



## Highlights report

### Purpose

This Highlights report presents key results from the 2019 Working for Queensland survey, which was conducted from 2 September to 30 September 2019. Results reflect the views of respondents from your agency.

### Reporting framework

This report represents scores across two different types of metrics, **factors** and **indices**.

**Factors** in the survey combine data from multiple questions that correlate highly with the overall factor.

**Workplace climate indices** by contrast, simply group all climate questions within topics to which they generally relate.

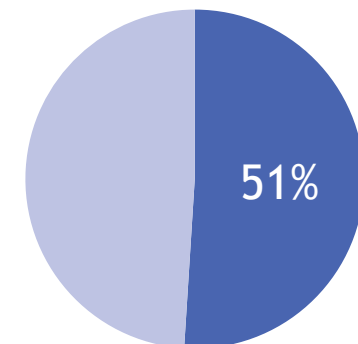
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Returned surveys:

# 1,994

Response Rate:



**Queensland  
Government**

# 01 Factors

## Purpose

This section provides an overview of the 2019 factor results. The % positive score is benchmarked against the Queensland public sector and the 2018 score.

### Key

Response scale:

Positive

Neutral

Negative

## Factors

Name	Response scale %			vs 2018	vs Qld public sector
Agency engagement	59%	28%	13%	+2	+1
Job empowerment	73%	16%	11%	+1	+2
Workload and health*	36%	30%	34%	+1	-3
Learning and development	59%	24%	17%	+3	+4
My workgroup	69%	18%	12%	+1	-6
My manager	67%	17%	16%	+4	-6
Organisational leadership	48%	28%	23%	+4	-1
Organisational fairness	42%	29%	30%	+2	0
Anti-discrimination	70%	24%	6%	+2	+5
Innovation	58%	25%	17%	+2	-1

\* %positive indicates those who have limited to no issues with workload and health

## 02 Factors by division

### Purpose

This section shows the breakdown of results for the factors at various levels in the agency hierarchy.

The scores shown are the % positive.

Name	Central Queensland Hospital & Health Service	Chief Finance, Assets & Commercial Services	Executive Service; Comms & Marketing; Corp Governance	Gladstone and Banana	Medical Services Central Queensland	Nursing & Midwifery, Quality & Safety	Rockhampton Hospital, Cap Coast & Mt Morgan	Rural & District Wide Services	Strategy, Transformation and Allied Health (STAH)	Workforce Division
Responses	1,994	124	22	268	61	187	753	490	23	52
Agency engagement	59%	54%	68%	53%	47%	56%	63%	59%	80%	63%
Job empowerment	73%	68%	76%	67%	67%	75%	75%	73%	73%	71%
Workload and health*	36%	26%	39%	35%	30%	27%	38%	38%	39%	46%
Learning and development	59%	47%	57%	56%	58%	65%	63%	56%	77%	66%
My workgroup	69%	65%	80%	61%	60%	70%	71%	72%	83%	72%
My manager	67%	75%	73%	63%	62%	67%	68%	63%	80%	78%
Organisational leadership	48%	44%	49%	43%	39%	46%	53%	46%	51%	50%
Organisational fairness	42%	38%	49%	36%	36%	43%	46%	39%	57%	44%
Anti-discrimination	70%	64%	68%	69%	63%	68%	70%	70%	78%	76%
Innovation	58%	62%	64%	51%	48%	60%	60%	55%	82%	73%

\* %positive indicates those who have limited to no issues with workload and health

## 03 Factors by question

### Purpose

This section provides an overview of the 2019 factor results, by question. The % positive score is benchmarked against the Queensland public sector and the 2018 score.

### Key

Response scale:

Positive

Neutral

Negative

Question	Response scale %			vs 2018	vs Qld public sector
<b>Agency engagement</b>					
Q33a. I would recommend my organisation as a great place to work	60%	26%	14%	+1	+1
Q33b. I am proud to tell others I work for my organisation	66%	23%	10%	0	+1
Q33c. I feel strong personal attachment to my organisation	58%	28%	13%	+3	+1
Q33d. My organisation motivates me to help it achieve its objectives	54%	31%	15%	+2	+1
Q33e. My organisation inspires me to do the best in my job	57%	30%	13%	+3	+3
<b>Job empowerment</b>					
Q22a. I have a choice in deciding how I do my work	67%	21%	12%	+1	-1
Q22b. I have the tools I need to do my job effectively	67%	16%	16%	-1	-1
Q22c. I get the information I need to do my job well	70%	18%	12%	+1	+3
Q22d. I have the authority necessary to do my job effectively	71%	18%	11%	+3	+2
Q22e. My job gives me opportunities to utilise my skills	79%	13%	9%	+2	+4
Q34b. Your ability to work on your own initiative	83%	11%	6%	0	+3

## 03 Factors by question

Question	Response scale %			vs 2018	vs Qld public sector
<b>Workload and health*</b>					
Q23a. I am overloaded with work*	27%	31%	42%	+1	-5
Q23b. I feel burned out by my work*	37%	29%	34%	+1	-5
Q23e. My work has a negative impact on my health*	44%	30%	25%	+1	+1

\* These questions have been reversed. The % positive indicates those who have limited to no issues with workload and health.

