

## Highlights Report - Queensland public sector

### Purpose

This Highlights Report presents key results from the 2023 Working for Queensland survey, conducted from 21 August to 17 September 2023.

Results reflect the views of respondents from Queensland public sector.

### Reporting framework

In 2022 the Working for Queensland survey transitioned to the job-demand resources model of engagement.

The Working for Queensland survey remains focused on employee engagement, with the job-demand resources model providing a more sophisticated way of understanding the relationship between the various elements of the survey.

Job resources are elements of the job that are functional in the achievement of work goals, while they also stimulate personal growth and development.

Job demands are aspects of the job that require sustained physical or mental effort and are therefore associated with certain physiological and psychological costs.

Through focusing on the relationship between resources and demands, and improving that relationship, employee engagement will be increased leading to better work outcomes.

### Interpretation notes

Throughout this report figures are rounded to the nearest whole number. Where a dash (i.e. -) is reported this means nil or insufficient responses were received.

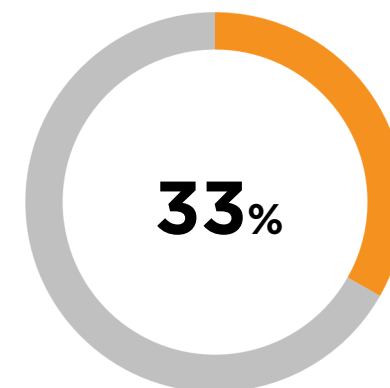
In organisation level reports, any organisation impacted by Machinery of Governments changes over the last twelve months will not have trend data.

Any negatively worded questions have been reverse coded. As such, a green response denotes limited experience, where a red response denotes a greater negative experience.

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9. Diversity Experience: Gendered Experience
10. Diversity Experience: LGBTIQ+
11. Flexible Work
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13. Code of Conduct: Bullying, Sexual Harassment and Workplace Violence and Aggression
14. Code of Conduct: Racism and Discrimination

Returned surveys:  
69,090



# RESOURCES SUMMARY

## Resources

Job resources are aspects of the job that may do any of the following:

(a) be functional in achieving work goals;

(b) reduce job demands and the associated physiological and psychological costs;

(c) stimulate personal growth and development.

Please note: All % represent percent positive.

	Your Job	Social Support	Fair and Equitable Treatment	Keeping You Well	Building My Future
Autonomy	<b>72%</b> vs 2022 +1	My Workgroup Effectiveness <b>82%</b> vs 2022 +1	Performance Management <b>55%</b> vs 2022 +1	My Obligations <b>88%</b> vs 2022 0	Performance Discussions <b>38%</b> vs 2022 +2
Clarity	<b>81%</b> vs 2022 +1	Workgroup Respect and Psychological Safety <b>80%</b> vs 2022 +1	Fair and Equitable Treatment <b>58%</b> vs 2022 +2	My Confidence Discussing Wellbeing with My Manager <b>66%</b> vs 2022 +2	Professional Development <b>32%</b> vs 2022 +2
Task Identity	<b>70%</b> vs 2022 0	My Manager and Workgroup Performance <b>75%</b> vs 2022 +1	Promotion Process <b>44%</b> vs 2022 +1	In My Workgroup <b>38%</b> vs 2022 +2	
Task Significance	<b>82%</b> vs 2022 0	My Manager and Respectful Relationships <b>78%</b> vs 2022 +1	Backfilling Process <b>43%</b> vs 2022 +3	Leadership <b>62%</b> vs 2022 +1	
Task Variety	<b>75%</b> vs 2022 +1	My Manager Honesty and integrity <b>81%</b> vs 2022 +1	Recruitment Process <b>48%</b> vs 2022 +3	My Organisation Values My Wellbeing <b>60%</b> vs 2022 +2	
Human Rights and My Job	<b>78%</b> vs 2022 +1			Cultural Safety <b>68%</b> vs 2022 +4	

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### Leadership

Senior Managers

**53%**

vs 2022 +1

Executive Group

**47%**

vs 2022 +1

### Code of Conduct

Integrity

**75%**

vs 2022 0

### Flexible Work

Flexibility I Need

**75%**

vs 2022 +1

Work Together to make Flexibility Work

**65%**

vs 2022 +1

Free to use Flexibility

**56%**

vs 2022 +1

### Equitable Treatment

Gender

**69%**

vs 2022 +1

Age

**67%**

vs 2022 +1

Aboriginal and/or Torres Strait Islander People

**71%**

vs 2022 +3

Australian South Sea Islander People

**70%**

vs 2022 +3

Cultural Background

**72%**

vs 2022 +3

Disability

**61%**

vs 2022 +3

Sexual Orientation

**73%**

vs 2022 +3

# EMPLOYEE ENGAGEMENT

## Employee Engagement Insights

Employee engagement is an individual's connection to their organisation. It is a global measure of employee experience. Many factors influence engagement: leadership; a positive and inclusive work culture; manager support; accountability; and flexible work to name a few.

EMPLOYEE ENGAGEMENT	58%			RESPONSE SCALE	% POSITIVE	vs 2022
<b>Q35j.</b> I would recommend my organisation as a great place to work	60	22	18	60%	+1	
<b>Q35k.</b> I am proud to tell others I work for my organisation	66	22	12	66%	0	
<b>Q35l.</b> I feel strong personal attachment to my organisation	53	28	19	53%	0	
<b>Q35m.</b> My organisation motivates me to help it achieve its objectives	54	27	19	54%	+1	
<b>Q35n.</b> My organisation inspires me to do the best in my job	55	27	18	55%	+1	

### KEY

Positive Neutral Negative



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YOUR JOB: AUTONOMY		72%	RESPONSE SCALE		% POSITIVE	vs 2022
Q19c. I have the authority necessary to do my job effectively		75	14	12	75%	0
Q19f. I have choice in deciding how I carry out day-to-day work tasks		74	14	12	74%	+1
Q19g. I am encouraged to take part in decisions that affect my job, where appropriate		68	17	16	68%	+1
YOUR JOB: CLARITY		81%	RESPONSE SCALE		% POSITIVE	vs 2022
Q19a. I understand what is expected of me to do well in my job		88	6	5	88%	0
Q19b. I get the information I need to do my job well		74	14	12	74%	0
YOUR JOB: TASK SIGNIFICANCE		82%	RESPONSE SCALE		% POSITIVE	vs 2022
Q19h. I understand how my work contributes to my organisation's strategic objectives		82	11	7	82%	0

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Positive Neutral Negative



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(c) stimulate personal growth and development.

YOUR JOB: TASK IDENTITY	70%	RESPONSE SCALE	% POSITIVE	vs 2022
Q19d. My job gives me a feeling of accomplishment		70	70%	0
YOUR JOB: TASK VARIETY	75%	RESPONSE SCALE	% POSITIVE	vs 2022
Q19e. My job gives me the opportunity to utilise my skills and knowledge		75	75%	+1
YOUR JOB: HUMAN RIGHTS AND MY JOB	78%	RESPONSE SCALE	% POSITIVE	vs 2022
Q19i. I understand how the <i>Human Rights Act 2019</i> applies to my work		78	78%	+1

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Positive Neutral Negative



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(c) stimulate personal growth and development.

### SOCIAL SUPPORT: MY WORKGROUP EFFECTIVENESS **82%**

	RESPONSE SCALE	% POSITIVE	vs 2022
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<b>Q20a.</b> I discuss my work challenges with the people in my workgroup	86	9 5	<b>86%</b>	0
<b>Q20b.</b> In my workgroup, we work together to manage workload	78	12 10	<b>78%</b>	+1
<b>Q20c.</b> In my workgroup, we share learnings	82	10 7	<b>82%</b>	+1

### SOCIAL SUPPORT: WORKGROUP RESPECT AND PSYCHOLOGICAL SAFETY **80%**

	RESPONSE SCALE	% POSITIVE	vs 2022
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<b>Q20d.</b> In my workgroup, we treat each other respectfully	83	10 8	<b>83%</b>	+1
<b>Q20e.</b> In my workgroup, I am comfortable speaking up to share a different view to my colleagues	79	11 10	<b>79%</b>	+1
<b>Q20f.</b> In my workgroup, we welcome diverse ideas and thoughts	77	14 10	<b>77%</b>	+2

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Positive Neutral Negative



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### SOCIAL SUPPORT: MY MANAGER AND WORKGROUP PERFORMANCE

# 75%

RESPONSE SCALE

% POSITIVE

vs 2022

**Q21b.** My manager or supervisor encourages discussion on ways to improve workgroup performance

76

13

11

76%

+1

**Q21c.** My manager or supervisor clearly communicates performance expectations

72

15

12

72%

+1

**Q21h.** My manager or supervisor shows appreciation for my contribution to our work objectives

75

13

12

75%

+1

### SOCIAL SUPPORT: MY MANAGER AND RESPECTFUL RELATIONSHIPS

# 78%

RESPONSE SCALE

% POSITIVE

vs 2022

**Q21a.** My manager or supervisor treats people in our work environment respectfully

84

9

8

84%

+1

**Q21e.** My manager or supervisor listens to what I have to say

79

11

10

79%

+1

**Q21f.** I feel comfortable discussing my work challenges with my manager or supervisor

76

11

13

76%

+1

**Q21g.** I can rely on my manager or supervisor to help me work through work challenges

74

13

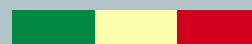
13

74%

+2

KEY

Positive Neutral Negative



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### SOCIAL SUPPORT: MY MANAGER HONESTY AND INTEGRITY

81%

RESPONSE SCALE

% POSITIVE

vs 2022

Q21d. My manager or supervisor demonstrates honesty and integrity



81%

+1

### BUILDING YOUR FUTURE: PROFESSIONAL DEVELOPMENT

32%

RESPONSE SCALE

% POSITIVE

vs 2022

Q22b. My manager/supervisor and I discuss my professional development



25%

+1

Q22g. My manager or supervisor supports my professional development by connecting me with learning and development opportunities



