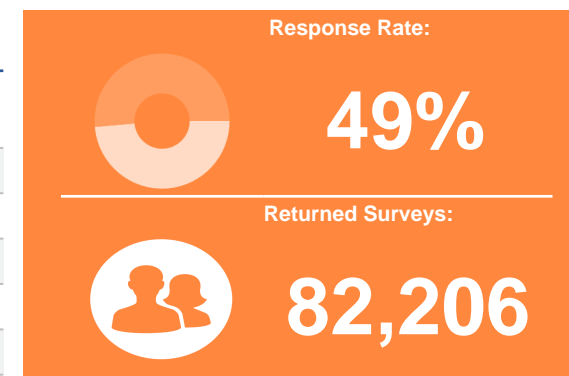


Queensland Public Sector

Report Content

Reporting Framework	
STRATEGIC PRIORITIES	01 Executive scorecard
	02 Strategic priorities by agency
	03 Factors
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WORKPLACE CLIMATE	05 Workplace climate
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Highlight Report



Purpose

The Highlight Report presents key results from the 2017 Working for Queensland survey, which was conducted from late July to mid August 2017. Results reflect the respondents from across the Queensland Public Sector.

Note on the response rate

The displayed response rate was calculated using statistical workforce data (Minimum Obligatory Human Resource Information) for June 2017.

Population change for Working for Queensland 2017

Please note, that key elements of the 2017 Working for Queensland survey have been incorporated into the School Opinion Survey. As such, school-based employees are not included in the WfQ 2017 survey, but data for this group will be incorporated at a later date. This change has impacted the response rate and the data itself. All 2015 and 2016 data has been rebased to provide appropriate trend to the 2017 data. It is not possible to rebase the 2013 and 2014 data so it has been omitted from this report.

Reporting Framework

All highlight reports include two different types of analysis, each of which provides a different lens through which to understand organisational climate and workplace improvement.

Strategic priorities: driver analysis

The first type of analysis is driver analysis, which is focused on survey results at the Queensland public sector level. Driver analysis is designed to provide an understanding of the key drivers of three strategic priorities – agency engagement, organisational leadership and innovation.

The purpose of this analysis is to inform strategy development and resource investment.



Workplace climate

The second type of analysis relates to the workplace climate indices, which is focused on the workgroup level. The workplace climate indices have been grouped by topic so they more closely align with the way work, roles and responsibilities are broken up across agencies.

The index scores are calculated as a per cent positive average for the items in the grouping.

The purpose of this information is to provide workgroups with insight into their strengths and weaknesses by topic, so that the information can be easily discussed and actioned at the workgroup level.



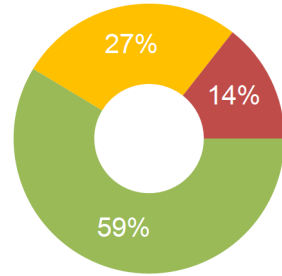
01 Executive scorecard

Purpose

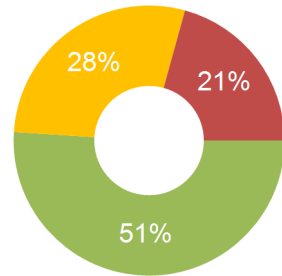
This section provides an overview of the drivers of the strategic priorities (agency engagement, organisational leadership and innovation) in the Queensland Public Sector.

Strategic Priorities 2017

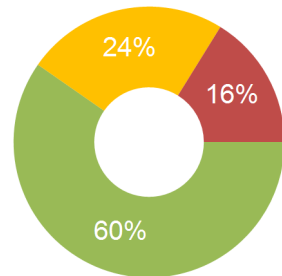
Agency engagement



Organisational Leadership

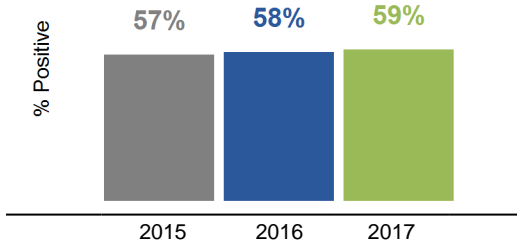


Innovation

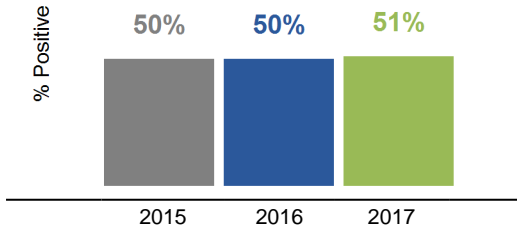


Strategic Priorities Over Time

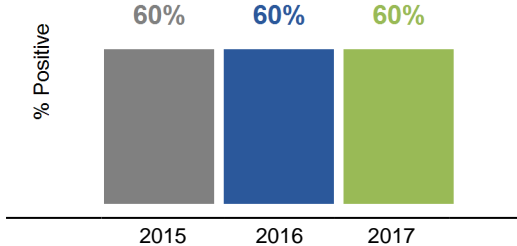
% Positive



% Positive

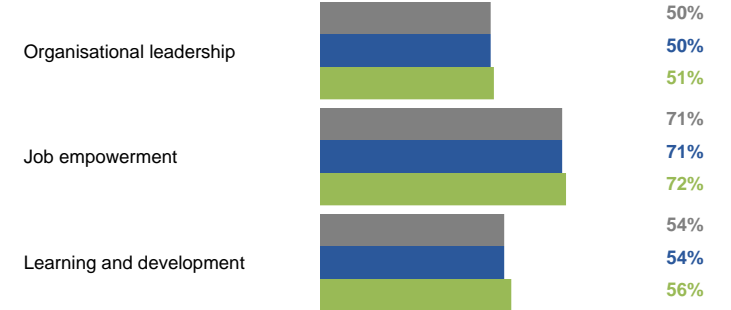


% Positive

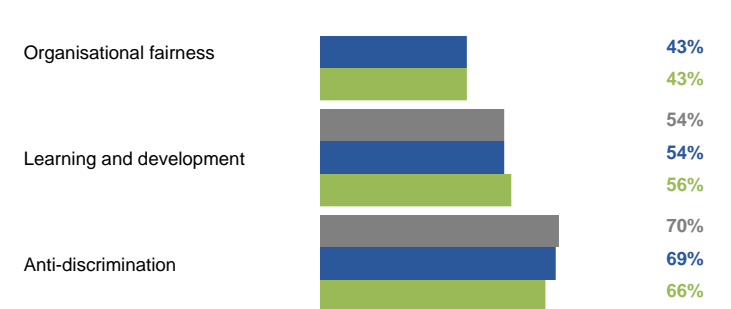


2017 Key Drivers and Over Time

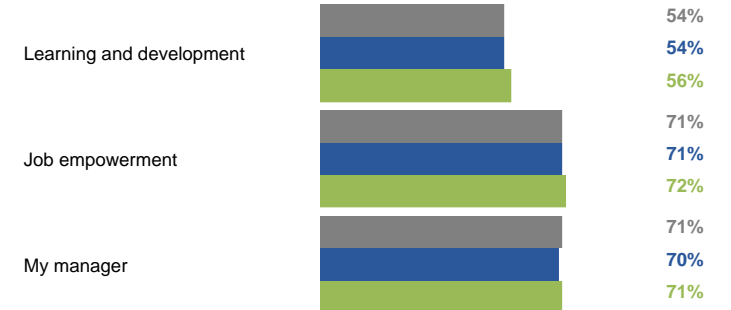
Top 3 Drivers



Top 3 Drivers



Top 3 Drivers



02 Strategic priorities by agency

Purpose

This section provides an overview of the Queensland public sector strategic priorities by agency and relative to 2016. Understanding this information enables agencies to assess progress in workplace improvement.