### Learning and development

Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge	62%	21%	16%	+2	+1
Q28e. I am able to access relevant learning and development opportunities	64%	22%	14%	+5	+4
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	69%	21%	10%	+2	+6
Q28g. I am satisfied with the opportunities available for career development	52%	27%	22%	+3	+6
Q31b. My organisation is committed to developing its employees	51%	28%	21%	+3	0

## 03 Factors by question

Question	Response scale %			vs 2018	vs Qld public sector
<b>My workgroup</b>					
Q24a. People in my workgroup treat each other with respect	64%	16%	20%	0	-10
Q24b. I receive help and support from other people in my workgroup	78%	15%	7%	+3	-5
Q24c. People in my workgroup are honest, open and transparent in their dealings	57%	24%	20%	+1	-10
Q24d. People in my workgroup use their time and resources efficiently	57%	24%	19%	-1	-6
Q24e. People in my workgroup treat customers with respect	83%	13%	4%	+1	-2
Q24f. People in my workgroup are committed to delivering excellent service to customers	78%	16%	6%	0	-2
Q24g. People in my workgroup do their jobs effectively	68%	21%	11%	-1	-6
<b>My manager</b>					
Q29a. My manager treats employees with dignity and respect	74%	12%	14%	+3	-6
Q29b. My manager listens to what I have to say	72%	14%	14%	+3	-6
Q29c. My manager keeps me informed about what's going on	63%	18%	19%	+3	-5
Q29d. My manager understands my work	66%	16%	17%	+3	-8
Q29e. My manager creates a shared sense of purpose	63%	21%	16%	+3	-6
Q29f. My manager demonstrates honesty and integrity	73%	14%	14%	+5	-5
Q29g. My manager draws the best out of me	56%	26%	18%	+4	-3

## 03 Factors by question

Question	Response scale %			vs 2018	vs Qld public sector
<b>Organisational leadership</b>					
Q31a. In my organisation, the leadership is of high quality	50%	28%	22%	+4	-1
Q31c. Management model the behaviours expected of all employees	48%	27%	25%	+3	-1
Q31d. In my organisation, the leadership operates with a high level of integrity	50%	29%	21%	+5	-3
Q31f. My organisation is well managed	45%	29%	26%	+5	0
<b>Organisational fairness</b>					
Q25f. Performance is assessed and rewarded fairly in my workplace	39%	33%	29%	+5	+3
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	37%	25%	38%	-1	+1
Q25h. People are treated fairly and consistently in my workplace	47%	25%	27%	+2	-4
Q25i. People take responsibility for their decisions and actions in my workplace	45%	30%	25%	+1	-5
Q31e. Recruitment and promotion decisions in this organisation are fair	40%	30%	29%	+5	+4

## 03 Factors by question

Question	Response scale %			vs 2018	vs Qld public sector
<b>Anti-discrimination</b>					
Q32a. Age is not a barrier to success in my organisation	69%	22%	9%	0	+6
Q32b. Gender is not a barrier to success in my organisation	74%	20%	7%	+1	+6
Q32c. Disability is not a barrier to success in my organisation	60%	33%	7%	+4	+4
Q32d. Cultural background is not a barrier to success in my organisation	72%	22%	6%	+3	+5
Q32e. Sexual orientation is not a barrier to success in my organisation	73%	23%	3%	+4	+4
<b>Innovation</b>					
Q27a. I get the opportunity to develop new and better ways of doing my job	55%	27%	18%	+2	-1
Q27b. I am encouraged to make suggestions about improving work processes and/or services	66%	19%	15%	+2	0
Q27c. Management is willing to act on suggestions to improve how things are done	51%	27%	22%	+3	-1
Q27d. My workgroup uses research and expertise to identify better practice	53%	30%	17%	+1	-1
Q27e. My workgroup always tries to improve its performance	69%	21%	11%	+1	0
Q27f. My organisation is open to new ideas	54%	28%	18%	+1	0



# 04 Workplace climate

## Purpose

This section provides an overview of the 2019 workplace climate index results. The % positive score is benchmarked against the Queensland public sector and the 2018 score.

*NOTE: In 2019, questions were removed from **My job** and **Effectiveness and innovation**. Comparisons to 2018 have been recalculated to exclude those questions.*

### Key

Response scale:

Positive

Neutral

Negative

## Workplace climate indices

Name	Response scale %			vs 2018	vs Qld public sector
Safety, health and wellness	52%	27%	21%	+2	-3
Effectiveness and innovation	56%	26%	19%	+1	0
People and relationships	69%	19%	12%	0	-6
Fairness and trust	59%	25%	17%	+3	+1
Performance and development	58%	25%	17%	+3	+3
Leadership and engagement	60%	23%	17%	+3	-2
My job	80%	12%	8%	+1	+3

## 05 Workplace climate by division

### Purpose

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

The scores shown are the % positive.