40%

+3

### BUILDING YOUR FUTURE: PERFORMANCE DISCUSSIONS

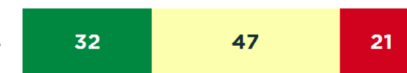
38%

RESPONSE SCALE

% POSITIVE

vs 2022

Q22c. My manager/supervisor takes the time to provide informal feedback on my performance



32%

+1

Q22e. My manager or supervisor provides me with constructive feedback to help improve my performance



36%

+2

Q22f. My manager or supervisor recognises and acknowledges when I do something well



47%

+1

## KEY

Positive Neutral Negative



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KEEPING YOU WELL: MY OBLIGATIONS		88%	RESPONSE SCALE		% POSITIVE	vs 2022
Q25d. I am confident in my understanding of my health and safety obligations		88	9		88%	0
KEEPING YOU WELL: MY CONFIDENCE DISCUSSING WELLBEING WITH MY MANAGER		66%	RESPONSE SCALE		% POSITIVE	vs 2022
Q25f. I am confident discussing my wellbeing with my manager or supervisor		69	15	16	69%	+2
Q25g. I am confident discussing my mental health with my manager or supervisor		62	17	21	62%	+2
KEEPING YOU WELL: IN MY WORKGROUP		38%	RESPONSE SCALE		% POSITIVE	vs 2022
Q25a. In my workgroup, we proactively discuss workplace safety		37	48	14	37%	+1
Q25b. In my workgroup, we discuss ways to promote wellbeing		39	45	16	39%	+2
Q25c. In my workgroup, we discuss ways to promote mental health		36	44	20	36%	+3

### KEY

Positive Neutral Negative



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### KEEPING YOU WELL: LEADERSHIP 62%

	RESPONSE SCALE	% POSITIVE	vs 2022
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<b>Q25h.</b> My manager or supervisor proactively encourages people to speak up if they feel something could be a risk to their health, safety, or wellbeing	<div style="display: flex; justify-content: space-between;"> <div style="width: 70%; background-color: #2e8b57; color: white; padding: 5px;">70</div> <div style="width: 5%; background-color: #ffff00; padding: 5px;">17</div> <div style="width: 5%; background-color: #d62728; padding: 5px;">13</div> </div>	<b>70%</b>	0
<b>Q25i.</b> In my workplace senior management acts quickly to correct problems/issues that affect employees' health, safety, or wellbeing	<div style="display: flex; justify-content: space-between;"> <div style="width: 60%; background-color: #2e8b57; color: white; padding: 5px;">55</div> <div style="width: 5%; background-color: #ffff00; padding: 5px;">23</div> <div style="width: 5%; background-color: #d62728; padding: 5px;">22</div> </div>	<b>55%</b>	+1

### KEEPING YOU WELL: MY ORGANISATION VALUES MY WELLBEING 60%

	RESPONSE SCALE	% POSITIVE	vs 2022
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<b>Q25k.</b> I feel that my organisation considers the wellbeing of employees to be important	<div style="display: flex; justify-content: space-between;"> <div style="width: 60%; background-color: #2e8b57; color: white; padding: 5px;">60</div> <div style="width: 5%; background-color: #ffff00; padding: 5px;">19</div> <div style="width: 5%; background-color: #d62728; padding: 5px;">21</div> </div>	<b>60%</b>	+2
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### KEEPING YOU WELL: CULTURAL SAFETY 68%

	RESPONSE SCALE	% POSITIVE	vs 2022
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<b>Q25e.</b> My workgroup cares about the cultural safety of Aboriginal and Torres Strait Islander colleagues	<div style="display: flex; justify-content: space-between;"> <div style="width: 70%; background-color: #2e8b57; color: white; padding: 5px;">77</div> <div style="width: 5%; background-color: #ffff00; padding: 5px;">19</div> <div style="width: 5%; background-color: #d62728; padding: 5px;">4</div> </div>	<b>77%</b>	+5
<b>Q25j.</b> I feel that my manager or supervisor takes responsibility for ensuring the cultural safety of Aboriginal and Torres Strait Islander employees	<div style="display: flex; justify-content: space-between;"> <div style="width: 60%; background-color: #2e8b57; color: white; padding: 5px;">62</div> <div style="width: 5%; background-color: #ffff00; padding: 5px;">33</div> <div style="width: 5%; background-color: #d62728; padding: 5px;">6</div> </div>	<b>62%</b>	+2
<b>Q25i.</b> I feel that my organisation provides a culturally safe work environment for Aboriginal and Torres Strait Islander employees	<div style="display: flex; justify-content: space-between;"> <div style="width: 60%; background-color: #2e8b57; color: white; padding: 5px;">65</div> <div style="width: 5%; background-color: #ffff00; padding: 5px;">30</div> <div style="width: 5%; background-color: #d62728; padding: 5px;">6</div> </div>	<b>65%</b>	+3

#### KEY

Positive Neutral Negative



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LEADERSHIP: SENIOR MANAGERS	53%			RESPONSE SCALE	% POSITIVE	vs 2022
<b>Q23a.</b> Senior leaders provide clear direction for the future of the organisation	51	28	21	51%	+1	
<b>Q23b.</b> Senior leaders model the values or principles of my organisation	57	26	17	57%	+1	
<b>Q23c.</b> Senior leaders keep employees informed about what is going on	53	24	23	53%	+1	
<b>Q23d.</b> Senior leaders create an environment where employees feel heard	48	26	26	48%	+1	
<b>Q23e.</b> Senior leaders demonstrate honesty and integrity	58	27	15	58%	+1	

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Positive Neutral Negative



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### LEADERSHIP: EXECUTIVE GROUP 47%

	RESPONSE SCALE			% POSITIVE	vs 2022
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<b>Q24a.</b> The executive group communicates a clear direction for the future of the organisation	49	30	20	49%	0
<b>Q24b.</b> The executive group model the values or principles of my organisation	50	33	17	50%	+1
<b>Q24c.</b> The executive group keeps employees informed about what is going on	49	30	22	49%	0
<b>Q24d.</b> The executive group creates an environment where employees feel heard	39	33	28	39%	+1
<b>Q24e.</b> The executive group acts with a high level of integrity	49	35	16	49%	+2

### FAIR AND EQUITABLE TREATMENT: FAIR AND EQUITABLE TREATMENT 58%

	RESPONSE SCALE			% POSITIVE	vs 2022
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<b>Q27f.</b> People are treated fairly and equitably in my workplace	58	20	22	58%	+2
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#### KEY

Positive Neutral Negative



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### FAIR AND EQUITABLE TREATMENT: PROMOTION PROCESS

44%

RESPONSE SCALE

% POSITIVE

vs 2022

Q27c. Promotion decisions are based on clear criteria

44

30

26

44%

+1

### FAIR AND EQUITABLE TREATMENT: BACKFILLING PROCESS

43%

RESPONSE SCALE

% POSITIVE

vs 2022

Q27d. The process for backfilling roles is transparent

43

30

27

43%

+3

### FAIR AND EQUITABLE TREATMENT: PERFORMANCE MANAGEMENT

55%

RESPONSE SCALE

% POSITIVE

vs 2022

Q27a. Performance is assessed fairly

53

26

21

53%

+1

Q27b. I understand the process to manage poor performance in my workgroup

58

24

18

58%

0

## KEY

Positive Neutral Negative



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### FAIR AND EQUITABLE TREATMENT: RECRUITMENT PROCESS

# 48%

RESPONSE SCALE

% POSITIVE

vs 2022

**Q27e.** Recruitment strategies and/or processes are fair and transparent

48

28

24

**48%**

+3

### EQUITABLE TREATMENT: GENDER

# 69%

RESPONSE SCALE

% POSITIVE

vs 2022

**Q27g.** All employees, regardless of gender, have equitable access to work experiences that support career progression

63

21

16

**63%**

+2

**Q27i.** Being a woman is not a barrier to success in my organisation

76

16

9

**76%**

+2

**Q27j.** Being a man is not a barrier to success in my organisation

71

19

10

**71%**

0

**Q27k.** Being transgender, non-binary and/or gender diverse is not a barrier to success in my organisation

65

30

5

**65%**

0

### EQUITABLE TREATMENT: AGE

# 67%

RESPONSE SCALE

% POSITIVE

vs 2022

**Q27h.** Age is not a barrier to success in my organisation

67

20

13

**67%**

+1

KEY

Positive Neutral Negative



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### EQUITABLE TREATMENT: ABORIGINAL AND/OR TORRES STRAIT ISLANDER PEOPLE

71%

RESPONSE SCALE

% POSITIVE

vs 2022

Q27l. Being an Aboriginal and/or Torres Strait Islander person is not a barrier to success in my organisation

71

25

4

71%

+3

### EQUITABLE TREATMENT: AUSTRALIAN SOUTH SEA ISLANDER PEOPLE

70%

RESPONSE SCALE

% POSITIVE

vs 2022

Q27m. Being an Australian South Sea Islander person is not a barrier to success in my organisation

70

26

4

70%

+3

### EQUITABLE TREATMENT: CULTURAL BACKGROUND

72%

RESPONSE SCALE

% POSITIVE

vs 2022

Q27n. Cultural background is not a barrier to success in my organisation

72

22

7

72%

+3

### EQUITABLE TREATMENT: DISABILITY

61%

RESPONSE SCALE

% POSITIVE

vs 2022

Q27o. Disability is not a barrier to success in my organisation

61

28

11

61%

+3

## KEY

Positive Neutral Negative



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<b>EQUITABLE TREATMENT: SEXUAL ORIENTATION</b>	<b>73%</b>	<b>RESPONSE SCALE</b>	<b>% POSITIVE</b>	<b>vs 2022</b>
<b>Q27p.</b> Sexual orientation is not a barrier to success in my organisation			<b>73%</b>	<b>+3</b>
<b>FLEXIBLE WORK: FLEXIBILITY I NEED</b>	<b>75%</b>	<b>RESPONSE SCALE</b>	<b>% POSITIVE</b>	<b>vs 2022</b>
<b>Q34i.</b> I have the flexibility I need to manage my work and non-work interests			<b>75%</b>	<b>+1</b>
<b>FLEXIBLE WORK: WORK TOGETHER TO MAKE FLEXIBILITY WORK</b>	<b>65%</b>	<b>RESPONSE SCALE</b>	<b>% POSITIVE</b>	<b>vs 2022</b>
<b>Q34j.</b> In my workgroup, we discuss individual needs for flexible work arrangements, and we work together to accommodate them			<b>65%</b>	<b>+1</b>
<b>FLEXIBLE WORK: FREE TO USE FLEXIBILITY</b>	<b>56%</b>	<b>RESPONSE SCALE</b>	<b>% POSITIVE</b>	<b>vs 2022</b>
<b>Q34k.</b> My commitment to this organisation would be questioned if I chose to use flexible work options			<b>56%</b>	<b>+1</b>