Departments	Number of Returns	Agency engagement		Organisational leadership		Innovation	
		2017 % positive	2016 % positive	2017 % positive	2016 % positive	2017 % positive	2016 % positive
Department of Aboriginal & Torres Strait Islander Partnerships	186	41%	50%	34%	46%	49%	59%
Department of Agriculture & Fisheries	1,483	59%	56%	54%	52%	62%	61%
Department of Communities, Child Safety & Disability Services	3,956	60%	58%	58%	54%	64%	63%
Department of Education & Training	3,590	62%	62%	57%	58%	68%	66%
Department of Energy and Water Supply	210	63%	57%	70%	64%	69%	68%
Department of Environment & Heritage Protection	1,015	64%	62%	62%	61%	68%	66%
Department of Housing and Public Works	2,657	58%	54%	55%	50%	65%	62%
Department of Infrastructure, Local Government & Planning	558	54%	60%	51%	59%	64%	69%
Department of Justice & Attorney-General	5,226	60%	55%	55%	50%	58%	55%
Department of National Parks, Sport & Racing	1,017	66%	66%	52%	51%	65%	62%
Department of Natural Resources & Mines	1,857	53%	52%	50%	47%	63%	61%
Department of the Premier and Cabinet	578	66%	67%	65%	63%	69%	70%
Department of Science, Information Technology and Innovation	2,189	55%	50%	54%	47%	65%	62%
Department of State Development	582	53%	58%	51%	57%	67%	69%
Department of Tourism Major Events Small Business & Commonwealth Games	157	50%	60%	47%	56%	57%	64%
Department of Transport & Main Roads	5,739	59%	61%	54%	55%	65%	65%
Queensland Fire and Emergency Services	2,929	74%	74%	52%	50%	55%	54%
Queensland Police Service	7,515	50%	53%	39%	41%	46%	46%
Queensland Treasury	1,588	55%	54%	54%	52%	64%	63%

02 Strategic priorities by agency (cont.)

Purpose

This section provides an overview of the Queensland public sector strategic priorities by agency and relative to 2016. Understanding this information enables agencies to assess progress in workplace improvement.

Public Service Offices	Number of Returns	Agency engagement		Organisational leadership		Innovation	
		2017 % positive	2016 % positive	2017 % positive	2016 % positive	2017 % positive	2016 % positive
Anti-Discrimination Commission Queensland	34	79%	78%	79%	80%	73%	79%
Crime & Corruption Commission	277	63%	56%	61%	53%	64%	51%
Electoral Commission Queensland	46	60%	67%	55%	51%	69%	70%
Energy & Water Ombudsman Queensland	34	45%	42%	43%	48%	55%	52%
Inspector-General Emergency Management	22	81%	63%	76%	59%	89%	74%
Legal Aid Queensland	320	75%	72%	70%	64%	62%	60%
Office of the Health Ombudsman	114	53%	58%	41%	53%	60%	69%
Office of the Information Commissioner	39	74%	74%	74%	73%	79%	75%
Public Safety Business Agency	978	49%	41%	43%	34%	58%	53%
Public Service Commission	77	74%	58%	85%	64%	84%	77%
The Public Trustee	459	51%	46%	51%	50%	53%	51%
Queensland Art Gallery Gallery of Modern Art	233	75%	66%	64%	50%	56%	55%
QLeave	58	63%	51%	65%	34%	70%	66%
Queensland Audit Office	161	65%	60%	63%	62%	72%	72%
Queensland College of Teachers	57	82%	81%	74%	81%	79%	76%
Queensland Family & Child Commission	61	52%	68%	30%	64%	63%	80%
Queensland Museum Network	249	55%	57%	29%	37%	50%	47%
Queensland Reconstruction Authority	83	74%	73%	71%	70%	74%	78%
Residential Tenancies Authority	210	50%	60%	48%	49%	57%	67%
State Library of Queensland	277	72%	65%	60%	41%	74%	72%
Trade and Investment Queensland	103	54%	45%	42%	32%	59%	52%
Building Queensland*	21	62%	-	67%	-	65%	-
Gold Coast Waterways Authority*	25	60%	-	65%	-	67%	-
Queensland Ombudsman*	57	61%	-	58%	-	59%	-
Queensland Racing Integrity Commission*	96	60%	-	65%	-	59%	-

*Agency new to Working for Queensland in 2017- no trend available

02 Strategic priorities by agency (cont.)

Purpose

This section provides an overview of the Queensland public sector strategic priorities by agency and relative to 2016. Understanding this information enables agencies to assess progress in workplace improvement.

Queensland Health	Number of Returns	Agency engagement		Organisational leadership		Innovation	
		2017 % positive	2016 % positive	2017 % positive	2016 % positive	2017 % positive	2016 % positive
Department of Health	5,433	56%	53%	50%	46%	60%	59%
Queensland Ambulance Service	2,696	61%	58%	46%	41%	48%	47%
Cairns & Hinterland Hospital & Health Service	2,424	52%	57%	39%	45%	55%	58%
Central Queensland Hospital & Health Service	1,551	57%	48%	46%	33%	58%	50%
Central West Hospital and Health Service	190	53%	57%	40%	47%	56%	57%
Children's Health Queensland Hospital and Health Service	2,699	68%	64%	61%	59%	68%	69%
Darling Downs Hospital & Health Service	612	57%	58%	48%	48%	60%	59%
Gold Coast Hospital and Health Service	586	51%	61%	35%	45%	51%	61%
Mackay Hospital and Health Service	1,271	67%	64%	57%	50%	65%	62%
Metro North Hospital and Health Service	5,755	62%	60%	54%	50%	61%	60%
Metro South Hospital and Health Service	2,627	63%	62%	53%	52%	59%	59%
North West Hospital and Health Service	481	55%	59%	44%	50%	60%	62%
South West Hospital and Health Service	562	66%	63%	57%	56%	67%	67%
Sunshine Coast Hospital and Health Service	2,603	60%	61%	49%	49%	61%	61%
Torres and Cape Hospital & Health Service	424	52%	54%	39%	39%	59%	55%
Townsville Hospital and Health Service	2,040	53%	55%	42%	45%	53%	57%
West Moreton Hospital and Health Service	1,988	56%	54%	46%	42%	60%	59%
Wide Bay Hospital and Health Service	1,141	51%	52%	40%	40%	52%	53%

03 Factors

Purpose

This section provides a more in-depth understanding of the strategic priorities* and factor results at the Queensland public sector level for 2015 through to 2017.

	Response scale (%)			2017 % positive	2016 % positive	2015 % positive
Strategic priorities						
Agency engagement*	59	27	14	59%	58%	57%
Organisational leadership*	51	28	21	51%	50%	50%
Innovation*	60	24	16	60%	60%	60%

Factors

Job empowerment	72	16	12	72%	71%	71%
Workload and health <i>% positive indicates those who have limited to no issues with workload and health</i>	40	32	29	40%	39%	38%
Learning and development	56	24	20	56%	54%	54%
My workgroup	76	15	9	76%	76%	76%
My manager	71	16	13	71%	70%	71%
Organisational fairness	43	28	29	43%	43%	-
Anti-discrimination	66	24	10	66%	69%	70%

04 Factors by type of agency

Purpose

This section provides a more in-depth understanding of factor level results by type of agency.

	Queensland Public Sector % positive	Departments	Public Service Offices	Queensland Health
Number of respondents	82,206	43,032	4,091	35,083
Strategic priorities				
Agency engagement*	59%	58%	59%	59%
Organisational leadership*	51%	52%	53%	49%
Innovation*	60%	60%	61%	59%
Factors				
Job empowerment	72%	72%	71%	72%
Workload and health <small>% positive indicates those who have limited to no issues with workload and health</small>	40%	41%	41%	38%
Learning and development	56%	56%	51%	57%
My workgroup	76%	78%	79%	74%
My manager	71%	73%	73%	68%
Organisational fairness	43%	43%	42%	42%
Anti-discrimination	66%	64%	70%	69%

05 Workplace climate

Purpose

This section provides an overview of the workplace climate index results at the Queensland public sector level for 2015 through to 2017.

Please note – index data will be impacted by the inclusion of new survey items. The indices impacted are marked *. Please treat all trend data indicatively.

	Response scale (%)			2017 % positive	2016 % positive	2015 % positive
● Safety, health and wellness*	54	26	19	54%	57%	57%
● Effectiveness and innovation*	57	23	19	57%	57%	57%
● People and relationships	76	15	9	76%	76%	77%
● Fairness and trust*	58	24	18	58%	58%	58%
● Performance and development	56	24	20	56%	54%	54%
● Leadership and engagement	62	22	15	62%	61%	62%
● My job	77	13	9	77%	77%	77%

06 Workplace climate index by type of agency

Purpose

This section provides an overview of the workplace climate index results at the Queensland public sector level for 2015 through to 2017.

Please note – index data will be impacted by the inclusion of new survey items. The indices impacted are marked *. Please treat all trend data indicatively.