Name	Central Queensland Hospital & Health Service	Chief Finance, Assets & Commercial Services	Executive Service; Comms & Marketing; Corp Governance	Gladstone and Banana	Medical Services Central Queensland	Nursing & Midwifery, Quality & Safety	Rockhampton Hospital, Cap Coast & Mt Morgan	Rural & District Wide Services	Strategy, Transformation and Allied Health (STAH)	Workforce Division
Responses	1,994	124	22	268	61	187	753	490	23	52
Safety, health and wellness	52%	50%	55%	48%	42%	50%	54%	52%	57%	59%
Effectiveness and innovation	56%	56%	61%	51%	47%	57%	58%	55%	70%	62%
People and relationships	69%	66%	82%	61%	60%	71%	71%	72%	82%	72%
Fairness and trust	59%	56%	63%	55%	53%	59%	61%	58%	69%	64%
Performance and development	58%	52%	60%	55%	55%	61%	61%	55%	74%	66%
Leadership and engagement	60%	61%	65%	55%	52%	58%	63%	57%	73%	67%
My job	80%	73%	82%	76%	73%	81%	82%	80%	81%	78%

## 06 Workplace climate by question

### Purpose

This section provides an overview of the 2019 workplace climate index results, by question. The % positive score is benchmarked against the Queensland public sector and the 2018 score.

### Key

Response scale:

Positive Neutral Negative

Question	Response scale %			vs 2018	vs Qld public sector
<b>Safety, health and wellness</b>					
Q23a. I am overloaded with work*	27%	31%	42%	+1	-5
Q23b. I feel burned out by my work*	37%	29%	34%	+1	-5
Q23e. My work has a negative impact on my health*	44%	30%	25%	+1	+1
Q23f. My work contributes positively to my quality of life	47%	36%	18%	+2	+3
Q24h. People in my workgroup are committed to workplace safety	79%	16%	5%	+1	-2
Q24j. People in my workgroup work together to ensure flexible work arrangements meet both individual and business needs	60%	27%	13%	+1	-7
Q25b. My workplace culture supports people to achieve a good work/life balance	57%	25%	17%	+3	-5
Q25c. There is adequate focus on workplace safety at my workplace	75%	16%	9%	0	-1
Q29h. My manager proactively discusses flexible work arrangements with my workgroup	48%	26%	26%	+4	-3
Q31g. In my organisation, senior leaders clearly consider the wellbeing of employees to be important	47%	28%	25%	+5	-3
Q31h. The wellbeing of employees is a priority for my organisation	45%	29%	26%	+4	-4
Q31j. My commitment to this organisation would be questioned if I chose to use flexible work options*	41%	38%	21%	+2	-7
Q34e. Your work-life balance	65%	21%	14%	+3	+1
Q34g. Your ability to access and use flexible work arrangements	53%	31%	16%	+4	-4

\* indicates a negatively worded question

## 06 Workplace climate by question

Question	Response scale %			vs 2018	vs Qld public sector
<b>Effectiveness and innovation</b>					
Q22b. I have the tools I need to do my job effectively	67%	16%	16%	-1	-1
Q22c. I get the information I need to do my job well	70%	18%	12%	+1	+3
Q22d. I have the authority necessary to do my job effectively	71%	18%	11%	+3	+2
Q23c. I feel my job is secure	67%	19%	14%	+3	+6
Q23d. There is too much 'red tape' in my work (e.g. regulatory or administrative processes)*	20%	35%	45%	+1	+2
Q24k. People in my workgroup share diverse ideas to develop innovative solutions	61%	27%	13%	+1	-5
Q25d. Approval processes at my workplace are excessive*	16%	44%	40%	+1	-3
Q26a. My workplace has undergone significant change in the past 12 months	47%	34%	19%	-3	-2
Q27a. I get the opportunity to develop new and better ways of doing my job	55%	27%	18%	+2	-1
Q27b. I am encouraged to make suggestions about improving work processes and/or services	66%	19%	15%	+2	0
Q27c. Management is willing to act on suggestions to improve how things are done	51%	27%	22%	+3	-1
Q27d. My workgroup uses research and expertise to identify better practice	53%	30%	17%	+1	-1
Q27e. My workgroup always tries to improve its performance	69%	21%	11%	+1	0
Q27f. My organisation is open to new ideas	54%	28%	18%	+1	0
Q34f. Your ability to 'make a difference' to the community	70%	22%	8%	+1	+7

\* indicates a negatively worded question

## 06 Workplace climate by question

Question	Response scale %			vs 2018	vs Qld public sector
<b>People and relationships</b>					
Q24a. People in my workgroup treat each other with respect	64%	16%	20%	0	-10
Q24b. I receive help and support from other people in my workgroup	78%	15%	7%	+3	-5
Q24c. People in my workgroup are honest, open and transparent in their dealings	57%	24%	20%	+1	-10
Q24d. People in my workgroup use their time and resources efficiently	57%	24%	19%	-1	-6
Q24e. People in my workgroup treat customers with respect	83%	13%	4%	+1	-2
Q24f. People in my workgroup are committed to delivering excellent service to customers	78%	16%	6%	0	-2
Q24g. People in my workgroup do their jobs effectively	68%	21%	11%	-1	-6
Q24i. People in my workgroup work effectively with other workgroups in my organisation to deliver service to our customers	71%	19%	9%	0	-5