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Positive Neutral Negative



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CODE OF CONDUCT: INTEGRITY	75%			RESPONSE SCALE	% POSITIVE	vs 2022
<b>Q36a.</b> Discussions about appropriate and ethical behaviour are common in my workplace	60	25	15		60%	0
<b>Q36b.</b> I am confident in my understanding of what ethical behaviour means within my workplace	92	6			92%	0
<b>Q36c.</b> I am confident I would know how to report unethical behaviour if I became aware of it	86	9	5		86%	0
<b>Q36d.</b> I feel confident that if I reported unethical behaviour in my workplace, it would be appropriately managed	60	20	19		60%	+1

### KEY

Positive Neutral Negative



# DEMANDS

## Demands

Job demands are aspects of the job that require sustained physical or mental effort and are therefore associated with certain physiological and psychological costs.

	RESPONSE SCALE			% FAVOURABLE	vs 2022
<b>Q26a.</b> I need to work long hours to meet performance expectations	34	48	18	<b>34%</b>	+3
<b>Q26b.</b> I am given unachievable deadlines	49	39	13	<b>49%</b>	+1
<b>Q26c.</b> My work is emotionally demanding	24	49	28	<b>24%</b>	+6
<b>Q26d.</b> My work is physically demanding	55	34	11	<b>55%</b>	+7
<b>Q26e.</b> I am overloaded with work	28	52	20	<b>28%</b>	+6
<b>Q26f.</b> I feel burned out by my work	35	45	20	<b>35%</b>	+5
<b>Q26g.</b> My work leaves me feeling emotionally exhausted	33	46	22	<b>33%</b>	+3
<b>Q26h.</b> My work leaves me feeling physically exhausted	49	38	13	<b>49%</b>	+5

### KEY

Never   Rarely   Once in a while   Some of the time   Fairly often   Often   Always

# OUTCOMES

## Outcomes

Outcomes include organisational citizenship behaviours and intention to leave.

By focusing on the relationship between resources and demands, and improving that relationship, this will have positive impacts on employee engagement leading to better work outcomes for the Queensland Public Sector.

CONNECTION WITH WORK	46%	RESPONSE SCALE	% FAVOURABLE	vs 2022	
Q35a. I feel energised by my work	29	56	15	29%	0
Q35b. My job inspires me to do my best	47	44	9	47%	0
Q35c. I am proud of the work that I do	63	33	4	63%	-1
CONTINUOUS IMPROVEMENT	62%	RESPONSE SCALE	% FAVOURABLE	vs 2022	
Q35d. I proactively seek new and better ways of doing my job	61	36		61%	0
Q35e. I help co-workers learn new skills or share job knowledge	68	31		68%	0
Q35f. I help co-workers who have too much to do	59	38		59%	-1
Q35g. I work with colleagues to identify better practice	59	37	3	59%	0

### KEY

Always

Often

Fairly often

Some of the time

Once in a while

Rarely

Never

# OUTCOMES

## Outcomes

Outcomes include organisational citizenship behaviours and intention to leave.

By focusing on the relationship between resources and demands, and improving that relationship, this will have positive impacts on employee engagement leading to better work outcomes for the Queensland Public Sector.

IMPACT	RESPONSE SCALE			% POSITIVE	vs 2022
<b>Q35h.</b> My work has a positive impact on the lives of the people of Queensland	77	18	5	<b>77%</b>	-1
<b>Q35i.</b> My organisation has a positive impact on the lives of the people of Queensland	78	16	6	<b>78%</b>	0

### KEY

Positive Neutral Negative



# OUTCOMES

## Outcomes

Outcomes include organisational citizenship behaviours and intention to leave.

By focusing on the relationship between resources and demands, and improving that relationship, this will have positive impacts on employee engagement leading to better work outcomes for the Queensland public sector.

INTENTION TO LEAVE	2023	2022
<b>Q44a.</b> Which of the following statements best reflects your current thoughts about working in your current position?		
I want to leave my position as soon as possible	9%	9%
I want to leave my position within the next 12 months	16%	16%
I want to stay working in my position for the next one to two years	30%	29%
I want to stay working in my position for at least the next three years	45%	46%
<b>Q44b.</b> What best describes your plans involved with leaving your current position? (asked of those that want to leave position as soon as possible or within the next 12 months)		
I am planning to retire	6%	7%
I am applying for/have applied for new roles within my agency	33%	33%
I am applying for/have applied for new roles in another agency	29%	27%
I am applying for/have applied for roles in the private sector	9%	9%
I am applying for/have applied for roles in the not-for-profit sector	1%	1%
It is the end of my non-ongoing, casual or contracted employment	3%	4%
Other	18%	19%

# OUTCOMES

## Outcomes

Outcomes include organisational citizenship behaviours and intention to leave.

By focusing on the relationship between resources and demands, and improving that relationship, this will have positive impacts on employee engagement leading to better work outcomes for the Queensland Public Sector.

### INTENTION TO LEAVE

%

**Q44c.** What is the primary reason behind your desire to leave your current position? (respondents could select up to 3 options)

There are a lack of future career opportunities in my agency	<b>21%</b>
I want to try a different type of work or I'm seeking a career change	<b>15%</b>
I am not satisfied with the work	<b>16%</b>
I am looking to further my skills in another area	<b>18%</b>
My expectations for work in my current position have not been met	<b>8%</b>
I have achieved all I can in my current position	<b>12%</b>
I am not able to access the flexible working arrangements that I require	<b>7%</b>
Family commitments or priorities	<b>6%</b>
I am expected to do more work than I reasonably can	<b>13%</b>
The emotional demands of my work are too high	<b>9%</b>
The physical demands of my work are too high	<b>2%</b>
I am emotionally exhausted	<b>18%</b>
I am physically exhausted	<b>3%</b>
I do not have a sense of belonging to my workgroup or agency	<b>9%</b>

%

**Q44c.** continued...

Senior leadership is of a poor quality	<b>24%</b>
My immediate supervisor's leadership is of a poor quality	<b>16%</b>
I can receive a higher salary elsewhere	<b>9%</b>
My current workgroup or agency lacks respect for employees	<b>7%</b>
I want to live elsewhere within Australia or overseas	<b>2%</b>
I have experienced unacceptable behaviours (such as bullying or harassment)	<b>10%</b>
I don't think my work performance is fairly assessed in comparison to others	<b>6%</b>
I wish to pursue a promotion opportunity	<b>13%</b>
Voluntary retirement	<b>3%</b>
Forced or compulsory retirement	<b>1%</b>
Discrimination in my workplace	<b>2%</b>
Contract or secondment coming to an end	<b>3%</b>
Other	<b>9%</b>

# DIVERSITY EXPERIENCE: ABORIGINAL AND/OR TORRES STRAIT ISLANDER PEOPLES

## Aboriginal Peoples and/or Torres Strait Islander Peoples

In this section we explore the employment experiences of Aboriginal peoples and/or Torres Strait Islander peoples. Aboriginal people and Torres Strait Islander people are the First Peoples of Australia.

Cultural capability is the understanding of Aboriginal culture and Torres Strait Islander cultures and their history, the integration of those cultures into work practices, and an appreciation of those cultures in our decision making and service delivery.

ASKED OF ABORIGINAL PEOPLE AND TORRES STRAIT ISLANDER PEOPLE ONLY	RESPONSE SCALE			% POSITIVE	vs 2022
<b>Q28e.</b> My colleagues invite me to share my perspective as an Aboriginal and/or Torres Strait Islander person when carrying out work	47	31	22	47%	+2
<b>Q28f.</b> My colleagues actively embed the perspectives of Aboriginal peoples and Torres Strait Islander peoples in their work	47	32	21	47%	+3
<b>Q28g.</b> I feel comfortable sharing my perspective as an Aboriginal person	54	26	20	54%	-2
<b>Q28h.</b> I feel comfortable sharing my perspective as a Torres Strait Islander person	80	13	7	80%	+11
<b>Q28i.</b> I feel comfortable sharing my perspective as an Aboriginal and Torres Strait Islander person	70	21	10	70%	+12
<b>Q28m.</b> As an Aboriginal person, I feel culturally safe at work	65	22	13	65%	+2
<b>Q28n.</b> As a Torres Strait Islander person, I feel culturally safe at work	79	13	8	79%	+11
<b>Q28o.</b> As an Aboriginal and Torres Strait Islander person, I feel culturally safe at work	70	18	12	70%	+12

### KEY

Positive Neutral Negative



# DIVERSITY EXPERIENCE: ABORIGINAL AND/OR TORRES STRAIT ISLANDER PEOPLES

## Aboriginal Peoples and/or Torres Strait Islander Peoples

In this section we explore the employment experiences of Aboriginal peoples and/or Torres Strait Islander peoples. Aboriginal people and Torres Strait Islander people are the First Peoples of Australia.

Cultural capability is the understanding of Aboriginal culture and Torres Strait Islander cultures and their history, the integration of those cultures into work practices, and an appreciation of those cultures in our decision making and service delivery.