	Queensland Public Sector % positive	Departments	Public Service Offices	Queensland Health
Number of respondents	82,206	43,032	4,091	35,083
● Safety, health and wellness*	54%	56%	58%	52%
● Effectiveness and innovation*	57%	58%	59%	57%
● People and relationships	76%	78%	79%	74%
● Fairness and trust*	58%	58%	60%	58%
● Performance and development	56%	55%	52%	56%
● Leadership and engagement	62%	63%	64%	61%
● My job	77%	77%	76%	78%

07 More about the workplace climate indices in the public sector

Purpose

This section provides an overview of the workplace climate index results at the Queensland public sector level for 2015 through to 2017.

		Response scale (%)			2017 % positive	2016 % positive	2015 % positive
●	Safety, health and wellness						
	Q23a I am overloaded with work % positive indicates those who "strongly disagree" or "disagree" with this statement	31	35	34	31%	30%	29%
	Q23b I feel burned out by my work % positive indicates those who "strongly disagree" or "disagree" with this statement	43	30	27	43%	42%	42%
	Q23e My work has a negative impact on my health % positive indicates those who "strongly disagree" or "disagree" with this statement	45	30	25	45%	45%	45%
	Q23f My work contributes positively to my quality of life*	44	36	20	44%	-	-
	Q24h People in my workgroup are committed to workplace safety	82	14	4	82%	82%	83%
	Q24j People in my workgroup work together to ensure flexible work arrangements meet both individual and business needs*	67	22	12	67%	-	-
	Q25b My workplace culture supports people to achieve a good work/life balance	62	21	17	62%	62%	61%
	Q25c There is adequate focus on workplace safety at my workplace	78	15	7	78%	78%	79%

* New in 2017, no trend

07 More about the workplace climate indices in the public sector (cont.)

Purpose

This section provides an overview of the workplace climate index results at the Queensland public sector level for 2015 through to 2017.

● Safety, health and wellness		Response scale (%)			2017 % positive	2016 % positive	2015 % positive
Q29h	My manager proactively discusses flexible work arrangements*	49	27	24	49%	-	-
Q31g	In my organisation, senior leaders clearly consider the wellbeing of employees to be important*	51	26	24	51%	-	-
Q31h	The wellbeing of employees is a priority for my organisation*	49	27	23	49%	-	-
Q31j	My commitment to this organisation would be questioned if I chose to use flexible work options* <small>% positive indicates those who "strongly disagree" or "disagree" with this statement</small>	41	34	25	41%	-	-
Q34e	Your work-life balance <small>% positive indicates those who responded with "very satisfied" or "satisfied"</small>	64	20	16	64%	63%	64%
Q34g	Your ability to access and use flexible work arrangements* <small>% positive indicates those who responded with "very satisfied" or "satisfied"</small>	55	29	16	55%	-	-

* New in 2017, no trend

07 More about the workplace climate indices in the public sector (cont.)

Purpose

This section provides an overview of the workplace climate index results at the Queensland public sector level for 2015 through to 2017.

		Effectiveness and innovation			Response scale (%)	2017 % positive	2016 % positive	2015 % positive
Q22b	I have the tools I need to do my job effectively	71	15	14	71%	70%	67%	
Q22c	I get the information I need to do my job well	67	19	14	67%	67%	65%	
Q22d	I have the authority necessary to do my job effectively	70	18	13	70%	69%	69%	
Q23c	I feel my job is secure	58	20	22	58%	54%	49%	
Q23d	There is too much 'red tape' in my work (e.g. Regulatory or administrative processes) <small>% positive indicates those who "strongly disagree" or "disagree" with this statement</small>	19	32	49	19%	19%	18%	
Q24k	People in my workgroup share diverse ideas to develop innovative solutions*	65	23	12	65%	-	-	
Q25d	Approval processes at my workplace are excessive <small>% positive indicates those who "strongly disagree" or "disagree" with this statement</small>	19	37	44	19%	18%	18%	
Q25e	Disruptions and/or noise at my workplace make it hard to get things done <small>% positive indicates those who "strongly disagree" or "disagree" with this statement</small>	46	27	28	46%	47%	47%	
Q26a	My workplace has undergone significant change in the past 12 months	52	29	19	52%	52%	55%	

* New in 2017, no trend

07 More about the workplace climate indices in the public sector (cont.)

Purpose

This section provides an overview of the workplace climate index results at the Queensland public sector level for 2015 through to 2017.

		Response scale (%)			2017	2016	2015	
		At least 5 percent GREATER	NEUTRAL	At least 5 percent LESS	% positive	% positive	% positive	
● Effectiveness and innovation	Q27a	I get the opportunity to develop new and better ways of doing my job	57	24	18	57%	57%	57%
	Q27b	I am encouraged to make suggestions about improving work processes and/or services	68	18	15	68%	68%	68%
	Q27c	Management is willing to act on suggestions to improve how things are done	53	25	21	53%	53%	53%
	Q27d	My workgroup uses research and expertise to identify better practice	55	29	16	55%	56%	56%
	Q27e	My workgroup always tries to improve its performance	70	21	10	70%	70%	73%
	Q27f	My organisation is open to new ideas	55	27	18	55%	54%	55%
	Q34c	Your physical working environment <small>% positive indicates those who responded with "very satisfied" or "satisfied"</small>	69	16	15	69%	69%	70%
	Q34d	The location of your work <small>% positive indicates those who responded with "very satisfied" or "satisfied"</small>	77	14	9	77%	79%	79%
	Q34f	Your ability to 'make a difference' to the community <small>% positive indicates those who responded with "very satisfied" or "satisfied"</small>	64	26	10	64%	64%	65%

* New in 2017, no trend

07 More about the workplace climate indices in the public sector (cont.)

Purpose

This section provides an overview of the workplace climate index results at the Queensland public sector level for 2015 through to 2017.

● People and relationships		Response scale (%)			2017 % positive	2016 % positive	2015 % positive
Q24a	People in my workgroup treat each other with respect	74	13	13	74%	75%	74%
Q24b	I receive help and support from other people in my workgroup	83	11	6	83%	83%	83%
Q24c	People in my workgroup are honest, open and transparent in their dealings	67	19	14	67%	68%	68%
Q24d	People in my workgroup use their time and resources efficiently	64	22	14	64%	65%	66%
Q24e	People in my workgroup treat customers with respect	86	11	4	86%	86%	86%
Q24f	People in my workgroup are committed to delivering excellent service to customers	83	13	4	83%	83%	83%
Q24g	People in my workgroup do their jobs effectively	75	17	8	75%	75%	75%
Q24i	People in my workgroup work effectively with other workgroups in my organisation to deliver services to our customers	78	15	7	78%	78%	80%

07 More about the workplace climate indices in the public sector (cont.)

Purpose

This section provides an overview of the workplace climate index results at the Queensland public sector level for 2015 through to 2017.

		Response scale (%)			2017	2016	2015	
		At least 5 percent GREATER	NEUTRAL	At least 5 percent LESS	% positive	% positive	% positive	
● Fairness and trust	Q25a	My workplace has an inclusive culture where diversity is valued and respected	73	19	9	73%	73%	72%
	Q25f	Performance is assessed and rewarded fairly in my workplace	36	33	31	36%	35%	34%
	Q25g	I am confident that poor performance will be appropriately addressed in my workplace	38	25	36	38%	39%	39%
	Q25h	People are treated fairly and consistently in my workplace	51	23	26	51%	51%	51%
	Q25i	People take responsibility for their decisions and actions in my workplace	52	28	21	52%	52%	54%
	Q25j	I am able to speak up and share a different view to my colleagues and manager*	71	15	14	71%	-	-
	Q30a	My senior manager demonstrates honesty and integrity	70	19	11	70%	66%	65%
	Q31e	Recruitment and promotion decisions in this organisation are fair	37	31	32	37%	38%	38%

* New in 2017, no trend

07 More about the workplace climate indices in the public sector (cont.)

Purpose

This section provides an overview of the workplace climate index results at the Queensland public sector level for 2015 through to 2017.

● Fairness and trust		Response scale (%)			2017 % positive	2016 % positive	2015 % positive
Q31i	My responsibilities outside of work restrict my opportunities for promotion* % positive indicates those who "strongly disagree" or "disagree" with this statement	53	27	20	53%	-	-
Q32a	Age is not a barrier to success in my organisation	65	21	14	65%	69%	69%
Q32b	Gender is not a barrier to success in my organisation	70	18	12	70%	72%	73%
Q32c	Disability is not a barrier to success in my organisation	57	33	10	57%	61%	62%
Q32d	Cultural background is not a barrier to success in my organisation	69	24	7	69%	71%	72%
Q32e	Sexual orientation is not a barrier to success in my organisation	70	25	5	70%	71%	72%
Q32f	If I raised a complaint, I feel confident that it would be taken seriously	54	23	23	54%	58%	51%
Q32g	Women and men have equal access to work experiences that support career progression*	67	21	12	67%	-	-

* New in 2017, no trend

07 More about the workplace climate indices in the public sector (cont.)

Purpose

This section provides an overview of the workplace climate index results at the Queensland public sector level for 2015 through to 2017.