## 06 Workplace climate by question

Question	Response scale %			vs 2018	vs Qld public sector
<b>Fairness and trust</b>					
Q25a. My workplace has an inclusive culture where diversity is valued and respected	71%	20%	10%	+3	-1
Q25f. Performance is assessed and rewarded fairly in my workplace	39%	33%	29%	+5	+3
Q25g. I am confident that poor performance will be appropriately addressed in my workplace	37%	25%	38%	-1	+1
Q25h. People are treated fairly and consistently in my workplace	47%	25%	27%	+2	-4
Q25i. People take responsibility for their decisions and actions in my workplace	45%	30%	25%	+1	-5
Q25j. I am able to speak up and share a different view to my colleagues and manager	67%	17%	15%	+2	-4
Q30a. My senior manager demonstrates honesty and integrity	66%	22%	12%	+11	-6
Q31e. Recruitment and promotion decisions in this organisation are fair	40%	30%	29%	+5	+4
Q31i. My responsibilities outside of work restrict my opportunities for promotion*	54%	29%	16%	+2	-3
Q32a. Age is not a barrier to success in my organisation	69%	22%	9%	0	+6
Q32b. Gender is not a barrier to success in my organisation	74%	20%	7%	+1	+6
Q32c. Disability is not a barrier to success in my organisation	60%	33%	7%	+4	+4
Q32d. Cultural background is not a barrier to success in my organisation	72%	22%	6%	+3	+5
Q32e. Sexual orientation is not a barrier to success in my organisation	73%	23%	3%	+4	+4
Q32f. If I raised a complaint, I feel confident that it would be taken seriously	53%	23%	24%	+4	-2
Q32g. Women and men have equal access to work experiences that support career progression	72%	23%	6%	+3	+7

\* indicates a negatively worded question

## 06 Workplace climate by question

Question	Response scale %			vs 2018	vs Qld public sector
<b>Performance and development</b>					
Q28a. I receive useful feedback on my performance	55%	26%	20%	+3	+1
Q28b. My performance is assessed against clear criteria	54%	29%	17%	+1	+6
Q28c. In my organisation, there are opportunities for me to develop my skills and knowledge	62%	21%	16%	+2	+1
Q28d. I am supported to pursue developmental opportunities in other workplaces	45%	32%	22%	+5	+2
Q28e. I am able to access relevant learning and development opportunities	64%	22%	14%	+5	+4
Q28f. Learning and development activities I have completed in the past 12 months have helped to improve my performance	69%	21%	10%	+2	+6
Q28g. I am satisfied with the opportunities available for career development	52%	27%	22%	+3	+6
Q28h. I have had productive conversations with my manager on my performance in the past 12 months	61%	21%	18%	+3	+5
Q28i. I develop new knowledge and skills through undertaking tasks at work	72%	19%	10%	+2	+2
Q31b. My organisation is committed to developing its employees	51%	28%	21%	+3	0

## 06 Workplace climate by question

Question	Response scale %			vs 2018	vs Qld public sector
<b>Leadership and engagement</b>					
Q29a. My manager treats employees with dignity and respect	74%	12%	14%	+3	-6
Q29b. My manager listens to what I have to say	72%	14%	14%	+3	-6
Q29c. My manager keeps me informed about what's going on	63%	18%	19%	+3	-5
Q29d. My manager understands my work	66%	16%	17%	+3	-8
Q29e. My manager creates a shared sense of purpose	63%	21%	16%	+3	-6
Q29f. My manager demonstrates honesty and integrity	73%	14%	14%	+5	-5
Q29g. My manager draws the best out of me	56%	26%	18%	+4	-3
Q31a. In my organisation, the leadership is of high quality	50%	28%	22%	+4	-1
Q31c. Management model the behaviours expected of all employees	48%	27%	25%	+3	-1
Q31d. In my organisation, the leadership operates with a high level of integrity	50%	29%	21%	+5	-3
Q31f. My organisation is well managed	45%	29%	26%	+5	0
Q33a. I would recommend my organisation as a great place to work	60%	26%	14%	+1	+1
Q33b. I am proud to tell others I work for my organisation	66%	23%	10%	0	+1
Q33c. I feel strong personal attachment to my organisation	58%	28%	13%	+3	+1
Q33d. My organisation motivates me to help it achieve its objectives	54%	31%	15%	+2	+1
Q33e. My organisation inspires me to do the best in my job	57%	30%	13%	+3	+3



## 06 Workplace climate by question

Question	Response scale %			vs 2018	vs Qld public sector
<b>My job</b>					
Q21a. I understand what is expected of me to do well in my job	92%	4%	4%	0	+3
Q21b. I understand how my work contributes to my organisation's objectives	94%	4%	3%	+2	+3
Q22a. I have a choice in deciding how I do my work	67%	21%	12%	+1	-1
Q22e. My job gives me opportunities to utilise my skills	79%	13%	9%	+2	+4
Q22f. I enjoy the work in my current job	79%	14%	7%	+1	+4
Q22g. My job gives me a feeling of personal accomplishment	74%	17%	9%	+2	+7
Q34b. Your ability to work on your own initiative	83%	11%	6%	0	+3
Q35. All things considered, how satisfied are you with your current job?	72%	16%	13%	-1	+3

# 07 Most changed since 2018, by question

## Purpose

This section identifies areas of improvement and strength, while also identifying areas that may need attention.