ASKED OF NON-ABORIGINAL PEOPLE AND NON-TORRES STRAIT ISLANDER PEOPLE ONLY	RESPONSE SCALE			% POSITIVE	vs 2022
<b>Q28j.</b> I am confident asking Aboriginal peoples and Torres Strait Islander peoples for their perspectives on my work	62	31	7	62%	0
<b>Q28k.</b> I am confident embedding the perspectives of Aboriginal peoples and Torres Strait Islander peoples in my work	59	34	8	59%	-1
<b>Q28l.</b> I consider the way my work may impact Aboriginal and Torres Strait Islander peoples	64	31	6	64%	0

**KEY**

Positive Neutral Negative



# DIVERSITY EXPERIENCE: AUSTRALIAN SOUTH SEA ISLANDER

## Australian South Sea Islander Peoples

Australian South Sea Islander people are the direct descendants of South Sea Islanders brought to Australia between 1863 and 1904 to work as indentured labourers.

### ASKED OF AUSTRALIAN SOUTH SEA ISLANDER PEOPLE ONLY

#### RESPONSE SCALE

% POSITIVE

vs 2022

**Q29c.** As an Australian South Sea Islander person, I feel culturally safe at work

60

29

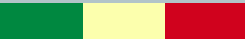
10

60%

+2

#### KEY

Positive Neutral Negative



# DIVERSITY EXPERIENCE: DISABILITY

## Disability

A person has disability if they have a limitation, restriction or impairment which has lasted, or is likely to last, for at least six months and restricts everyday activities. There are many different kinds of disability, usually resulting from accidents, illness or genetic disorders.

### ASKED OF PEOPLE LIVING WITH DISABILITY ONLY

2023

2022

**Q30c.** Have you had a conversation with your manager or supervisor about your disability?

Yes	<b>54%</b>	<b>48%</b>
No	<b>32%</b>	<b>38%</b>
Prefer not to say	<b>14%</b>	<b>14%</b>

**Q30d.** When did you have this conversation? (multiple response)

When I was invited for the interview	<b>11%</b>	<b>9%</b>
During the interview process	<b>14%</b>	<b>12%</b>
After being offered the job	<b>12%</b>	<b>10%</b>
After I had commenced work	<b>87%</b>	<b>89%</b>

# DIVERSITY EXPERIENCE: DISABILITY

## Disability

A person has disability if they have a limitation, restriction or impairment which has lasted, or is likely to last, for at least six months and restricts everyday activities. There are many different kinds of disability, usually resulting from accidents, illness or genetic disorders.

### ASKED OF PEOPLE LIVING WITH DISABILITY ONLY

2023

2022

**Q30e.** Do you have a workplace adjustment in place to assist you in managing work and life with your disability?

Yes, I have a reasonable adjustment agreement - a formal agreement (with for example a manager, HR or an OHS representative) stating changes to the work environment that allows me to work safely and productively	<b>5%</b>	<b>4%</b>
Yes, I have a flexible workplace agreement - can include, but is not limited to, compressed work hours, telecommuting, flexible working hours	<b>17%</b>	<b>15%</b>
Yes, I have an informal adjustment agreement - normally a conversation between myself and my supervisor agreeing to adjustments	<b>11%</b>	<b>10%</b>
No, I did not realise I could request workplace adjustment to accommodate my disability	<b>9%</b>	<b>10%</b>
No, I have not requested a workplace adjustment	<b>30%</b>	<b>28%</b>
No, I have not disclosed my disability in my workplace	<b>18%</b>	<b>23%</b>
I requested an adjustment, but it was not available/supported	<b>4%</b>	<b>3%</b>
Other	<b>6%</b>	<b>6%</b>

# DIVERSITY EXPERIENCE: DISABILITY

## Disability

A person has disability if they have a limitation, restriction or impairment which has lasted, or is likely to last, for at least six months and restricts everyday activities. There are many different kinds of disability, usually resulting from accidents, illness or genetic disorders.

ASKED OF PEOPLE LIVING WITH DISABILITY ONLY	RESPONSE SCALE			% POSITIVE	vs 2022
Q30k. I feel safe and respected at work	66	17	18	66%	0



# DIVERSITY EXPERIENCE: DISABILITY

## Recruitment process within the Queensland public sector for people living with disability

	2023	2022
<b>Q30f.</b> In the past 12 months, have you been an applicant in a recruitment process for a position with the Queensland Public sector?		
Yes	45%	44%
No	55%	56%
<b>Q30g.</b> Did you find this recruitment process to be accessible and inclusive?		
Yes	80%	83%
No	20%	17%
<b>Q30h.</b> Were you asked about accessibility, adjustments and support requirements during the recruitment process? (multiple response)		
Yes, at first communication e.g. invitation for interview	13%	10%
Yes, prior to the interview/assessment	10%	6%
Yes, at the interview/assessment	7%	5%
No, I had chosen not to disclose my disability	30%	35%
No, not at all	32%	31%
No, I had to ask about reasonable adjustments	2%	2%
I don't recall	17%	20%

# DIVERSITY EXPERIENCE: DISABILITY

## Recruitment process within the Queensland public sector for people living with disability

	2023	2022
<b>Q30i.</b> Do you feel confident applying for new and different job opportunities within your organisation? (multiple response)		
Yes, I would feel confident working in other areas of my organisation - I don't need any adjustments and do not feel like my disability limits my opportunity	<b>43%</b>	<b>46%</b>
Yes, I feel confident that other areas of my organisation would accommodate my needs/adjustments	<b>21%</b>	<b>19%</b>
No, I would not feel confident working in other areas of my organisation - I don't need any adjustments but my disability limits my opportunity	<b>9%</b>	<b>9%</b>
No, I feel that the reasonable adjustments I require limits my internal career pathways	<b>11%</b>	<b>10%</b>
Don't know	<b>14%</b>	<b>14%</b>
Prefer not to say	<b>8%</b>	<b>8%</b>
<b>Q30j.</b> Do you feel confident applying for new and different job opportunities outside of your current organisation? (multiple response)		
Yes, I would feel confident working outside of my organisation - I don't need any adjustments and do not feel like my disability limits my opportunity	<b>41%</b>	<b>45%</b>
Yes, I feel confident that other areas outside of my organisation would accommodate my needs/adjustments	<b>21%</b>	<b>18%</b>
No, I would not feel confident working outside my organisation - I don't need any adjustments but my disability limits my opportunity	<b>9%</b>	<b>8%</b>
No, I feel that the reasonable adjustments I require limits my external career pathways	<b>9%</b>	<b>8%</b>
Don't know	<b>18%</b>	<b>17%</b>
Prefer not to say	<b>8%</b>	<b>8%</b>

# DIVERSITY EXPERIENCE: GENDERED EXPERIENCE

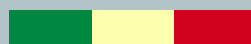
## Gendered Experience

Gender refers to current gender, which may be different to sex recorded at birth and may be different to what is indicated on legal documents.

ASKED OF ALL	RESPONSE SCALE			% POSITIVE	vs 2022
<b>Q27i.</b> Being a woman is not a barrier to success in my organisation	76	16	9	<b>76%</b>	+2
<b>Q27j.</b> Being a man is not a barrier to success in my organisation	71	19	10	<b>71%</b>	0
<b>Q27k.</b> Being transgender, non-binary and/or gender diverse is not a barrier to success in my organisation	65	30	5	<b>65%</b>	0

### KEY

Positive Neutral Negative



# DIVERSITY EXPERIENCE: GENDERED EXPERIENCE

## Gendered Experience

Gender refers to current gender, which may be different to sex recorded at birth and may be different to what is indicated on legal documents.

ASKED OF PEOPLE WHO IDENTIFIED AS A WOMAN ONLY	RESPONSE SCALE			% POSITIVE	vs 2022
<b>Q33a.</b> In my workplace, my professional opinions and insights are as likely to be supported as my male colleagues	73	18	9	<b>73%</b>	+1
<b>Q33b.</b> I have the same access to career development opportunities as my male colleagues	76	16	8	<b>76%</b>	+2
<b>Q33c.</b> I have the same opportunity for promotion as my male counterparts	74	18	8	<b>74%</b>	+2
<b>Q33d.</b> My manager or supervisor is committed to gender equity	78	19	3	<b>78%</b>	+2
<b>Q33e.</b> My senior manager is committed to gender equity	74	22	4	<b>74%</b>	+3
<b>Q33f.</b> My agency's executive group is committed to gender equity	69	26	5	<b>69%</b>	+4

### KEY

Positive Neutral Negative



# DIVERSITY EXPERIENCE: LGBTIQ+

## LGBTIQ+

LGBTIQ+ describes people of diverse sexual orientations, gender and sex characteristics. The term is short for lesbian, gay, bisexual, transgender, intersex and queer. The + reflects that the letters of the acronym do not capture the entire spectrum of sexual orientations, and intersex variations, and is not intended to be limiting or exclusive of certain groups.

ASKED OF PEOPLE WHO IDENTIFY AS LGBTIQ+ ONLY	RESPONSE SCALE			% POSITIVE	vs 2022
<b>Q31e.</b> I feel confident that my colleagues support LGBTIQ+ workplace inclusion	75	15	10	<b>75%</b>	+2
<b>Q31f.</b> I feel confident that my manager or supervisor supports LGBTIQ+ workplace inclusion	80	14	6	<b>80%</b>	+2
<b>Q31g.</b> I feel confident that senior leaders within my organisation support LGBTIQ+ workplace inclusion	71	21	8	<b>71%</b>	+1
<b>Q31h.</b> I feel confident that the executive group within my organisation support LGBTIQ+ workplace inclusion	67	25	8	<b>67%</b>	+2
<b>Q31i.</b> I know LGBTIQ+ allies in my organisation that I can approach for support	63	18	19	<b>63%</b>	+3
<b>Q31j.</b> There are LGBTIQ+ allies in leadership roles in my organisation	54	30	15	<b>54%</b>	+3
<b>Q31k.</b> I feel safe and respected at work	78	14	8	<b>78%</b>	+1