● Performance and development		Response scale (%)			2017 % positive	2016 % positive	2015 % positive
Q28a	I receive useful feedback on my performance	57	23	20	57%	56%	56%
Q28b	My performance is assessed against clear criteria	51	28	21	51%	50%	51%
Q28c	In my organisation, there are opportunities for me to develop my skills and knowledge	63	19	18	63%	61%	62%
Q28d	I am encouraged to pursue developmental opportunities in other workplaces	41	31	28	41%	38%	37%
Q28e	I am able to access relevant learning and development opportunities	62	23	16	62%	60%	59%
Q28f	Learning and development activities I have completed in the past 12 months have helped to improve my performance	59	26	15	59%	58%	58%
Q28g	I am satisfied with the opportunities available for career development	44	26	29	44%	42%	41%
Q28h	I have had productive conversations with my manager on my performance in the past 12 months	55	22	23	55%	55%	55%
Q28i	I develop new knowledge and skills through undertaking tasks at work	72	17	11	72%	72%	72%
Q31b	My organisation is committed to developing its employees	52	27	21	52%	51%	51%

07 More about the workplace climate indices in the public sector (cont.)

Purpose

This section provides an overview of the workplace climate index results at the Queensland public sector level for 2015 through to 2017.

● Leadership and engagement		Response scale (%)			2017 % positive	2016 % positive	2015 % positive
Q29a	My manager treats employees with dignity and respect	78	12	10	78%	78%	78%
Q29b	My manager listens to what I have to say	77	13	11	77%	77%	78%
Q29c	My manager keeps me informed about what's going on	67	17	16	67%	67%	68%
Q29d	My manager understands my work	73	14	13	73%	72%	73%
Q29e	My manager creates a shared sense of purpose	68	19	14	68%	67%	68%
Q29f	My manager demonstrates honesty and integrity	76	14	10	76%	76%	77%
Q29g	My manager draws the best out of me	57	26	17	57%	57%	57%
Q31a	In my organisation, the leadership is of high quality	53	27	20	53%	51%	50%

07 More about the workplace climate indices in the public sector (cont.)

Purpose

This section provides an overview of the workplace climate index results at the Queensland public sector level for 2015 through to 2017.

● Leadership and engagement		Response scale (%)			2017 % positive	2016 % positive	2015 % positive
Q31c	Management model the behaviours expected of all employees	49	28	23	49%	50%	51%
Q31d	In my organisation, the leadership operates with a high level of integrity	54	28	18	54%	52%	53%
Q31f	My organisation is well managed	47	30	23	47%	46%	46%
Q33a	I would recommend my organisation as a great place to work	61	25	14	61%	59%	58%
Q33b	I am proud to tell others I work for my organisation	67	23	10	67%	66%	65%
Q33c	I feel strong personal attachment to my organisation	59	27	14	59%	58%	58%
Q33d	My organisation motivates me to help it achieve its objectives	53	30	17	53%	52%	52%
Q33e	My organisation inspires me to do the best in my job	53	30	17	53%	52%	52%

07 More about the workplace climate indices in the public sector (cont.)

Purpose

This section provides an overview of the workplace climate index results at the Queensland public sector level for 2015 through to 2017.

● My job		Response scale (%)			2017 % positive	2016 % positive	2015 % positive
Q21a	I understand what is expected of me to do well in my job	90	5	5	90%	90%	88%
Q21b	I understand how my work contributes to my organisation's objectives	91	5	4	91%	91%	90%
Q22a	I have a choice in deciding how I do my work	68	18	15	68%	67%	65%
Q22e	My job gives me opportunities to utilise my skills	75	14	11	75%	74%	76%
Q22f	I enjoy the work in my current job	76	16	9	76%	76%	76%
Q22g	My job gives me a feeling of personal accomplishment	69	18	13	69%	69%	71%
Q34a	The degree to which your work is interesting/challenging % <i>positive indicates those who responded with "very satisfied" or "satisfied"</i>	76	15	10	76%	75%	75%
Q34b	Your ability to work on your own initiative % <i>positive indicates those who responded with "very satisfied" or "satisfied"</i>	80	12	8	80%	80%	82%
Q35	All things considered, how satisfied are you with your current job? % <i>positive indicates those who responded with "very satisfied" or "satisfied"</i>	73	15	12	73%	72%	72%

08 Most changed since 2016

Purpose

Survey items in scope for this section were single item response non-demographic questions that were asked of all respondents in 2017 as well as in 2016 and that excluded a 'NA' option. 'My workplace has undergone significant change in the last 12 months' has not been included in the analysis.

The survey items with the most positive change

	Index	% positive 2017	percentage change
My senior manager demonstrates honesty and integrity	Fairness and trust	70%	+5
I feel my job is secure	Effectiveness and innovation	58%	+4
I intend to leave my organisation within the next 12 months*	Non factorial item	67%	+3
I am encouraged to pursue developmental opportunities in other workplaces	Performance and development	41%	+3
In my organisation, the leadership is of high quality	Leadership and engagement	53%	+2

*% positive indicates those who 'strongly disagree' or 'disagree' with this statement (ie percentage of people who intend to stay in their organisation for the next 12 months has increased)

The survey items with the most negative change

	Index	% positive 2017	percentage change
Disability is not a barrier to success in my organisation	Fairness and trust	57%	-4
Age is not a barrier to success in my organisation	Fairness and trust	65%	-4
If I raised a complaint, I feel confident that it would be taken seriously	Fairness and trust	54%	-3
Gender is not a barrier to success in my organisation	Fairness and trust	70%	-3
Cultural background is not a barrier to success in my organisation	Fairness and trust	69%	-2

09 Flexible work options

Purpose

Flexible work arrangements are a very important element of contemporary workplaces. Well executed and managed flexible work arrangements improve employee engagement, retention and attraction. This section outlines the types of flexible work arrangements being used across the Queensland public sector and highlights some potential barriers to their take-up.

NOTE: Multi-select questions may not add up to 100 per cent.

Do you currently use any of the following flexible work options?	Proportion	vs 2016
Used no flexible work option	44%	-10
Used flexible workplace option <i>% proportion indicates those that used at least one of the 13 work place options</i>	56%	+10
Flexible work hours for example accumulated hours as 'flexitime'*	29%	-
Part time work	17%	0
Flexible work hours for example start late or early to meet responsibilities external to work*	12%	-
Leave at half pay	4%	0
Telecommuting	4%	+1
Casual/on call	3%	0
Hot desks	3%	+1
Other, please specify	2%	0
Compressed work hours	2%	0
Job sharing	2%	0
Purchased leave/extended leave/deferred salary schemes	1%	0
Part-year work/annualised hours	0%	0
Term-time working	0%	0

* New in 2017, no trend

09 Flexible work options (cont.)

Purpose

Flexible work arrangements are a very important element of contemporary workplaces. Well executed and managed flexible work arrangements improve employee engagement, retention and attraction. This section outlines the types of flexible work arrangements being used across the Queensland public sector and highlights some potential barriers to their take-up.

NOTE: Multi-select questions may not add up to 100 per cent.

Have you made a request regarding flexible work arrangements in the last 12 months?

	Proportion	vs 2016
Yes, I requested flexibility	19%	+1
No, I have not made a request but I am content with my current arrangements	69%	-2
No, I have not made a request but I am not content with my current arrangements	12%	0

If yes to having made a request regarding flexible work arrangements, was your request for flexible work arrangements*:

	Proportion
Fully granted	66%
Partially granted	14%
Declined – no reason given	7%
Declined – reason provided	8%
I have not received a reply as yet	5%

* New in 2017, no trend

If no to having made a request and not content with your current arrangements, why haven't you made a request to change your work arrangements*?