NOTE: Survey questions in scope for this section were single response non-demographic questions that were asked of all respondents in 2019 as well as in 2018. 'My workplace has undergone significant change in the past 12 months' has not been included in the analysis.

### Key

Response scale:

Positive Neutral Negative

Question	Response scale %			vs 2018
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### Survey questions with the most positive change

Q30a. My senior manager demonstrates honesty and integrity	66%	22%	12%	+11
Q29f. My manager demonstrates honesty and integrity	73%	14%	14%	+5
Q31g. In my organisation, senior leaders clearly consider the wellbeing of employees to be important	47%	28%	25%	+5
Q31d. In my organisation, the leadership operates with a high level of integrity	50%	29%	21%	+5
Q28d. I am supported to pursue developmental opportunities in other workplaces	45%	32%	22%	+5

### Survey questions with the most negative change

Q25g. I am confident that poor performance will be appropriately addressed in my workplace	37%	25%	38%	-1
Q22b. I have the tools I need to do my job effectively	67%	16%	16%	-1
Q24d. People in my workgroup use their time and resources efficiently	57%	24%	19%	-1
Q24g. People in my workgroup do their jobs effectively	68%	21%	11%	-1
Q35. All things considered, how satisfied are you with your current job?	72%	16%	13%	-1

\* indicates a negatively worded question

## 08 Flexible work

### Purpose

This section outlines the types of flexible work arrangements being used and highlights some potential barriers to their take-up.

*NOTE: Multi-select questions may not add up to 100%.*

	2019	2018
<b>Do you currently use any flexible work options?</b>		
Use flexible workplace option	<b>56%</b>	53%
Use no flexible work option	<b>44%</b>	47%
<b>If yes to using flexible work option, which of the following do you use?</b>		
Part time work	<b>61%</b>	58%
Flexible work hours for example accumulated hours as 'flexitime'	<b>14%</b>	14%
Flexible work hours for example start late or early to meet responsibilities external to work	<b>13%</b>	13%
Casual/on call	<b>10%</b>	11%
Leave at half pay	<b>6%</b>	5%
Other	<b>6%</b>	7%
Job sharing	<b>5%</b>	6%
Hot desks	<b>4%</b>	5%
Compressed work hours	<b>3%</b>	4%
Part-year work/annualised hours	<b>1%</b>	1%
Purchased leave/extended leave/deferred salary schemes	<b>1%</b>	1%
Telecommuting	<b>1%</b>	0%
Term-time working	<b>0%</b>	0%

## 08 Flexible work

	2019	2018
<b>Have you made a request regarding flexible work arrangements in the last 12 months?</b>		
No, I have not made a request but I am content with my current arrangements	<b>69%</b>	<b>69%</b>
Yes, I requested flexibility	<b>20%</b>	<b>18%</b>
No, I have not made a request but I am not content with my current arrangements	<b>11%</b>	<b>13%</b>
<b>If yes to having made a request regarding flexible work arrangements, was your request for flexible work arrangements:</b>		
Fully granted	<b>66%</b>	<b>56%</b>
Partially granted	<b>17%</b>	<b>19%</b>
Declined - reason provided	<b>9%</b>	<b>12%</b>
Declined - no reason given	<b>4%</b>	<b>6%</b>
I have not received a reply as yet	<b>4%</b>	<b>7%</b>
<b>If no to having made a request and not content with your current arrangement, why haven't you made a request to change your work arrangements?</b>		
I feel flexibility is not possible in my current job	<b>27%</b>	<b>30%</b>
I didn't feel confident presenting my case or negotiating arrangements with my manager	<b>25%</b>	<b>22%</b>
None of the above	<b>25%</b>	<b>26%</b>
I was concerned that it may negatively impact my team	<b>23%</b>	<b>19%</b>
Flexible working is frowned upon/not supported by my workplace culture	<b>21%</b>	<b>29%</b>
I didn't feel I had the right to	<b>20%</b>	<b>14%</b>
I felt it would limit my career	<b>15%</b>	<b>14%</b>
I don't feel confident in my manager's ability to manage staff working flexibly	<b>10%</b>	<b>17%</b>
I felt it would limit my access to training and development	<b>7%</b>	<b>3%</b>
I feel the technology I currently have access to does not support flexible working	<b>0%</b>	<b>1%</b>

