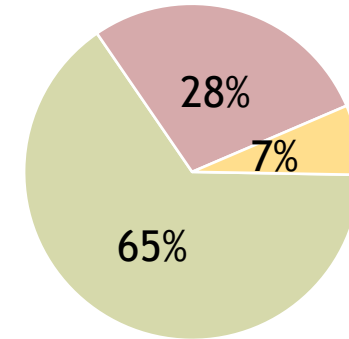
## Purpose

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%.*

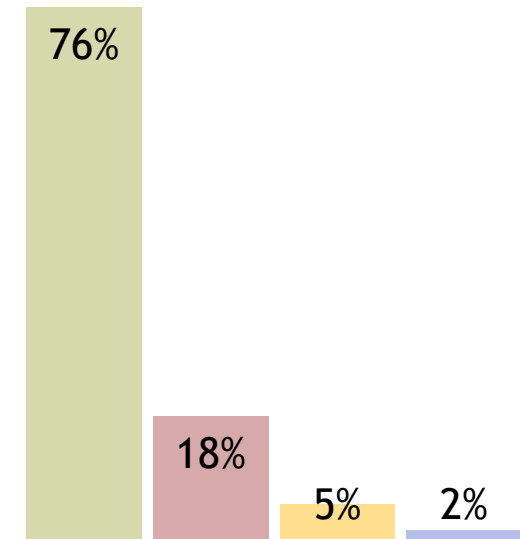
During the last 12 months have you witnessed bullying or sexual harassment in your workplace?

	2020	2019
No	65%	60%
Yes	28%	35%
Don't know	7%	5%



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

	2020	2019
No	76%	73%
Bullying	18%	22%
Don't know	5%	5%
Sexual harassment	2%	1%



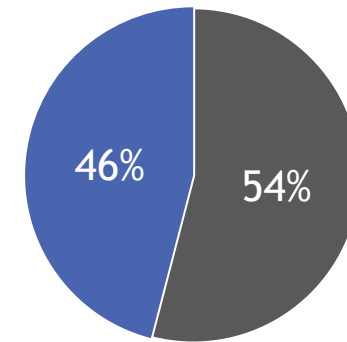
# 10 Bullying and sexual harassment

*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
<b>If you were subjected to bullying, who were you bullied by?</b>		
A fellow worker	50%	46%
Your immediate manager/supervisor	33%	38%
A senior manager	28%	26%
A group of fellow workers	15%	16%
A client/customer	9%	9%
A member of the public	7%	7%
Prefer not to specify	7%	9%
A worker that reports to you	6%	6%
A consultant/service provider	3%	4%
Other	2%	2%
A representative of another agency	1%	1%
<b>If you were subjected to bullying, what type of bullying did you experience?</b>		
Verbal abuse	59%	59%
Inappropriate and unfair application of work policies or rules	38%	41%
Other	27%	33%
Physical behaviour	12%	9%
Interference with your personal property or work equipment	6%	9%
'Initiations' or pranks	6%	6%
Cyber bullying	4%	7%

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



	2020	2019
<b>Why did you not report the bullying?</b>		
I did not think any action would be taken	66%	65%
I did not want to upset relationships in the workplace	47%	36%
It could affect my career	43%	43%
I did not think it was worth the hassle of going through the report process	42%	36%
Managers accepted the behaviour	37%	41%
I did not have enough evidence	26%	24%
I did not think the bullying was serious enough	13%	14%
Other	10%	14%
The matter was resolved informally	8%	4%
I did not know how to report it	5%	12%