	Proportion	vs 2016
Flexible working is frowned upon/not supported by my workplace culture	30%	-1
I feel flexibility is not possible in my current job	30%	-8
None of the Above*	24%	-
I didn't feel confident presenting my case or negotiating arrangements with my manager	22%	-1
I felt it would limit my career	20%	0
I was concerned that it may negatively impact my team	19%	-3
I didn't feel I had the right to	17%	-4
I don't feel confident in my manager's ability to manage staff working flexibly	12%	-2
I felt it would limit my access to training and development	7%	0
I feel the technology I currently have access to does not support flexible working	6%	-2

* New in 2017, no trend

10 Domestic and Family Violence

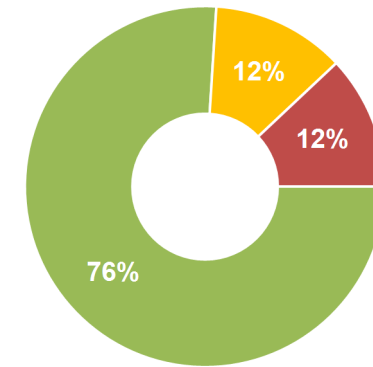
Purpose

The Government has committed to a 15 year reform agenda with respect to domestic and family violence. This section is focused on understanding the confidence levels of Queensland public sector employees in dealing with domestic and family violence in the workplace.

NOTE: Multi-select questions may not add up to 100 per cent.

Are you aware of any policies, in your workplace, designed to support employees affected by domestic and family violence in the workplace or the community?

Overall	% proportion	vs 2016
Yes	76%	+6
No	12%	-3
Don't know	12%	-4



Managers <i>Manage one or more employees</i>	% proportion	vs 2016	Non-managers <i>Manage no employees</i>	% proportion	vs 2016
Yes	86%	+6	Yes	72%	+6
No	8%	-3	No	13%	-2
Don't Know	6%	-3	Don't Know	14%	-4

10 Domestic and Family Violence (cont.)

Purpose

The Government has committed to a 15 year reform agenda with respect to domestic and family violence. This section is focused on understanding the confidence levels of Queensland public sector employees in dealing with domestic and family violence in the workplace.

NOTE: Multi-select questions may not add up to 100 per cent.

Managers <i>Manage one or more employees</i>	% positive	vs 2016	Non-managers <i>Manage no employees</i>	% positive	vs 2016
I am confident that I could sensitively communicate with employees affected by domestic and family violence	82%	+4	I am confident that I could sensitively communicate with colleagues affected by domestic and family violence	71%	+3
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	82%	+5	I am confident that I could effectively refer a colleague affected by domestic and family violence to appropriate support	71%	+4
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	81%	+5			

In the past 12 months, have you been in a situation where you have responded to an employee/colleague affected by domestic and family violence?*

Managers <i>Manage one or more employees</i>	% proportion	Non-managers <i>Manage no employees</i>	% proportion
Yes	16%	Yes	7%
No	80%	No	88%
Don't Know	2%	Don't Know	3%
Prefer not to say	3%	Prefer not to say	3%

* New in 2017, no trend

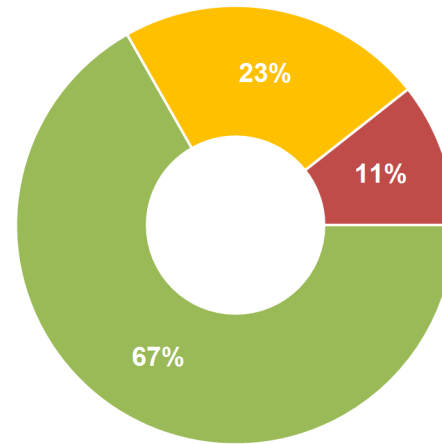
* New in 2017, no trend

11 Intention to leave

Purpose

The purpose of this section is to show the intention of employees to leave the organisation and their reasons for leaving.

NOTE: Multi-select questions may not add up to 100 per cent.



% positive change since 2016

+3

% positive change since 2015

+2

67%

of employees agreed with the statement:

I intend to stay in my organisation within the next 12 months.

Reasons for leaving Proportion vs 2016 vs 2015

Reasons for leaving	Proportion	vs 2016	vs 2015
Career or job opportunities	52%	-2	-5
The workplace culture	39%	-4	-5
Professional/personal development	35%	-5	-6
Stress/Health	33%	+1	0
Pay and conditions	27%	+1	-4
Your relationship with your manager	22%	-4	-4
Balancing work and life commitments	22%	+2	+1
Job security	18%	0	-2
The location of your workplace or the time spent commuting	18%	+2	+1
Work hours	14%	+2	+1
Family/carer responsibilities	13%	+3	+2
Contract expiring	12%	-1	0
Fit between work and your interests	11%	-1	-1
Your relationship with your colleagues	11%	+1	0
Other (please specify)	10%	-5	-4
Retirement	8%	-1	0
Travel plans	7%	0	0

12 Bullying and sexual harassment

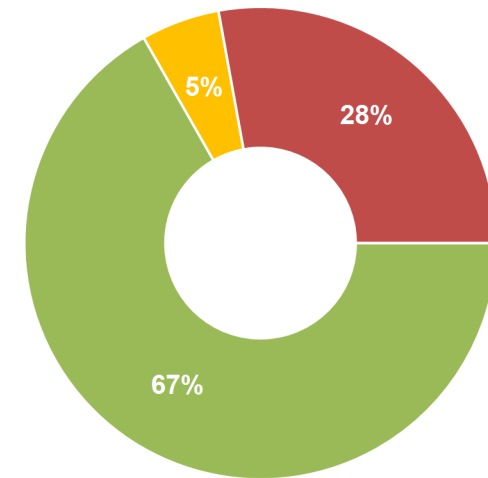
Purpose

This section is focused on understanding the prevalence and sources of bullying and sexual harassment as well as the rate of reporting and barriers to reporting such incidences.

NOTE: Multi-select questions may not add up to 100 per cent.

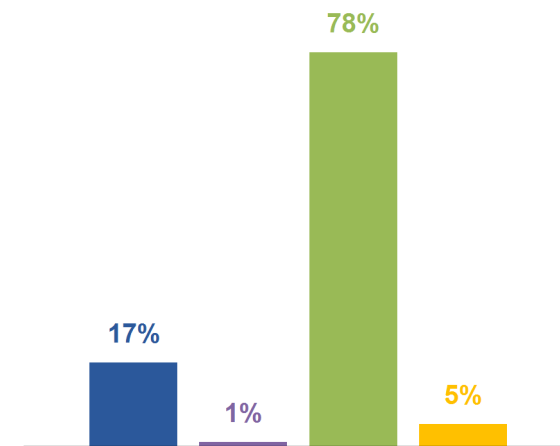
During the last 12 months have you witnessed bullying or sexual harassment in your workplace?

	Proportion	vs 2016
Yes	28%	0
No	67%	+1
Don't know	5%	-1



During the last 12 months, have you been subjected to any of the following in your workplace?

	Proportion	vs 2016
Bullying	17%	0
Sexual Harassment	1%	0
No	78%	0
Don't Know	5%	0



12 Bullying and sexual harassment (cont.)

Purpose

This section is focused on understanding the prevalence and sources of bullying and sexual harassment as well as the rate of reporting and barriers to reporting such incidences.

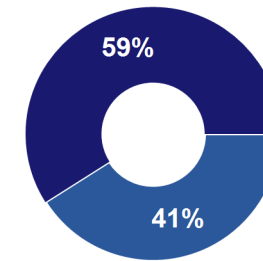
NOTE: Multi-select questions may not add up to 100 per cent.

Who were you BULLIED by?	Proportion	vs 2016
A fellow worker	43%	0
Your immediate manager/supervisor	34%	-2
A senior manager	31%	+2
A group of fellow workers	14%	0
Prefer not to specify	8%	-1
A client/customer	7%	-1
A member of the public	5%	-1
A worker that reports to you	5%	-1
A consultant/service provider	2%	0
A representative of another agency	2%	0
Other	2%	0

What type of BULLYING did you experience?	Proportion	vs 2016
Verbal abuse	58%	-2
Inappropriate and unfair application of work policies or rules	42%	0
Other	27%	-1
Physical behaviour (e.g. assault or aggressive body language)	11%	-1
Interference with your personal property or work equipment	8%	0
'Initiations' or pranks	7%	+3
Cyber bullying	6%	0

Did you report the BULLYING?

No



Yes

Why did you not report the BULLYING?	Proportion	vs 2016
I did not think any action would be taken	56%	-1
It could affect my career	45%	0
I did not want to upset relationships in the workplace	40%	0
I did not think it was worth the hassle of going through the report process	37%	+1
Managers accepted the behaviour	33%	0
I did not have enough evidence	20%	+1
I did not think the bullying was serious enough	16%	+1
Other	11%	0
The matter was resolved informally	7%	-1
I did not know how to report it	5%	0

12 Bullying and sexual harassment (cont.)

Purpose

This section is focused on understanding the prevalence and sources of bullying and sexual harassment as well as the rate of reporting and barriers to reporting such incidences.