# 09 Domestic and family violence

## Purpose

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

### All employees

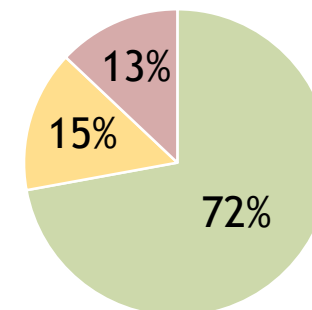
Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2019	2018
<b>Yes</b>	<b>72%</b>	<b>72%</b>
<b>Don't know</b>	<b>15%</b>	<b>16%</b>
<b>No</b>	<b>13%</b>	<b>12%</b>

### Managers

Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2019	2018
<b>Yes</b>	<b>89%</b>	<b>89%</b>
<b>Don't know</b>	<b>6%</b>	<b>8%</b>
<b>No</b>	<b>5%</b>	<b>3%</b>

### Managers

Q36c. In the past 12 months, have you been in a situation where you have responded to an employee/colleague affected by DFV?	2019	2018
<b>No</b>	<b>68%</b>	<b>67%</b>
<b>Yes</b>	<b>26%</b>	<b>28%</b>
<b>Prefer not to say</b>	<b>4%</b>	<b>3%</b>
<b>Don't know</b>	<b>2%</b>	<b>3%</b>



### Non-managers

Q36. Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?	2019	2018
<b>Yes</b>	<b>69%</b>	<b>69%</b>
<b>Don't know</b>	<b>16%</b>	<b>18%</b>
<b>No</b>	<b>14%</b>	<b>13%</b>

### Non-managers

Q36c. In the past 12 months, have you been in a situation where you have responded to an employee/colleague affected by DFV?	2019	2018
<b>No</b>	<b>85%</b>	<b>84%</b>
<b>Yes</b>	<b>8%</b>	<b>9%</b>
<b>Prefer not to say</b>	<b>5%</b>	<b>4%</b>
<b>Don't know</b>	<b>3%</b>	<b>3%</b>

# 09 Domestic and family violence

Question	Response scale %			vs 2018	vs Qld public sector
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## Managers

Q36a.a. I am confident that I could sensitively communicate with employees affected by domestic and family violence	85%	11%	4%	+2	-1
Q36a.b. If I was approached directly by an employee affected by domestic and family violence, I am confident in my ability to provide appropriate levels of support	82%	13%	5%	-1	-4
Q36a.c. If I was made aware (e.g. by other colleagues) that domestic and family violence was affecting an employee, I am confident that I could respond appropriately	84%	11%	5%	+4	-2

## Non-managers

Q36b.a I am confident that I could sensitively communicate with colleagues affected by domestic and family violence	70%	22%	8%	0	-4
Q36b.b. I am confident that I could effectively refer a colleague affected by domestic and family violence to appropriate support	69%	22%	9%	+1	-5

### Key

Response scale:

Positive

Neutral

Negative

# 10 Bullying and sexual harassment

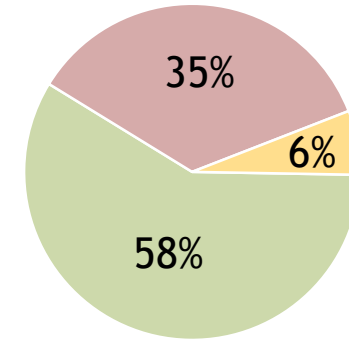
## Purpose

This section focuses on understanding the prevalence and sources of bullying and sexual harassment as well as the rate of reporting and barriers to reporting such incidences. The comparison columns show the score each question received in 2018.

*NOTE: Multi-select questions may not add up to 100%.*

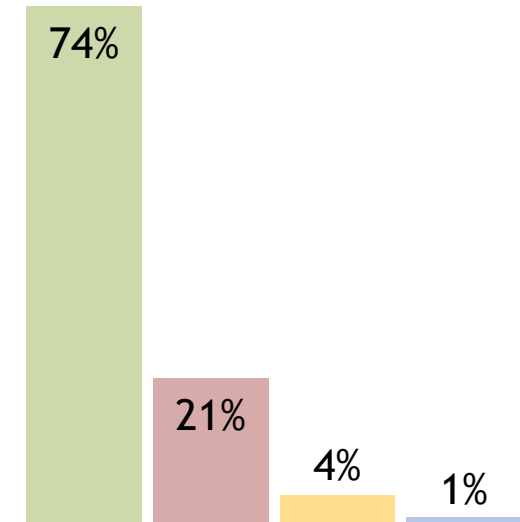
During the last 12 months have you witnessed bullying or sexual harassment in your workplace?

	2019	2018
No	58%	56%
Yes	35%	38%
Don't know	6%	6%



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

	2019	2018
No	74%	72%
Bullying	21%	23%
Don't know	4%	5%
Sexual harassment	1%	1%



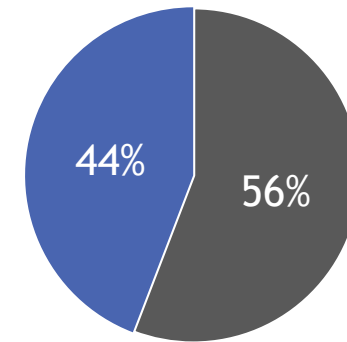
# 10 Bullying and sexual harassment

*NOTE: Only respondents who identified they had been subjected to bullying were asked these questions. Therefore the population base is a smaller number of total survey respondents.*