### KEY

Positive Neutral Negative



# FLEXIBLE WORK

	%
<b>Q34a.</b> Do you currently use any of the following flexible work options? (multiple response)	
Part-time work	<b>11%</b>
Remote working: a location other than your official place of work and other than your home e.g. distributed work centre, on-site	<b>9%</b>
Remote working: from home	<b>51%</b>
Flexible work hours (e.g., accumulated hours as 'flexitime')	<b>42%</b>
Flexible work hours for example start late or early to meet responsibilities external to work	<b>30%</b>
Self-selecting schedules	<b>6%</b>
Flexible shifts/scheduling	<b>6%</b>
Shift swapping	<b>6%</b>
Designing own rosters	<b>3%</b>
Job sharing	<b>1%</b>
Compressed work hours	<b>4%</b>
Part-year work/annualised hours	<b>0%</b>
Term-time working	<b>0%</b>
Casual/on call	<b>2%</b>

	%
<b>Q34a.</b> continued...	
Hot desks	<b>8%</b>
Purchased leave/extended leave/deferred salary schemes	<b>1%</b>
Leave at half pay	<b>7%</b>
Other	<b>1%</b>
None of the above	<b>23%</b>

# FLEXIBLE WORK

## Flexible Work Arrangements

	2023	2022
<b>Q34b.</b> Have you made a request regarding flexible work arrangements in the last 12 months?		
Yes, I requested one or more flexible work arrangements	<b>46%</b>	<b>46%</b>
No, I have not requested a flexible work arrangement but I am content with my current arrangements	<b>44%</b>	<b>44%</b>
No, I have not requested a flexible work arrangement and I would like to adjust my current arrangements	<b>10%</b>	<b>10%</b>
<b>Q34c.</b> Was your request for flexible work arrangements (asked of those that have requested one or more flexible work arrangements)		
Fully granted	<b>83%</b>	<b>82%</b>
Partially granted	<b>9%</b>	<b>10%</b>
Declined - no reason given	<b>2%</b>	<b>3%</b>
Declined - reason provided	<b>3%</b>	<b>3%</b>
I have not received a reply as yet	<b>3%</b>	<b>3%</b>

# FLEXIBLE WORK

## Flexible Work Arrangements

	2023	2022
<b>Q34d.</b> Why haven't you made a request to change your work arrangements? (multiple response) (asked of those that have not requested a flexible work arrangement, but would like adjustments)		
I didn't feel I was entitled to make a request	<b>25%</b>	<b>25%</b>
I felt it would limit my career progression	<b>23%</b>	<b>22%</b>
I felt it would limit my access to training and development	<b>11%</b>	<b>11%</b>
Flexible working is frowned upon/not supported in my workplace	<b>28%</b>	<b>28%</b>
I was concerned that it may negatively impact my team	<b>25%</b>	<b>26%</b>
I didn't feel confident presenting my case or negotiating arrangements with my manager	<b>26%</b>	<b>25%</b>
I feel the technology I currently have access to does not support flexible working	<b>5%</b>	<b>5%</b>
I don't feel confident in my manager's ability to manage staff working flexibly	<b>11%</b>	<b>11%</b>
None of the above	<b>33%</b>	<b>33%</b>

# FLEXIBLE WORK

## Flexible Work Arrangements

	2023	2022
<b>Q34s.</b> Do you have the opportunity to contribute to the design of the shiftwork schedule/roster? (asked of those that do shiftwork)		
Yes	44%	48%
No	56%	52%
<b>Q34h.</b> Please choose the option that best describes your access to workplace flexibility		
A range of flexible work options are available to me in my job. Flexible work is the norm. I am able to adapt my flexible work arrangement to suit my work and personal needs	44%	42%
A range of flexible options are available to me in my job. I am able to agree formal flexible arrangements with my manager/supervisor. I feel okay about asking for ad hoc flexibility, although changing arrangements (e.g., work patterns) is discouraged	19%	18%
Flexibility is closely managed and only through formal agreements. Ad hoc arrangements are by exception, and I don't like to ask. I feel flexibility is seen as an inconvenience in my workplace	10%	11%
Flexibility is available but options are limited to the exception. Flexibility is possible under certain circumstances e.g., If I need to care for a sick child or family member or if I have an appointment that must be scheduled during work hours. I would only ask if I had no other option	9%	10%
There is some flexibility e.g., I can request specific shifts or swap shifts, there is some flexibility in start and finish times	9%	9%
The only flexible work options are limited to full time vs part time	3%	3%
No, given the nature of my work, flexible arrangements are not possible	7%	8%

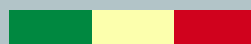
# FLEXIBLE WORK

## Flexible Work Arrangements

ASKED OF THOSE WHO HAVE THE OPTION OF FLEXIBLE WORKING ARRANGEMENTS ONLY	RESPONSE SCALE			% POSITIVE	vs 2022
<b>Q34i.</b> I have the flexibility I need to manage my work and non-work interests	75	14	11	75%	+1
<b>Q34j.</b> In my workgroup, we discuss individual needs for flexible work arrangements, and we work together to accommodate them	65	20	15	65%	+1
<b>Q34k.</b> My commitment to this organisation would be questioned if I chose to use flexible work options	56	25	19	56%	+1
<b>Q34l.</b> All employees, regardless of gender, are actively encouraged to adopt flexible working arrangements in this organisation	50	31	19	50%	+2
<b>Q34n.</b> Being a part-time manager is an option in this organisation	23	48	29	23%	+1
<b>Q34o.</b> It is difficult for me to adopt a flexible working arrangement because of a lack of support from my manager or supervisor	67	23	11	67%	+1

### KEY

Positive Neutral Negative



# FLEXIBLE WORK

## Flexible Work Arrangements

### ASKED OF PEOPLE WHO PROVIDE UNPAID CARE OR SUPPORT TO ANOTHER PERSON ONLY

2023

2022

**Q34p.** Does your agency publish a carer specific policy that explains who is defined as a carer and the supports that are available to carers?

Yes	<b>14%</b>	<b>13%</b>
No	<b>16%</b>	<b>18%</b>
Don't know	<b>70%</b>	<b>69%</b>

# FLEXIBLE WORK

## Flexible Work Arrangements

	RESPONSE SCALE			% POSITIVE	vs 2022
<b>Q34m.</b> All employees, regardless of whether they have responsibilities as a carer, are actively encouraged to adopt flexible working arrangements in this organisation	46	33	21	46%	+2
<b>Q34q.</b> My workplace provides sufficient support for me to be able to balance my work and carer responsibilities (asked of those who identified as being a carer only)	67	19	14	67%	+2

### KEY

Positive Neutral Negative



# FLEXIBLE WORK

## Flexible Work Arrangements

Asked of people who reported using remote working options (either from home or at another location from their official place of work)

### ASKED OF PEOPLE WHO REPORTED USING REMOTE WORKING OPTIONS ONLY

2023

2022

**Q34e.** Which of the following best describes your remote or hybrid work arrangement?

On average, I work one day per week remotely	<b>33%</b>	<b>33%</b>
On average, I work two days per week remotely	<b>47%</b>	<b>44%</b>
On average, I work three days per week remotely	<b>14%</b>	<b>15%</b>
On average, I work four days per week remotely	<b>3%</b>	<b>4%</b>
On average, I work five days per week remotely	<b>3%</b>	<b>4%</b>

**Q34f.** Which of the following best describes your hybrid work arrangement? (multiple response)

I have a formal arrangement in place, and a specific day/s of the week scheduled to work remotely	<b>61%</b>	<b>58%</b>
I adjust my schedule of remote work (i.e. day/s of week) depending on work activities	<b>47%</b>	<b>47%</b>
I adjust my schedule of remote work (i.e. day/s of week) depending on responsibilities outside of work	<b>28%</b>	<b>26%</b>
I adjust the number of days I work remotely per week depending on work activities	<b>28%</b>	<b>28%</b>
I adjust the number of days I work remotely per week depending on responsibilities outside of work	<b>18%</b>	<b>17%</b>

# FLEXIBLE WORK

## Flexible Work Arrangements

Asked of people who reported using remote working options (either from home or at another location from their official place of work)

Please note, where a '-' appears in the 2022 column, this represents a new option that was added in the 2023 survey.

ASKED OF PEOPLE WHO REPORTED USING REMOTE WORKING OPTIONS ONLY	2023	2022
<b>Q34g.</b> What benefits or needs are met by coming into your employer provided workplace? (multiple response)		
Social interaction - I like to catch up with colleagues socially	69%	69%
Collaboration - I find it easier to collaborate face-to-face	59%	59%
It's important for team building, work culture and connectivity	66%	-
I enjoy the energy of being with people all working on similar things	46%	47%
Preference for workspaces at least some of the time - I like to work in a formal work environment sometimes	38%	42%
Preference for workspaces for certain types of work - I feel I am more effective at completing some tasks when I am in a formal work environment	26%	31%
To meet project needs and workflows	26%	29%
Ability to access better equipment, ICT, printers or necessary physical resources or files	36%	-
My mental health is better when I spend some time in the office	27%	30%
I am more active - getting to and from the office and throughout the day	26%	29%
I only come into the office because I feel I must	14%	19%
I come into the office because I am told to but I don't perceive any benefit	12%	-
I feel like if I don't come into the office, people won't think of me for promotion	10%	11%
I feel like if I don't come into the office, I may miss out on development opportunities	11%	12%
Other	5%	8%

# DOMESTIC AND FAMILY VIOLENCE

## Domestic and Family Violence

	2023	2022
<b>Q42a.</b> 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?		
Yes	82%	84%
No	15%	16%
Prefer not to say	3%	-
<b>Q42f.</b> 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?		
Yes	9%	9%
No	85%	86%
Don't know	2%	2%
Prefer not to say	4%	3%

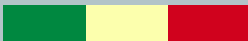
# DOMESTIC AND FAMILY VIOLENCE

## Domestic and Family Violence

DOMESTIC AND FAMILY VIOLENCE	RESPONSE SCALE			% POSITIVE	vs 2022
<b>Q42b.</b> I am confident that I could sensitively communicate with colleagues affected by domestic and family violence	79	16	5	<b>79%</b>	-1
<b>Q42c.</b> If I were approached directly by a colleague affected by domestic and family violence, I am confident in my ability to provide appropriate levels of support	81	14	5	<b>81%</b>	-1
<b>Q42d.</b> If I became aware that domestic and family violence were affecting a colleague, I am confident that I could respond appropriately	80	15	5	<b>80%</b>	-1
<b>Q42e.</b> I am confident that I could effectively refer a colleague affected by domestic and family violence to appropriate support	82	13	5	<b>82%</b>	-1

**KEY**

Positive Neutral Negative



# CODE OF CONDUCT: BULLYING, SEXUAL HARASSMENT AND WORKPLACE VIOLENCE AND AGGRESSION

## Bullying

Workplace bullying is repeated and unreasonable behaviour by someone you work with directed towards a worker or group of workers that creates a risk to health and safety.