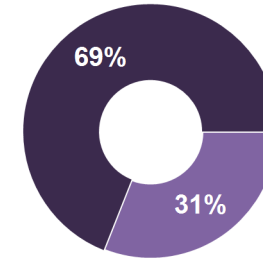
NOTE: Multi-select questions may not add up to 100 per cent.

Who were you SEXUALLY HARASSED by?	Proportion	vs 2016
A fellow worker	52%	+2
A senior manager	15%	+1
Your immediate manager/supervisor	14%	0
A client/customer	13%	-1
Prefer not to specify	12%	0
A group of fellow workers	8%	-3
A member of the public	8%	0
A worker that reports to you	3%	+1
A representative of another agency	3%	+1
A consultant/service provider	2%	-1
Other	2%	-1

What type of SEXUAL HARASSMENT did you experience?	Proportion	vs 2016
Remarks of a sexual nature	73%	-
Unwanted physical intimacy	36%	-
Any other unwelcome conduct of a sexual nature in relation to you	26%	-
Unwelcome demand or request, either directly or implied, for sexual favours	16%	-

Did you report the **SEXUAL HARASSMENT**?

No



Yes

Why did you not report the SEXUAL HARASSMENT ?	Proportion	vs 2016
I did not think any action would be taken	42%	-3
I did not want to upset relationships in the workplace	38%	-4
I did not think it was worth the hassle of going through the report process	38%	+1
It could affect my career	35%	-1
I did not think the sexual harassment was serious enough	30%	+1
I did not have enough evidence	21%	+2
Managers accepted the behaviour	21%	-3
The matter was resolved informally	14%	-1
Other	11%	0
I did not know how to report it	8%	-1

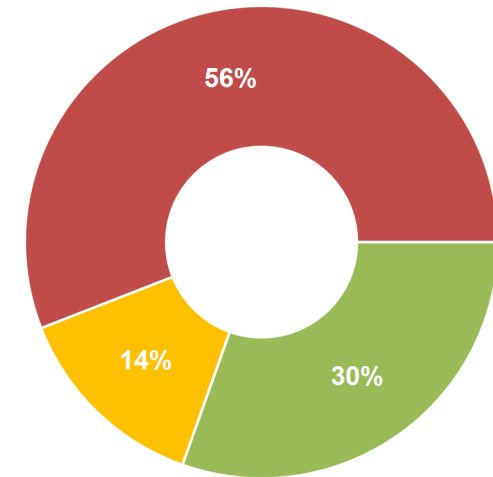
13 Your view

Purpose

This section is focused on understanding action taken as a result of the Working for Queensland survey.

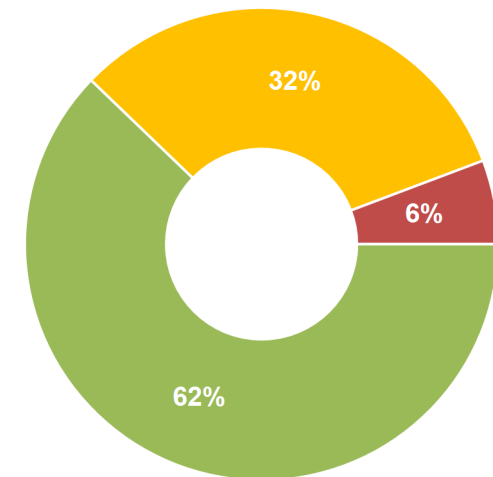
Have you noticed any action your organisation has taken as a result of last year's Working for Queensland survey?

	Proportion	vs 2016
Yes	30%	+1
No	56%	-1
No, but I have not worked long in my organisation	14%	0



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

	Proportion	vs 2016
Positive	62%	+2
Neutral	32%	-1
Negative	6%	0



14 Queensland public sector values

Purpose

This section shows results for the survey items that express the Queensland public sector values.

		Response Scale (%)			2017 % positive	2016 % positive	2015 % positive
Customers first	People in my workgroup treat customers with respect	86	11	4	86%	86%	86%
	People in my workgroup are committed to delivering excellent service to customers	83	13	4	83%	83%	83%
Ideas into action	I get the opportunity to develop new and better ways of doing my job	57	24	18	57%	57%	57%
	I am encouraged to make suggestions about improving work processes and/or services	68	18	15	68%	68%	68%
	Management is willing to act on suggestions to improve how things are done	53	25	21	53%	53%	53%
	My organisation is open to new ideas	55	27	18	55%	54%	55%
Empower people	I have a choice in deciding how I do my work	68	18	15	68%	67%	65%
	I have the tools I need to do my job effectively	71	15	14	71%	70%	67%
	I get the information I need to do my job well	67	19	14	67%	67%	65%
	I have the authority necessary to do my job effectively	70	18	13	70%	69%	69%
	My job gives me opportunities to utilise my skills	75	14	11	75%	74%	76%
	Your ability to work on your own initiative	80	12	8	80%	80%	82%

14 Queensland public sector values (cont.)

Purpose

This section shows results for the survey items that express the Queensland public sector values.

		Response Scale (%)			2017 % positive	2016 % positive	2015 % positive
Be courageous	People take responsibility for their decisions and actions in my workplace	52	28	21	52%	52%	54%
	People in my workgroup are honest, open and transparent in their dealings	67	19	14	67%	68%	68%
	My manager demonstrates honesty and integrity	76	14	10	76%	76%	77%
	My senior manager demonstrates honesty and integrity	70	19	11	70%	66%	65%
Unleash potential	I receive useful feedback on my performance	57	23	20	57%	56%	56%
	My performance is assessed against clear criteria	51	28	21	51%	50%	51%
	My manager draws the best out of me	57	26	17	57%	57%	57%
	My organisation is committed to developing its employees	52	27	21	52%	51%	51%

15 Comparisons with external benchmarks

Purpose

This section benchmarks the Queensland public sector results against the Global High Performing Benchmark as identified in ORC International's perspectives database.

The Global High Performance Benchmark is made up of the most recent two years of data held in Perspectives and comprises results from the top ten performing organisations (quintile) globally for each question match.

	Response scale (%)			2017 % positive	Global High Perf BM
I understand what is expected of me to do well in my job	90	5	5	90%	93%
I understand how my work contributes to my organisation's objectives	91	5	4	91%	94%
I get the information I need to do my job well	67	19	14	67%	81%
My job gives me opportunities to utilise my skills	75	14	11	75%	90%
I enjoy the work in my current job	76	16	9	76%	89%
My job gives me a feeling of personal accomplishment	69	18	13	69%	82%
I am satisfied with the opportunities available for career development	44	26	29	44%	58%
My organisation is well managed	47	30	23	47%	69%
I would recommend my organisation as a great place to work	61	25	14	61%	81%
I am proud to tell others I work for my organisation	67	23	10	67%	87%

15 Comparisons with external benchmarks (cont.)

Purpose

This section benchmarks the Queensland public sector results against results from the Australian Public Service Commission for 2017 and the United Kingdom Civil Service for 2017.

	Response scale (%)	2017 % positive	APSC BM	UK Civil Service BM
I would recommend my organisation as a great place to work	<div style="display: flex; justify-content: space-between; width: 100px; height: 20px;"> 61 25 14 </div>	61%	73 %	55 %
I am proud to tell others I work for my organisation	<div style="display: flex; justify-content: space-between; width: 100px; height: 20px;"> 67 23 10 </div>	67%	81 %	62 %
I feel strong personal attachment to my organisation	<div style="display: flex; justify-content: space-between; width: 100px; height: 20px;"> 59 27 14 </div>	59%	70 %	49 %
My organisation motivates me to help it achieve its objectives	<div style="display: flex; justify-content: space-between; width: 100px; height: 20px;"> 53 30 17 </div>	53%	-	-
My organisation inspires me to do the best in my job	<div style="display: flex; justify-content: space-between; width: 100px; height: 20px;"> 53 30 17 </div>	53%	-	48 %

16 Demographic comparisons

Purpose

The purpose of this section is to provide comparisons of the results for the strategic priorities across various demographic groups, at the public sector level.