Key	
Yes	No

	2019	2018
<b>If you were subjected to bullying, who were you bullied by?</b>		
A fellow worker	53%	55%
Your immediate manager/supervisor	31%	34%
A senior manager	23%	24%
A group of fellow workers	14%	10%
A client/customer	8%	10%
A member of the public	8%	7%
Prefer not to specify	7%	7%
A worker that reports to you	5%	4%
A consultant/service provider	2%	3%
Other	2%	3%
A representative of another agency	2%	1%
<b>If you were subjected to bullying, what type of bullying did you experience?</b>		
Verbal abuse	64%	69%
Inappropriate and unfair application of work policies or rules	34%	32%
Other	28%	16%
Interference with your personal property or work equipment	8%	7%
Physical behaviour	8%	11%
'Initiations' or pranks	6%	6%
Cyber bullying	5%	3%

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



	2019	2018
<b>Why did you not report the bullying?</b>		
I did not think any action would be taken	54%	54%
It could affect my career	42%	37%
I did not want to upset relationships in the workplace	38%	39%
I did not think it was worth the hassle of going through the report process	38%	33%
Managers accepted the behaviour	35%	30%
I did not have enough evidence	23%	20%
Other	13%	13%
I did not think the bullying was serious enough	12%	11%
I did not know how to report it	6%	6%
The matter was resolved informally	5%	11%



# 10 Bullying and sexual harassment

*NOTE: Only respondents who identified they had been subjected to sexual harassment were asked these questions. Therefore the population base is a smaller number of total survey respondents.*

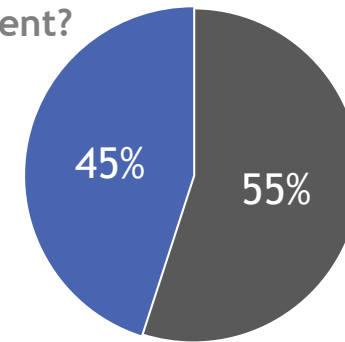
## Key

Yes

No

	2019	2018
<b>If you were subjected to sexual harassment, who were you sexually harassed by?</b>		
A fellow worker	48%	48%
A client/customer	38%	26%
Prefer not to specify	14%	13%
A group of fellow workers	10%	4%
A member of the public	5%	9%
A representative of another agency	5%	-
A worker that reports to you	5%	-
Your immediate manager/supervisor	5%	9%
A consultant/service provider	-	4%
A senior manager	-	13%
Other	-	4%
<b>If you were subjected to sexual harassment, what type of sexual harassment did you experience?</b>		
Remarks of a sexual nature	81%	74%
Unwanted physical intimacy	48%	48%
Unwelcome demand or request, either directly or implied, for sexual favours	43%	13%
Any other unwelcome conduct of a sexual nature in relation to you with the intention of intimidating, offending or humiliating you or where a reasonable person would anticipate the possibility of this	14%	26%
Other	10%	4%

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



	2019	2018
<b>Why did you not report the sexual harassment?</b>		
I did not think it was worth the hassle of going through the report process	55%	63%
I did not think the sexual harassment was serious enough	55%	19%
I did not think any action would be taken	36%	44%
I did not have enough evidence	18%	13%
Managers accepted the behaviour	18%	13%
The matter was resolved informally	18%	13%
I did not want to upset relationships in the workplace	9%	38%
It could affect my career	9%	38%
Other	9%	6%
I did not know how to report it	-	6%

# 11 Civility

## Purpose

This section is focused on exploring workplace behavior.

The % positive score is benchmarked against the Queensland public sector and the 2018 score.

## Key

### Positive Negative

Daily	Rarely/ sporadically
Very often	Never
Often	
Regularly	

### \*Negatively worded question

### Negative Positive

Daily	Rarely/ sporadically
Very often	Never
Often	
Regularly	

Question

Response scale %

vs  
2018

vs Qld  
public  
sector

Over the past month, how often has your manager/supervisor behaved in the following ways?

Showed appreciation of you and your work

64%

36%

+6

-4

Made you feel included

76%

24%

+3

-4

Was polite and courteous with you

90%

10%

+1

-3

Made you feel ignored\*

88%

12%

+2

-1

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

89%

11%

+1

-2

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

92%

8%

+1

-2

Acted in an aggressive or intimidating manner towards you\*

94%

6%

0

-2

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

92%

8%

0

-3

\* indicates a negatively worded question

# 11 Civility

## Purpose

This section is focused on exploring workplace behavior.

The % positive score is benchmarked against the Queensland public sector and the 2018 score.

## Key

### Positive Negative

Daily	Rarely/ sporadically
Very often	Never
Often	
Regularly	

### \*Negatively worded question

### Negative Positive

Daily	Rarely/ sporadically
Very often	Never
Often	
Regularly	

Question

Response scale %

vs  
2018

vs Qld  
public  
sector

Over the past month, how often have your immediate colleagues behaved in the following ways?