# 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.*

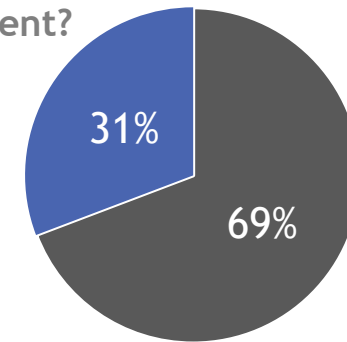
## Key

Yes

No

	2020	2019
<b>If you were subjected to sexual harassment, who were you sexually harassed by?</b>		
A fellow worker	42%	67%
A client/customer	35%	-
A senior manager	9%	33%
Prefer not to specify	9%	8%
Your immediate manager/supervisor	6%	8%
A member of the public	6%	-
A group of fellow workers	3%	8%
A consultant/service provider	3%	-
Other	3%	8%
<b>If you were subjected to sexual harassment, what type of sexual harassment did you experience?</b>		
Remarks of a sexual nature	66%	42%
Unwanted physical intimacy	51%	8%
Unwelcome demand or request, either directly or implied, for sexual favours	17%	-
Any other unwelcome conduct of a sexual nature in relation to you	11%	25%
Other	11%	25%

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



	2020	2019
<b>Why did you not report the sexual harassment?</b>		
I did not think any action would be taken	39%	-
I did not think it was worth the hassle of going through the report process	39%	-
I did not want to upset relationships in the workplace	36%	-
I did not think the sexual harassment was serious enough	36%	-
I did not have enough evidence	23%	-
It could affect my career	23%	-
The matter was resolved informally	20%	-
I did not know how to report it	20%	-
Managers accepted the behaviour	9%	-
Other	2%	-

# 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%

+6

-6

Made you feel included

76%

24%

+5

-6

Was polite and courteous with you

91%

9%

+1

-2

Made you feel ignored\*

86%

14%

+1

-3

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

89%

11%

+2

-2

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

92%

8%

+1

-2

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\*

93%

7%

+1

-1

\* indicates a negatively worded question

# 11 Civility

## Purpose

This section is focused on exploring workplace behavior.

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

68%

32%

+1

-2

Made you feel included

82%

18%

+1

-3

Was polite and courteous with you

93%

7%

0

-2

Made you feel ignored\*

84%

16%

+2

-3

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

84%

16%

+2

-4

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

86%

14%

+1

-4

Acted in an aggressive or intimidating manner towards you\*

92%

8%

+1

-2

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

90%

10%

+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.*

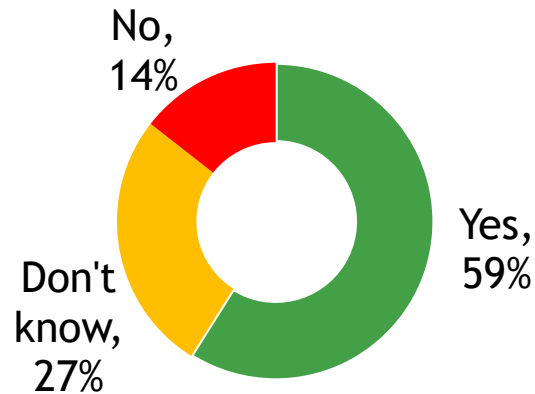
## Key

Response scale:

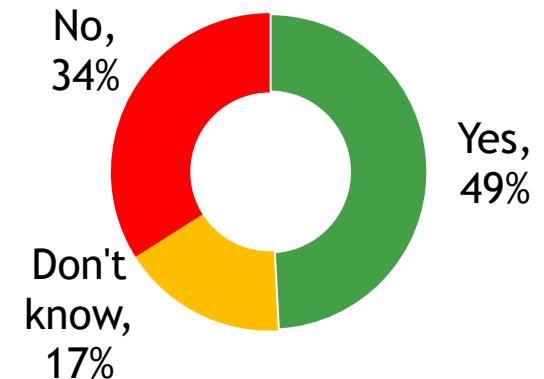
Positive    Neutral    Negative

Question	Response scale %			vs 2019
MSHHS a. I am proud of Metro South Health's response to COVID-19	83%	12%	5%	0
MSHHS c. My team's response to COVID-19 has improved the way we work together	52%	34%	14%	0
MSHHS e. I am satisfied with the opportunity provided by Metro South to be involved in improvement initiatives	51%	36%	13%	0
MSHHS b. My working experience has improved as a result of Metro South Health's response to COVID-19	41%	40%	19%	0
MSHHS d. I feel more connected to my team following our response to COVID-19	41%	41%	18%	0