This information enables an understanding of the varying demographic groups of the public sector workforce

"Restricted" indicates a group with less than 10 respondents

	Number of respondents	Agency engagement (% positive)	Organisational leadership (% positive)	Innovation (% positive)
Queensland Public Sector	82,206	59%	51%	60%
Managerial status				
Yes	19,510	64%	55%	69%
No	62,248	57%	50%	57%
Employment status				
Permanent	67,045	56%	48%	58%
Non-permanent	14,831	69%	65%	66%
Full-time status				
Full-time basis	66,282	58%	50%	59%
Part-time basis	15,346	62%	54%	61%
FTE Salary				
Under \$50,000	7,264	67%	61%	59%
\$50,000 - \$69,999	20,184	60%	53%	56%
\$70,000 - \$89,999	22,204	56%	48%	57%
\$90,000 or over	31,501	58%	50%	64%
Time in agency				
Less than 2 years	18,004	69%	66%	67%
2 to less than 6 years	18,494	58%	51%	59%
6 to less than 10 years	14,491	54%	46%	57%
10 to less than 14 years	11,013	55%	45%	57%
14 to less than 16 years	3,196	53%	43%	55%
16 to less than 20 years	5,446	54%	44%	57%
20 years or more	11,184	57%	46%	59%

16 Demographic comparisons (cont.)

Purpose

The purpose of this section is to provide comparisons of the results for the strategic priorities across various demographic groups, at the public sector level.

This information enables an understanding of the varying demographic groups of the public sector workforce

		Number of respondents	Agency engagement (% positive)	Organisational leadership (% positive)	Innovation (% positive)
<i>"Restricted" indicates a group with less than 10 respondents</i>					
Queensland Public Sector		82,206	59%	51%	60%
Age					
	34 years or younger	20,353	64%	59%	63%
	35 to 44 years	22,270	58%	51%	60%
	45 to 54 years	23,992	56%	47%	58%
	55 years or older	14,887	58%	48%	57%
Gender*					
	Female	51,593	60%	53%	62%
	Male	29,773	57%	49%	57%
	X	416	30%	25%	35%
Type of work					
	Direct service delivery	35,386	58%	48%	56%
	Corporate services and administrative support/clerical	23,325	60%	54%	64%
	Other	23,083	59%	52%	62%
Shiftwork					
	Yes	18,139	54%	41%	46%
	No	63,709	60%	54%	63%

*Please note that from 2017 gender is a multi-tick question and, as such may not add up to 100%

17 Appendix A - Strategic priorities and factors

Purpose

This section provides the detailed information required to engage in in-depth discussions to improve workplace outcomes.

Strategic priorities		% positive	vs 2016	% neutral	vs 2016	% negative	vs 2016
Agency engagement							
Q33a	I would recommend my organisation as a great place to work	61%	+1	25%	-1	14%	0
Q33b	I am proud to tell others I work for my organisation	67%	+2	23%	-1	10%	0
Q33c	I feel strong personal attachment to my organisation	59%	+1	27%	0	14%	-1
Q33d	My organisation motivates me to help it achieve its objectives	53%	+1	30%	-1	17%	0
Q33e	My organisation inspires me to do the best in my job	53%	+1	30%	-1	17%	0
Organisational leadership							
Q31a	In my organisation, the leadership is of high quality	53%	+2	27%	-2	20%	-1
Q31c	Management model the behaviours expected of all employees	49%	0	28%	-1	23%	+1
Q31d	In my organisation, the leadership operates with a high level of integrity	54%	+2	28%	-2	18%	0
Q31f	My organisation is well managed	47%	+1	30%	-1	23%	0
Innovation							
Q27a	I get the opportunity to develop new and better ways of doing my job	57%	0	24%	0	18%	0
Q27b	I am encouraged to make suggestions about improving work processes and/or services	68%	0	18%	0	15%	0
Q27c	Management is willing to act on suggestions to improve how things are done	53%	0	25%	-1	21%	0
Q27d	My workgroup uses research and expertise to identify better practice	55%	0	29%	0	16%	0
Q27e	My workgroup always tries to improve its performance	70%	-1	21%	0	10%	0
Q27f	My organisation is open to new ideas	55%	+1	27%	-1	18%	0

17 Appendix A - Strategic priorities and factors (cont.)

Purpose

This section provides the detailed information required to engage in in-depth discussions to improve workplace outcomes.

Factors		% positive	vs 2016	% neutral	vs 2016	% negative	vs 2016
Job empowerment							
Q22a	I have a choice in deciding how I do my work	68%	0	18%	0	15%	0
Q22b	I have the tools I need to do my job effectively	71%	+1	15%	0	14%	-1
Q22c	I get the information I need to do my job well	67%	0	19%	0	14%	0
Q22d	I have the authority necessary to do my job effectively	70%	0	18%	0	13%	0
Q22e	My job gives me opportunities to utilise my skills	75%	+1	14%	0	11%	0
Q34b	Your ability to work on your own initiative	80%	0	12%	0	8%	0
Workload and health							
Q23a	I am overloaded with work	31%	+1	35%	0	34%	-1
Q23b	I feel burned out by my work	43%	+1	30%	-1	27%	0
Q23e	My work has a negative impact on my health	45%	0	30%	0	25%	0
Learning and development							
Q28c	In my organisation, there are opportunities for me to develop my skills and knowledge	63%	+2	19%	-1	18%	-1
Q28e	I am able to access relevant learning and development opportunities	62%	+2	23%	-1	16%	-1
Q28f	Learning and development activities I have completed in the past 12 months have helped to improve my performance	59%	+1	26%	-1	15%	0
Q28g	I am satisfied with the opportunities available for career development	44%	+2	26%	-1	29%	-1
Q31b	My organisation is committed to developing its employees	52%	+2	27%	-2	21%	0

17 Appendix A - Strategic priorities and factors (cont.)

Purpose

This section provides the detailed information required to engage in in-depth discussions to improve workplace outcomes.

Factors		% positive	vs 2016	% neutral	vs 2016	% negative	vs 2016
My workgroup							
Q24a	People in my workgroup treat each other with respect	74%	-1	13%	0	13%	0
Q24b	I receive help and support from other people in my workgroup	83%	0	11%	0	6%	0
Q24c	People in my workgroup are honest, open and transparent in their dealings	67%	0	19%	0	14%	0
Q24d	People in my workgroup use their time and resources efficiently	64%	0	22%	0	14%	0
Q24e	People in my workgroup treat customers with respect	86%	0	11%	0	4%	0
Q24f	People in my workgroup are committed to delivering excellent service to customers	83%	0	13%	0	4%	0
Q24g	People in my workgroup do their jobs effectively	75%	0	17%	0	8%	0
My manager							
Q29a	My manager treats employees with dignity and respect	78%	0	12%	0	10%	0
Q29b	My manager listens to what I have to say	77%	0	13%	0	11%	0
Q29c	My manager keeps me informed about what's going on	67%	0	17%	-1	16%	0
Q29d	My manager understands my work	73%	+1	14%	-1	13%	0
Q29e	My manager creates a shared sense of purpose	68%	0	19%	0	14%	0
Q29f	My manager demonstrates honesty and integrity	76%	0	14%	0	10%	0
Q29g	My manager draws the best out of me	57%	0	26%	0	17%	0

17 Appendix A - Strategic priorities and factors (cont.)

Purpose



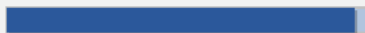

















This section provides the detailed information required to engage in in-depth discussions to improve workplace outcomes.

Factors		% positive	vs 2016	% neutral	vs 2016	% negative	vs 2016
Organisational fairness							
Q25f	Performance is assessed and rewarded fairly in my workplace	36%	+1	33%	-1	31%	-1
Q25g	I am confident that poor performance will be appropriately addressed in my workplace	38%	0	25%	0	36%	+1
Q25h	People are treated fairly and consistently in my workplace	51%	0	23%	0	26%	0
Q25i	People take responsibility for their decisions and actions in my workplace	52%	-1	28%	0	21%	0
Q31e	Recruitment and promotion decisions in this organisation are fair	37%	-1	31%	-1	32%	+2
Anti-discrimination							
Q32a	Age is not a barrier to success in my organisation	65%	-4	21%	0	14%	+4
Q32b	Gender is not a barrier to success in my organisation	70%	-3	18%	0	12%	+3
Q32c	Disability is not a barrier to success in my organisation	57%	-4	33%	+1	10%	+3
Q32d	Cultural background is not a barrier to success in my organisation	69%	-2	24%	0	7%	+2
Q32e	Sexual orientation is not a barrier to success in my organisation	70%	-2	25%	0	5%	+1

18 Appendix B - Response rate by agency

Purpose



























This section shows the final response rate by agency, type of agency and for the sector. It was calculated using statistical workforce data (Minimum Obligatory Human Resource Information) for June 2017. It includes both online and paper survey returns.