	2023	2022
<b>Q38a.</b> During the last 12 months, have you experienced any of the following in your workplace? - Workplace bullying		
Yes, and I am currently experiencing this behaviour	<b>6%</b>	<b>6%</b>
Yes, but I am not experiencing it now	<b>11%</b>	<b>12%</b>
No	<b>78%</b>	<b>78%</b>
Don't know	<b>5%</b>	<b>4%</b>

# CODE OF CONDUCT: BULLYING, SEXUAL HARASSMENT AND WORKPLACE VIOLENCE AND AGGRESSION

## Bullying

Workplace bullying is repeated and unreasonable behaviour by someone you work with directed towards a worker or group of workers that creates a risk to health and safety.

	2023	2022
<b>Q39a.</b> Thinking about when you experienced bullying. Who were you bullied by? (multiple response)		
A senior manager	29%	29%
Your immediate manager/supervisor	33%	33%
A colleague	38%	40%
A group of colleagues	15%	16%
A worker that reports to you	6%	6%
A consultant/service provider	1%	1%
A representative of another agency	2%	1%
A person in a Ministerial Office	0%	1%
Other	4%	4%
Prefer not to specify	10%	10%

# CODE OF CONDUCT: BULLYING, SEXUAL HARASSMENT AND WORKPLACE VIOLENCE AND AGGRESSION

## Bullying

Workplace bullying is repeated and unreasonable behaviour by someone you work with directed towards a worker or group of workers that creates a risk to health and safety.

	2023	2022
<b>Q39b.</b> What type of bullying did you experience? (multiple response)		
Physical behaviour (e.g. assault or aggressive body language)	8%	8%
Verbal abuse (e.g. offensive language, derogatory remarks, shouting or screaming)	43%	44%
Intimidation and/or threats	38%	40%
'Initiations' or pranks	4%	5%
Interference with your personal property or work equipment	7%	7%
Inappropriate and unfair application of work policies or rules (e.g. performance management, access to leave, access to learning and development)	38%	38%
Withholding essential information for me to do my job	33%	31%
Being assigned meaningless tasks unrelated to my job	18%	18%
Being given impossible assignment(s)	12%	12%
Cyber bullying (e.g. by email)	5%	5%
Other	30%	28%

# CODE OF CONDUCT: BULLYING, SEXUAL HARASSMENT AND WORKPLACE VIOLENCE AND AGGRESSION

## Bullying

Workplace bullying is repeated and unreasonable behaviour by someone you work with directed towards a worker or group of workers that creates a risk to health and safety.

	2023	2022
<b>Q39c.</b> Did you report the bullying or tell someone about the bullying? (multiple response)		
Submitted a formal complaint	11%	11%
Told a colleague	36%	36%
Told a manager	45%	42%
Told Human Resources	11%	10%
Told a friend or family member	33%	32%
Told someone else	15%	14%
Told Employee Assistance Program or peer support	8%	7%
Told the person the behaviour was not okay	15%	15%
I did not tell anyone about bullying	15%	18%

# CODE OF CONDUCT: BULLYING, SEXUAL HARASSMENT AND WORKPLACE VIOLENCE AND AGGRESSION

## Bullying

Workplace bullying is repeated and unreasonable behaviour by someone you work with directed towards a worker or group of workers that creates a risk to health and safety.

	2023	2022
<b>Q39d.</b> You indicated that you have not formally reported your experience of bullying. What is preventing you from reporting this experience? (multiple response)		
I did not want to upset relationships in the workplace	<b>36%</b>	<b>36%</b>
I did not have enough evidence	<b>16%</b>	<b>16%</b>
It could affect my career	<b>40%</b>	<b>38%</b>
I did not think any action would be taken	<b>54%</b>	<b>54%</b>
The matter was resolved informally	<b>11%</b>	<b>11%</b>
I did not think the bullying was serious enough	<b>12%</b>	<b>12%</b>
Managers accepted the behaviour	<b>38%</b>	<b>36%</b>
I did not think it was worth the hassle of going through the report process	<b>30%</b>	<b>31%</b>
I did not know how to report it	<b>4%</b>	<b>4%</b>
Other	<b>13%</b>	<b>13%</b>

# CODE OF CONDUCT: BULLYING, SEXUAL HARASSMENT AND WORKPLACE VIOLENCE AND AGGRESSION

## Workplace Violence and Aggression

Workplace violence and aggression is any incident where an employee is abused, harassed, threatened or assaulted by clients/customers, patients, consumers, visitors or members of the public, in circumstances arising out of, or in the course of their employment, irrespective of the intent for harm. This does not include sexual harassment, which is captured separately.

	2023	2022
<b>Q38b.</b> During the last 12 months, have you experienced any of the following in your workplace? - Workplace violence and aggression		
Yes	<b>10%</b>	<b>13%</b>
No	<b>87%</b>	<b>85%</b>
Don't know	<b>3%</b>	<b>2%</b>

# CODE OF CONDUCT: BULLYING, SEXUAL HARASSMENT AND WORKPLACE VIOLENCE AND AGGRESSION

## Workplace Violence and Aggression

Workplace violence and aggression is any incident where an employee is abused, harassed, threatened or assaulted by clients/customers, patients, consumers, visitors or members of the public, in circumstances arising out of, or in the course of their employment, irrespective of the intent for harm. This does not include sexual harassment, which is captured separately.

	2023	2022
<b>Q40a.</b> Thinking about when you experienced workplace violence and aggression. Who was the aggressor? (multiple response)		
A client/customer	<b>34%</b>	<b>31%</b>
Patient	<b>29%</b>	<b>36%</b>
Visitor	<b>9%</b>	<b>13%</b>
A member of the public	<b>19%</b>	<b>18%</b>
Other	<b>36%</b>	<b>35%</b>
Prefer not to specify	<b>7%</b>	<b>6%</b>

# CODE OF CONDUCT: BULLYING, SEXUAL HARASSMENT AND WORKPLACE VIOLENCE AND AGGRESSION

## Workplace Violence and Aggression

Workplace violence and aggression is any incident where an employee is abused, harassed, threatened or assaulted by clients/customers, patients, consumers, visitors or members of the public, in circumstances arising out of, or in the course of their employment, irrespective of the intent for harm. This does not include sexual harassment, which is captured separately.

	2023	2022
<b>Q40b.</b> What type of workplace violence or aggression did you experience? (multiple response)		
Angry or hostile behaviour	88%	87%
Antagonism and jeering	27%	25%
Intimidation and insults	57%	56%
Shouting and swearing	68%	68%
Verbal threats	50%	49%
Someone encroaching on your personal space	34%	34%
Banging, kicking or hitting items	31%	32%
Biting, spitting, scratching	17%	18%
Throwing objects	22%	23%
Pushing, shoving, tripping or grabbing	15%	16%
Physical assault (e.g. punching or kicking)	16%	16%
Armed robbery	0%	0%
Attacked with any type of weapon	3%	3%
Other	7%	7%

# CODE OF CONDUCT: BULLYING, SEXUAL HARASSMENT AND WORKPLACE VIOLENCE AND AGGRESSION

## Sexual Harassment

Sexual harassment is 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. It can be experienced in the course of employment (i.e., person-to-person conduct) or through the workplace context (i.e., sexualised workplace environment).

	2023	2022
<b>Q38c.</b> During the last 12 months, have you experienced any of the following in your workplace? - Sexual harassment		
Yes, and I am currently experiencing this behaviour	<b>0%</b>	<b>0%</b>
Yes, but I am not experiencing it now	<b>2%</b>	<b>2%</b>
No	<b>96%</b>	<b>96%</b>
Don't know	<b>2%</b>	<b>1%</b>

# CODE OF CONDUCT: BULLYING, SEXUAL HARASSMENT AND WORKPLACE VIOLENCE AND AGGRESSION

## Sexual Harassment

Sexual harassment is 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. It can be experienced in the course of employment (i.e., person-to-person conduct) or through the workplace context (i.e., sexualised workplace environment).

	2023	2022
<b>Q41a.</b> Thinking about when you experienced sexual harassment. Who were you sexually harassed by? (multiple response)		
A senior manager	14%	14%
Your immediate manager/supervisor	11%	12%
A colleague	45%	43%
A group of colleagues	9%	9%
A worker that reports to you	3%	2%
A client/customer	21%	26%
A member of the public	12%	12%
A consultant/service provider	1%	1%
A representative of another agency	2%	2%
A person in a Ministerial Office	0%	0%
Other	4%	5%
Prefer not to specify	11%	10%

# CODE OF CONDUCT: BULLYING, SEXUAL HARASSMENT AND WORKPLACE VIOLENCE AND AGGRESSION

## Sexual Harassment

Sexual harassment is 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. It can be experienced in the course of employment (i.e., person-to-person conduct) or through the workplace context (i.e., sexualised workplace environment).