f. I would like to be involved in improvement initiatives at Metro South Health



g. I am aware of Metro South Health ICARE2 values



## 12 Agency specific questions

To what extent are each of the Metro South Health values demonstrated in your workplace

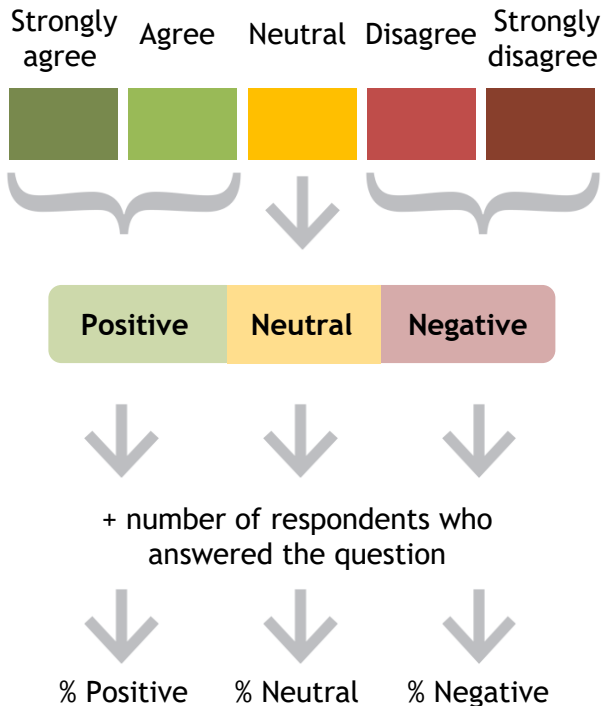
	Integrity	Compassion	Accountability	Respect	Engagement	Excellence
Most of the time	35%	35%	32%	34%	33%	34%
Always	25%	29%	22%	26%	22%	23%
Usually	21%	18%	21%	21%	22%	20%
Sometimes	13%	13%	15%	13%	16%	15%
Rarely	5%	4%	7%	5%	5%	5%
Never	2%	2%	3%	2%	2%	2%

# 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.

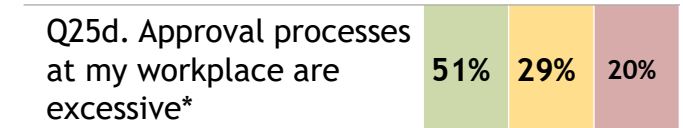
## EXAMPLE

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

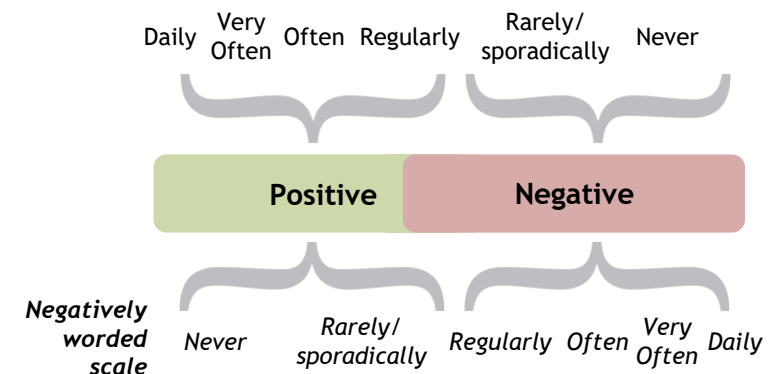
**51% felt that the "Approval processes at their work are not excessive"**



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.