	Number of Responses		Response Rate
Queensland Public Sector	82,206		49%
Department of Infrastructure, Local Government & Planning	558		100%
Department of Education & Training	3,590		97%
Department of State Development	582		93%
Department of Energy and Water Supply	210		91%
Department of the Premier and Cabinet	578		89%
Department of Housing and Public Works	2,657		87%
Queensland Treasury	1,588		85%
Department of Environment & Heritage Protection	1,015		84%
Department of Tourism Major Events Small Business & Commonwealth Games	157		81%
Department of Science, Information Technology and Innovation	2,189		80%
Department of Transport & Main Roads	5,739		78%
Department of Natural Resources & Mines	1,857		75%
Department of Agriculture & Fisheries	1,483		72%
Department of National Parks, Sport & Racing	1,017		72%
Department of Communities, Child Safety & Disability Services	3,956		62%
Department of Aboriginal & Torres Strait Islander Partnerships	186		60%
Queensland Fire and Emergency Services	2,929		59%
Department of Justice & Attorney-General	5,226		55%
Queensland Police Service	7,515		49%

18 Appendix B - Response rate by agency (cont.)

Purpose

This section shows the final response rate by agency, type of agency and for the sector. It was calculated using statistical workforce data (Minimum Obligatory Human Resource Information) for June 2017. It includes both online and paper survey returns.










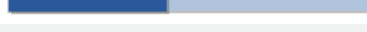
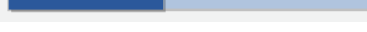
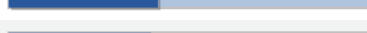
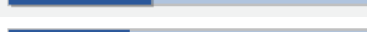
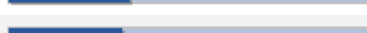
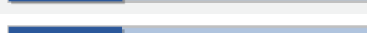
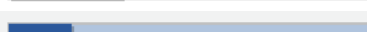
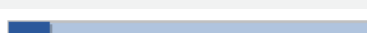


	Number of Responses		Response Rate
Queensland Public Sector	82,206		49%
Inspector-General Emergency Management	22		105%
Public Service Commission	77		100%
Queensland Reconstruction Authority	83		100%
QLeave	58		97%
Gold Coast Waterways Authority*	25		96%
State Library of Queensland	277		94%
Trade and Investment Queensland	103		92%
Anti-Discrimination Commission Queensland	34		92%
Energy & Water Ombudsman Queensland	34		89%
Queensland Family & Child Commission	61		88%
Public Safety Business Agency	978		87%
Queensland Audit Office	161		87%
Residential Tenancies Authority	210		86%
Office of the Health Ombudsman	114		85%
Queensland College of Teachers	57		84%
Queensland Ombudsman*	57		83%
Office of the Information Commissioner	39		80%
Electoral Commission Queensland	46		79%
Crime & Corruption Commission	277		78%
The Public Trustee	459		76%
Queensland Museum Network	249		75%
Building Queensland*	21		72%
Queensland Art Gallery Gallery of Modern Art	233		71%
Legal Aid Queensland	320		61%
Queensland Racing Integrity Commission*	96		43%

*Agency new to Working for Queensland in 2017

18 Appendix B - Response rate by agency (cont.)

Purpose

This section shows the final response rate by agency, type of agency and for the sector. It was calculated using statistical workforce data (Minimum Obligatory Human Resource Information) for June 2017. It includes both online and paper survey returns.

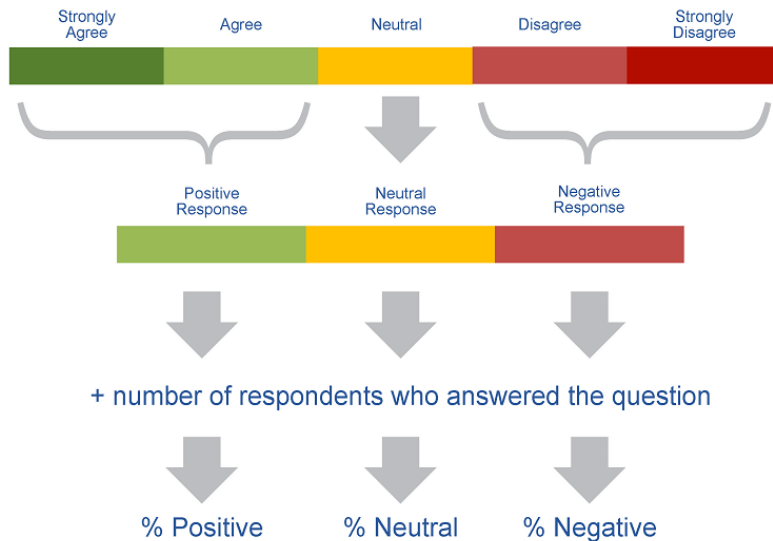
	Number of Responses		Response Rate
Queensland Public Sector	82,206		49%
Department of Health	5,433		70%
Children's Health Queensland Hospital and Health Service	2,699		62%
North West Hospital and Health Service	481		62%
South West Hospital and Health Service	562		61%
Queensland Ambulance Service	2,696		59%
West Moreton Hospital and Health Service	1,988		54%
Mackay Hospital and Health Service	1,271		49%
Central West Hospital and Health Service	190		46%
Central Queensland Hospital & Health Service	1,551		44%
Torres and Cape Hospital & Health Service	424		43%
Cairns & Hinterland Hospital & Health Service	2,424		41%
Sunshine Coast Hospital and Health Service	2,603		40%
Townsville Hospital and Health Service	2,040		34%
Metro North Hospital and Health Service	5,755		32%
Wide Bay Hospital and Health Service	1,141		31%
Metro South Hospital and Health Service	2,627		17%
Darling Downs Hospital & Health Service	612		11%
Gold Coast Hospital and Health Service	586		7%

19 Appendix C - 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: An example

What are negatively worded questions?

Negatively worded questions are items in the questionnaire that are 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 item.

EXAMPLE

In the table below the % positive score for "Approval processes at my work are excessive" is 82%. This result can be expressed by stating that:

82% disagreed that their "Approval processes at my work are excessive"

OR

82% felt that the approval processes at their work are not excessive.

Conversely, the % negative score means that 8% of the employees perceive that the approval processes at their work are excessive.

	% positive	vs 2016	% neutral	vs 2016	% negative	vs 2016
Q25 d Approval processes at my work are excessive.	82%	+4	10%	-2	8%	-5

How will I know if I am interpreting this correctly?

To assist in the interpretation, all negatively worded questions are accompanied by an explanatory statement.

19 Appendix C - How to interpret this report (cont.)

Rounding

Results were rounded to whole numbers. Percentages may therefore not add up to 100%.

Factor scores

Factor measures combine information from multiple survey items 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.

The report depicts three strategic priorities and makes use of seven factor measures.

Workplace climate index scores

Workplace climate indices have been created by grouping together survey items by theme. Like factor scores, 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.

% Change and division comparisons

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

- the 2016 and 2017 % positive, negative and neutral scores, or
- the 2017 agency and Qld Public Sector % scores.

The % score is highlighted green when the 2017 work area result is five or more percentage points higher than the 2016 score. The % score is highlighted red where the 2017 work area result is five or more percentage points lower.

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

Number of respondents

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

Base size for Working for Queensland 2017

Please note, that key elements of the 2017 Working for Queensland survey have been incorporated into the School Opinion Survey. As such, school-based employees are not included in the WfQ 2017 survey, but data for this group will be incorporated at a later date. This change has impacted the response rate and the data itself. All 2015 and 2016 data has been rebased to provide appropriate trend to the 2017 data. It is not possible to rebase the 2013 and 2014 so it has been omitted from this report.

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 school, 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

For Health agencies - The Hospital and Health Service (HHS), in which you work, or the Queensland Ambulance Service or the Department of Health.

For non-Health agencies - The Government department or public service office you work for in your current job (e.g. Department of Transport and Main Roads for staff employed in RoadTek, The Public Trustee for staff working for the The Public Trustee).

Your manager - The person you usually report to.

Your senior manager - The person your manager usually reports to.

Your customer(s) - The person(s) you provide advice or service to, whether internal or external to the Queensland Public Sector (e.g. students, clients, customers, stakeholders, patients, members of the community).

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.