	2023	2022
<b>Q41b.</b> What type of sexual harassment did you experience? (multiple response)		
Sexually suggestive comments or jokes that made me feel offended (in either a group or one-on-one situation)	<b>69%</b>	<b>73%</b>
Intrusive questions about my private life or comments about my physical appearance	<b>53%</b>	<b>53%</b>
Unwelcome touching, hugging, cornering or kissing	<b>27%</b>	<b>29%</b>
Inappropriate physical contact (including momentary or brief physical contact)	<b>29%</b>	<b>29%</b>
Repeated or inappropriate invitations to go out on dates	<b>11%</b>	<b>12%</b>
Sexual gestures, indecent exposure or inappropriate display of the body	<b>15%</b>	<b>15%</b>
Repeated or inappropriate advances on email, social networking websites or internet chat rooms by a work colleague	<b>7%</b>	<b>8%</b>
Sexually explicit email or SMS message	<b>5%</b>	<b>5%</b>
Request or pressure for sex or other sexual act	<b>5%</b>	<b>6%</b>
Sexually explicit pictures, posters or gifts that made me feel offended	<b>3%</b>	<b>3%</b>
Sexually explicit posts or messages on social media (including Facebook, Snapchat, Instagram etc.)	<b>3%</b>	<b>3%</b>
Inappropriate staring or leering that made me feel intimidated	<b>23%</b>	<b>23%</b>
The workplace is sexually hostile including discussions or jokes that are of a sexual nature or the display of obscene or pornographic materials	<b>11%</b>	<b>10%</b>
Any other unwelcome conduct of a sexual nature	<b>18%</b>	<b>17%</b>

# CODE OF CONDUCT: BULLYING, SEXUAL HARASSMENT AND WORKPLACE VIOLENCE AND AGGRESSION

## Sexual Harassment

Sexual harassment is 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. It can be experienced in the course of employment (i.e., person-to-person conduct) or through the workplace context (i.e., sexualised workplace environment).

	2023	2022
<b>Q41c.</b> Did you tell anyone about the sexual harassment? (multiple response)		
Submitted a formal complaint	<b>13%</b>	<b>11%</b>
Told a colleague	<b>36%</b>	<b>38%</b>
Told a manager	<b>29%</b>	<b>26%</b>
Told Human Resources	<b>7%</b>	<b>5%</b>
Told a friend or family member	<b>30%</b>	<b>27%</b>
Told someone else	<b>11%</b>	<b>11%</b>
Told Employee Assistance Program or peer support	<b>4%</b>	<b>3%</b>
Told the person the behaviour was not okay	<b>17%</b>	<b>24%</b>
I did not tell anyone about the sexual harassment	<b>24%</b>	<b>25%</b>

# CODE OF CONDUCT: BULLYING, SEXUAL HARASSMENT AND WORKPLACE VIOLENCE AND AGGRESSION

## Sexual Harassment

Sexual harassment is 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. It can be experienced in the course of employment (i.e., person-to-person conduct) or through the workplace context (i.e., sexualised workplace environment).

	2023
<b>Q41d.</b> You indicated that you have not formally reported your experience of sexual harassment. What is preventing you from reporting this experience? (multiple response)	
I did not want to upset relationships in the workplace	<b>31%</b>
I did not have enough evidence	<b>15%</b>
It could affect my career	<b>30%</b>
I did not think any action would be taken	<b>44%</b>
The matter was resolved informally	<b>14%</b>
I did not think the sexual harassment was serious enough	<b>22%</b>
Managers accepted the behaviour	<b>20%</b>
I did not think it was worth the hassle of going through the report process	<b>33%</b>
I did not know how to report it	<b>5%</b>
Other	<b>13%</b>

# CODE OF CONDUCT: RACISM AND DISCRIMINATION

## Racism

Racism refers to prejudice, discrimination or hatred directed at someone because of their colour, ethnicity or national origin.

	2023	2022
<b>Q37a.</b> In the last 12 months, have you experienced racism?		
Yes	6%	6%
No	94%	94%
<b>Q37g_1.</b> Thinking about when you experienced racism. Who was the source of this experience? (multiple response)		
A senior manager	18%	17%
Your immediate manager/supervisor	15%	15%
A colleague	32%	35%
A group of colleagues	18%	19%
A worker that reports to you	4%	4%
A client/customer	31%	33%
A member of the public	31%	32%
A consultant/service provider	2%	3%
A representative of another agency	4%	4%
A person in a Ministerial Office	2%	1%
Other	7%	7%
Prefer not to specify	13%	11%

# CODE OF CONDUCT: RACISM AND DISCRIMINATION

## Racism

Racism refers to prejudice, discrimination or hatred directed at someone because of their colour, ethnicity or national origin.

	2023	2022
<b>Q37h_1.</b> Did you report the racism or tell someone about your experience? (multiple response)		
Submitted a formal complaint	5%	6%
Told a colleague	26%	25%
Told a manager	20%	20%
Told Human Resources	4%	4%
Told a friend or family member	25%	21%
Told someone else	11%	10%
Told Employee Assistance Program or peer support	3%	3%
Told the person the behaviour was not okay	22%	23%
I did not tell anyone about the racism or discrimination	32%	37%

# CODE OF CONDUCT: RACISM AND DISCRIMINATION

## Racism

Racism refers to prejudice, discrimination or hatred directed at someone because of their colour, ethnicity or national origin.

	2023	2022
<b>Q37i_1.</b> You indicated that you have not formally reported your experience of racism. What is preventing you from reporting this experience? (multiple response)		
I did not want to upset relationships in the workplace	<b>24%</b>	<b>26%</b>
I did not have enough evidence	<b>13%</b>	<b>16%</b>
It could affect my career	<b>25%</b>	<b>25%</b>
I did not think any action would be taken	<b>43%</b>	<b>42%</b>
The matter was resolved informally	<b>13%</b>	<b>12%</b>
I did not think the racism or discrimination was serious enough	<b>15%</b>	<b>17%</b>
Managers accepted the behaviour	<b>21%</b>	<b>19%</b>
I did not think it was worth the hassle of going through the report process	<b>29%</b>	<b>32%</b>
I did not know how to report it	<b>5%</b>	<b>5%</b>
Other	<b>18%</b>	<b>16%</b>

# CODE OF CONDUCT: RACISM AND DISCRIMINATION

## Discrimination

Discrimination occurs when a person, or group of people, is treated less favourably than another person or group because of their background or certain personal characteristics.

	2023	2022
<b>Q37b.</b> In the last 12 months, have you experienced discrimination because of your <b>disability</b> ?		
Yes	<b>2%</b>	<b>2%</b>
No	<b>98%</b>	<b>98%</b>
<b>Q37g_2.</b> Thinking about when you experienced discrimination because of your disability. Who was the source of this experience? (multiple response)		
A senior manager	<b>43%</b>	<b>39%</b>
Your immediate manager/supervisor	<b>40%</b>	<b>41%</b>
A colleague	<b>29%</b>	<b>31%</b>
A group of colleagues	<b>21%</b>	<b>22%</b>
A worker that reports to you	<b>3%</b>	<b>3%</b>
A client/customer	<b>5%</b>	<b>5%</b>
A member of the public	<b>5%</b>	<b>6%</b>
A consultant/service provider	<b>2%</b>	<b>2%</b>
A representative of another agency	<b>2%</b>	<b>2%</b>
A person in a Ministerial Office	<b>1%</b>	<b>1%</b>
Other	<b>6%</b>	<b>6%</b>
Prefer not to specify	<b>16%</b>	<b>16%</b>

# CODE OF CONDUCT: RACISM AND DISCRIMINATION

## Discrimination

Discrimination occurs when a person, or group of people, is treated less favourably than another person or group because of their background or certain personal characteristics.

	2023	2022
<b>Q37h_2.</b> Did you report the discrimination because of your disability or tell someone about your experience? (multiple response)		
Submitted a formal complaint	8%	8%
Told a colleague	26%	22%
Told a manager	24%	22%
Told Human Resources	11%	11%
Told a friend or family member	33%	30%
Told someone else	15%	13%
Told Employee Assistance Program or peer support	9%	10%
Told the person the behaviour was not okay	13%	12%
I did not tell anyone about the discrimination	30%	37%

# CODE OF CONDUCT: RACISM AND DISCRIMINATION

## Discrimination

Discrimination occurs when a person, or group of people, is treated less favourably than another person or group because of their background or certain personal characteristics.

	2023	2022
<b>Q37i_2.</b> You indicated that you have not formally reported your experience of discrimination because of your disability. What is preventing you from reporting this experience? (multiple response)		
I did not want to upset relationships in the workplace	<b>37%</b>	<b>38%</b>
I did not have enough evidence	<b>19%</b>	<b>20%</b>
It could affect my career	<b>46%</b>	<b>48%</b>
I did not think any action would be taken	<b>55%</b>	<b>55%</b>
The matter was resolved informally	<b>5%</b>	<b>5%</b>
I did not think the discrimination was serious enough	<b>15%</b>	<b>14%</b>
Managers accepted the behaviour	<b>36%</b>	<b>31%</b>
I did not think it was worth the hassle of going through the report process	<b>35%</b>	<b>35%</b>
I did not know how to report it	<b>8%</b>	<b>7%</b>
Other	<b>14%</b>	<b>14%</b>

# CODE OF CONDUCT: RACISM AND DISCRIMINATION

## Discrimination

Discrimination occurs when a person, or group of people, is treated less favourably than another person or group because of their background or certain personal characteristics.

	2023	2022
<b>Q37c.</b> In the last 12 months, have you experienced discrimination because of your <b>sexual orientation</b> ?		
Yes	<b>2%</b>	<b>2%</b>
No	<b>98%</b>	<b>98%</b>
<b>Q37g_3.</b> Thinking about when you experienced discrimination because of your sexual orientation. Who was the source of this experience? (multiple response)		
A senior manager	<b>28%</b>	<b>27%</b>
Your immediate manager/supervisor	<b>20%</b>	<b>19%</b>
A colleague	<b>37%</b>	<b>36%</b>
A group of colleagues	<b>22%</b>	<b>21%</b>
A worker that reports to you	<b>4%</b>	<b>4%</b>
A client/customer	<b>15%</b>	<b>16%</b>
A member of the public	<b>17%</b>	<b>18%</b>
A consultant/service provider	<b>2%</b>	<b>3%</b>
A representative of another agency	<b>4%</b>	<b>3%</b>
A person in a Ministerial Office	<b>3%</b>	<b>2%</b>
Other	<b>9%</b>	<b>8%</b>
Prefer not to specify	<b>14%</b>	<b>16%</b>

# CODE OF CONDUCT: RACISM AND DISCRIMINATION

## Discrimination

Discrimination occurs when a person, or group of people, is treated less favourably than another person or group because of their background or certain personal characteristics.