Showed appreciation of you and your work

66%

34%

+2

-2

Made you feel included

82%

18%

+2

-2

Was polite and courteous with you

92%

8%

+1

-2

Made you feel ignored\*

83%

17%

+2

-3

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

83%

17%

+1

-4

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

85%

15%

0

-5

Acted in an aggressive or intimidating manner towards you\*

91%

9%

+1

-3

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

88%

12%

0

-4

\* indicates a negatively worded question

# 12 Agency specific questions

## Purpose

The purpose of agency specific questions is to provide agencies with an opportunity to explore questions that are of interest in their unique context.

*NOTE: Question wording may have been truncated to accommodate length restrictions in reporting.*

## Key

Response scale:

Positive

Neutral

Negative

Question	Response scale %			vs 2018
	Positive	Neutral	Negative	
[CQHHS] f. I take responsibility for my own actions, performance and behaviours	97%	3%	0%	-
[CQHHS] a. I understand what I need to do to work in line with the values of CQHHS	94%	5%	1%	-
[CQHHS] i. I am comfortable with escalating concerns and reporting incidents about patient safety	79%	12%	8%	-
[CQHHS] b. I regularly see examples of the CQHHS values being demonstrated in the workplace	73%	19%	8%	-
[CQHHS] j. My team discusses ways to improve patient safety and person-centred care	70%	21%	9%	-
[CQHHS] e. I feel valued and supported by my line manager	68%	17%	15%	-
[CQHHS] d. I understand how my work contributes to achieving the Destination 2030 vision	66%	25%	10%	-
[CQHHS] g. I feel confident in holding other staff members to account for their behaviours	64%	24%	12%	-
[CQHHS] c. The culture and sense of team in my workplace is great	58%	25%	17%	+6
[CQHHS] h. My manager takes actions to address inappropriate individual or team behaviours	56%	24%	20%	-

# 13 How to interpret this report

## % Positive, neutral and negative scores

Across Working for Queensland (WfQ) reporting, most data is expressed as % positive, % neutral or % negative.

- % **positive** presents the proportion of respondents who expressed a positive opinion or assessment i.e. combining 'Strongly agree' and 'Agree' responses.
- % **neutral** presents the proportion of respondents who expressed a neutral opinion or assessment.
- % **negative** presents the proportion of respondents who expressed a negative opinion or assessment i.e. combining 'Strongly disagree' and 'Disagree' responses.



## Negatively worded questions

### What are negatively worded questions?

Negatively worded questions are those phrased in a negative way e.g. “Approval processes at my work are excessive”.

### How are the negatively worded responses scored?

When responding to a negatively worded question, “Strongly disagree” and “Disagree” responses are classified as positive i.e. it is good that you disagree that approval processes at work are excessive (this means they are not excessive!). Therefore, the “Strongly disagree” and “Disagree” responses are combined to calculate the % positive score.

### What does this mean for interpreting the % positive score for negatively worded questions?

The % positive score combines the negative responses as they are the “preferred” responses to this question.

## EXAMPLE

In the image below the % positive score for “Approval processes at my work are excessive” is 51%. This result can be expressed by stating that:

**51% disagreed that “Approval processes at my work are excessive”**

OR

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



Conversely, the % negative score means that 20% of the employees perceive that the approval processes at their work are excessive.

## Interpreting the six point scale

Some questions ask respondents to indicate how regularly they experienced different workplace behaviours. Note that a number of these questions are negatively worded.



# 13 How to interpret this report

## Rounding

Results are rounded to whole numbers.

Percentages may therefore not add up to 100%.

## Factor scores

Factor measures combine information from multiple survey questions that correlate highly with the overall factor. The factor scores are calculated as the sum of positive responses given to all questions within the factor, divided by the number of answers to all questions within the factor.

## Workplace climate index scores

Workplace climate indices have been created by grouping together questions within topics to which they generally relate. The climate index scores are calculated as the sum of positive responses given to all questions within the index, divided by the number of answers to all questions within the index.

## Number of respondents

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

## % Change and division comparisons

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

- the 2018 and 2019 % positive scores, or
- the 2019 agency and Qld public sector % scores.

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

## Definitions

The following definitions were used in the survey:

- **Your workgroup:** the group or team where you spend most of your time. If you are a manager your workgroup is the people you manage.
- **Your workplace:** the place where you work, such as a hospital or office location as well as the places you visit as part of your work. Questions about your workplace concern the experiences you have in this environment.
- **Your organisation:** The government department, Health Service or Public Service Office you currently work for (e.g. The Department of Transport and Main Roads for staff employed in RoadTek, the Public Trustee for staff working for the Public Trustee, the Hospital and Health Service (HHS) you work for or the Department of Health)

- **Your 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).
- **Your leader:** The person who sets the strategic direction for your organisation
- **Sexual harassment:** an unwelcome sexual advance, unwelcome request for sexual favours or other unwelcome conduct of a sexual nature which makes a person feel offended, humiliated or intimidated, and where that reaction is reasonable in the circumstances. Sexual harassment does not need to be deliberate or repeated to be illegal.
- **Bullying:** repeated and unreasonable behaviour directed towards a worker or group of workers that creates a risk to health and safety.