	2023	2022
<b>Q37h_3.</b> Did you report the discrimination because of your sexual orientation or tell someone about your experience? (multiple response)		
Submitted a formal complaint	7%	6%
Told a colleague	20%	22%
Told a manager	18%	15%
Told Human Resources	6%	5%
Told a friend or family member	25%	24%
Told someone else	12%	12%
Told Employee Assistance Program or peer support	3%	5%
Told the person the behaviour was not okay	14%	15%
I did not tell anyone about the discrimination	40%	45%

# CODE OF CONDUCT: RACISM AND DISCRIMINATION

## Discrimination

Discrimination occurs when a person, or group of people, is treated less favourably than another person or group because of their background or certain personal characteristics.

	2023	2022
<b>Q37i_3.</b> You indicated that you have not formally reported your experience of discrimination because of your sexual orientation. What is preventing you from reporting this experience? (multiple response)		
I did not want to upset relationships in the workplace	26%	30%
I did not have enough evidence	17%	16%
It could affect my career	35%	36%
I did not think any action would be taken	50%	47%
The matter was resolved informally	7%	9%
I did not think the discrimination was serious enough	14%	14%
Managers accepted the behaviour	29%	28%
I did not think it was worth the hassle of going through the report process	31%	30%
I did not know how to report it	5%	4%
Other	14%	15%

# CODE OF CONDUCT: RACISM AND DISCRIMINATION

## Discrimination

Discrimination occurs when a person, or group of people, is treated less favourably than another person or group because of their background or certain personal characteristics.

	2023	2022
<b>Q37d.</b> In the last 12 months, have you experienced discrimination because of your <b>gender</b> ?		
Yes	<b>7%</b>	<b>7%</b>
No	<b>93%</b>	<b>93%</b>
<b>Q37g_4.</b> Thinking about when you experienced discrimination because of your gender. Who was the source of this experience? (multiple response)		
A senior manager	<b>36%</b>	<b>35%</b>
Your immediate manager/supervisor	<b>23%</b>	<b>22%</b>
A colleague	<b>27%</b>	<b>29%</b>
A group of colleagues	<b>15%</b>	<b>16%</b>
A worker that reports to you	<b>3%</b>	<b>4%</b>
A client/customer	<b>14%</b>	<b>16%</b>
A member of the public	<b>15%</b>	<b>16%</b>
A consultant/service provider	<b>2%</b>	<b>3%</b>
A representative of another agency	<b>3%</b>	<b>3%</b>
A person in a Ministerial Office	<b>1%</b>	<b>1%</b>
Other	<b>8%</b>	<b>7%</b>
Prefer not to specify	<b>14%</b>	<b>15%</b>

# CODE OF CONDUCT: RACISM AND DISCRIMINATION

## Discrimination

Discrimination occurs when a person, or group of people, is treated less favourably than another person or group because of their background or certain personal characteristics.

	2023	2022
<b>Q37h_4.</b> Did you report the discrimination because of your gender or tell someone about your experience? (multiple response)		
Submitted a formal complaint	4%	4%
Told a colleague	27%	26%
Told a manager	18%	17%
Told Human Resources	4%	4%
Told a friend or family member	27%	26%
Told someone else	12%	10%
Told Employee Assistance Program or peer support	3%	3%
Told the person the behaviour was not okay	11%	12%
I did not tell anyone about the discrimination	38%	41%

# CODE OF CONDUCT: RACISM AND DISCRIMINATION

## Discrimination

Discrimination occurs when a person, or group of people, is treated less favourably than another person or group because of their background or certain personal characteristics.

	2023	2022
<b>Q37i_4.</b> You indicated that you have not formally reported your experience of discrimination because of your gender. What is preventing you from reporting this experience? (multiple response)		
I did not want to upset relationships in the workplace	28%	30%
I did not have enough evidence	18%	18%
It could affect my career	39%	38%
I did not think any action would be taken	54%	50%
The matter was resolved informally	7%	7%
I did not think the discrimination was serious enough	19%	19%
Managers accepted the behaviour	29%	28%
I did not think it was worth the hassle of going through the report process	34%	34%
I did not know how to report it	4%	5%
Other	11%	12%

# CODE OF CONDUCT: RACISM AND DISCRIMINATION

## Discrimination

Discrimination occurs when a person, or group of people, is treated less favourably than another person or group because of their background or certain personal characteristics.

	2023	2022
<b>Q37e.</b> In the last 12 months, have you experienced discrimination because of your age?		
Yes	7%	7%
No	93%	93%
<b>Q37g_5.</b> Thinking about when you experienced discrimination because of your age. Who was the source of this experience? (multiple response)		
A senior manager	31%	30%
Your immediate manager/supervisor	22%	23%
A colleague	31%	32%
A group of colleagues	20%	19%
A worker that reports to you	4%	4%
A client/customer	11%	13%
A member of the public	10%	12%
A consultant/service provider	2%	2%
A representative of another agency	2%	2%
A person in a Ministerial Office	1%	1%
Other	6%	6%
Prefer not to specify	18%	16%

# CODE OF CONDUCT: RACISM AND DISCRIMINATION

## Discrimination

Discrimination occurs when a person, or group of people, is treated less favourably than another person or group because of their background or certain personal characteristics.

	2023	2022
<b>Q37h_5.</b> Did you report the discrimination because of your age or tell someone about your experience? (multiple response)		
Submitted a formal complaint	2%	2%
Told a colleague	22%	21%
Told a manager	13%	12%
Told Human Resources	3%	3%
Told a friend or family member	28%	25%
Told someone else	11%	9%
Told Employee Assistance Program or peer support	3%	3%
Told the person the behaviour was not okay	9%	9%
I did not tell anyone about the discrimination	42%	49%

# CODE OF CONDUCT: RACISM AND DISCRIMINATION

## Discrimination

Discrimination occurs when a person, or group of people, is treated less favourably than another person or group because of their background or certain personal characteristics.

	2023	2022
<b>Q37i_5.</b> You indicated that you have not formally reported your experience of discrimination because of your age. What is preventing you from reporting this experience? (multiple response)		
I did not want to upset relationships in the workplace	<b>30%</b>	<b>32%</b>
I did not have enough evidence	<b>21%</b>	<b>20%</b>
It could affect my career	<b>31%</b>	<b>31%</b>
I did not think any action would be taken	<b>47%</b>	<b>45%</b>
The matter was resolved informally	<b>6%</b>	<b>7%</b>
I did not think the discrimination was serious enough	<b>23%</b>	<b>22%</b>
Managers accepted the behaviour	<b>22%</b>	<b>22%</b>
I did not think it was worth the hassle of going through the report process	<b>33%</b>	<b>36%</b>
I did not know how to report it	<b>4%</b>	<b>5%</b>
Other	<b>10%</b>	<b>9%</b>

# CODE OF CONDUCT: RACISM AND DISCRIMINATION

## Discrimination

Discrimination occurs when a person, or group of people, is treated less favourably than another person or group because of their background or certain personal characteristics.

	2023	2022
<b>Q37f.</b> In the last 12 months, have you experienced discrimination because of your <b>cultural background</b> ?		
Yes	4%	4%
No	96%	96%
<b>Q37g_6.</b> Thinking about when you experienced discrimination because of your cultural background. Who was the source of this experience? (multiple response)		
A senior manager	23%	21%
Your immediate manager/supervisor	18%	18%
A colleague	29%	30%
A group of colleagues	19%	19%
A worker that reports to you	3%	3%
A client/customer	20%	20%
A member of the public	18%	18%
A consultant/service provider	2%	2%
A representative of another agency	3%	3%
A person in a Ministerial Office	2%	1%
Other	8%	8%
Prefer not to specify	18%	17%

# CODE OF CONDUCT: RACISM AND DISCRIMINATION

## Discrimination

Discrimination occurs when a person, or group of people, is treated less favourably than another person or group because of their background or certain personal characteristics.

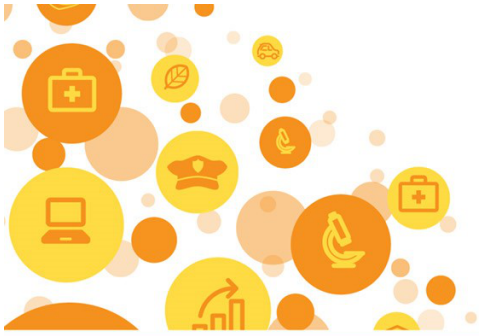
	2023	2022
<b>Q37h_6.</b> Did you report the discrimination because of your cultural background or tell someone about your experience? (multiple response)		
Submitted a formal complaint	5%	5%
Told a colleague	25%	23%
Told a manager	17%	17%
Told Human Resources	4%	4%
Told a friend or family member	29%	26%
Told someone else	14%	12%
Told Employee Assistance Program or peer support	4%	4%
Told the person the behaviour was not okay	11%	12%
I did not tell anyone about the discrimination	35%	40%

# CODE OF CONDUCT: RACISM AND DISCRIMINATION

## Discrimination

Discrimination occurs when a person, or group of people, is treated less favourably than another person or group because of their background or certain personal characteristics.

	2023	2022
<b>Q37i_6.</b> You indicated that you have not formally reported your experience of discrimination because of your cultural background. What is preventing you from reporting this experience? (multiple response)		
I did not want to upset relationships in the workplace	<b>30%</b>	<b>29%</b>
I did not have enough evidence	<b>15%</b>	<b>16%</b>
It could affect my career	<b>33%</b>	<b>28%</b>
I did not think any action would be taken	<b>42%</b>	<b>41%</b>
The matter was resolved informally	<b>8%</b>	<b>8%</b>
I did not think the discrimination was serious enough	<b>13%</b>	<b>14%</b>
Managers accepted the behaviour	<b>19%</b>	<b>19%</b>
I did not think it was worth the hassle of going through the report process	<b>28%</b>	<b>32%</b>
I did not know how to report it	<b>5%</b>	<b>5%</b>
Other	<b>16%</b>	<b>15%</b>



## Working for Queensland *survey*

