

## Highlights Report - Department of Health

### Purpose

This Highlights Report presents key results from the 2022 Working for Queensland survey, conducted from 5 September to 5 October 2022.

Results reflect the views of respondents from Department of Health.

### 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.

### Survey changes

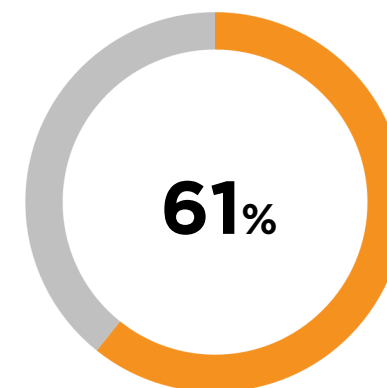
With the introduction of the job-demand resources model as the conceptual model underpinning employee engagement research across Queensland Government, it became necessary to also review the survey content itself. Early in 2022, the survey was extensively reviewed in consultation with content experts and employees with lived experience working cross the sector. Many of the questions in the 2022 survey are new, while some questions have remained the same but the scale has changed. These changes to the survey content have impacted the way respondents complete the survey and, therefore, the ability to trend the data over time.

There is no trend data provided in the 2022 Working for Queensland reports as the data is not comparable to previous years. Comparing the data to the published reports of previous years is not advisable.

## Content

1. Resources Summary
2. Employee Engagement
3. Resources
4. Demands
5. Outcomes
6. Diversity Experience: Aboriginal and Torres Strait Islander
7. Diversity Experience: Australian South Sea Islander
8. Diversity Experience: Living with Disability
9. Diversity Experience: Gendered Experience
10. Diversity Experience: LGBTIQ+
11. Flexible Work
12. Domestic and Family Violence
13. Code of Conduct: Bullying, Sexual Harassment and Workplace Violence and Aggression
14. Code of Conduct: Racism and Discrimination

Returned surveys:  
5,345



# 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.

The vs QLD public sector score provides information on whether the agency score is higher or lower than the sector score.

	Your Job	Social Support	Fair and Equitable Treatment	Keeping You Well	Building My Future
Autonomy	73% vs Qld public sector +2	My Workgroup Effectiveness 83% vs Qld public sector +2	Performance Management 56% vs Qld public sector +1	My Obligations 90% vs Qld public sector +2	Performance Discussions 37% vs Qld public sector +1
Clarity	83% vs Qld public sector +2	Workgroup Respect and Psychological Safety 80% vs Qld public sector +2	Fair and Equitable Treatment 59% vs Qld public sector +3	My Confidence Discussing Wellbeing with My Manager 67% vs Qld public sector +3	Professional Development 30% vs Qld public sector 0
Task Identity	72% vs Qld public sector +3	My Manager and Workgroup Performance 75% vs Qld public sector +2	Promotion Process 45% vs Qld public sector +2	In My Workgroup 31% vs Qld public sector -5	
Task Significance	85% vs Qld public sector +4	My Manager and Respectful Relationships 79% vs Qld public sector +2	Backfilling Process 44% vs Qld public sector +4	Leadership 64% vs Qld public sector +3	
Task Variety	76% vs Qld public sector +1	My Manager Honesty and integrity 81% vs Qld public sector +2	Recruitment Process 50% vs Qld public sector +5	My Organisation Values My Wellbeing 62% vs Qld public sector +4	
Human Rights and My Job	74% vs Qld public sector -3			Cultural Safety 61% vs Qld public sector -4	

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Leadership	Code of Conduct	Flexible Work	Equitable Treatment	
Senior Managers <b>57%</b> vs Qld public sector +4	Integrity <b>73%</b> vs Qld public sector -1	Flexibility I Need <b>76%</b> vs Qld public sector +2	Gender <b>72%</b> vs Qld public sector +4	Cultural Background <b>71%</b> vs Qld public sector +2
Executive Group <b>47%</b> vs Qld public sector +1		Work Together to make Flexibility Work <b>66%</b> vs Qld public sector +2	Age <b>71%</b> vs Qld public sector +5	Disability <b>63%</b> vs Qld public sector +5
		Free to use Flexibility <b>57%</b> vs Qld public sector +2	Aboriginal and/or Torres Strait Islander People <b>69%</b> vs Qld public sector +1	Sexual Orientation <b>73%</b> vs Qld public sector +3
			Australian South Sea Islander People <b>68%</b> vs Qld public sector +1	

# EMPLOYEE ENGAGEMENT

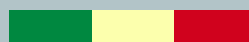
## Employee Engagement Insights

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	60 %			RESPONSE SCALE	% POSITIVE	vs Qld public sector
<b>Q35j.</b> I would recommend my organisation as a great place to work	64	22	14	64%	+5	
<b>Q35k.</b> I am proud to tell others I work for my organisation	70	21	9	70%	+4	
<b>Q35l.</b> I feel strong personal attachment to my organisation	53	30	16	53%	0	
<b>Q35m.</b> My organisation motivates me to help it achieve its objectives	56	28	16	56%	+3	
<b>Q35n.</b> My organisation inspires me to do the best in my job	57	27	16	57%	+3	

### KEY

Positive Neutral Negative



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YOUR JOB: AUTONOMY	73%	RESPONSE SCALE	% POSITIVE	vs Qld public sector
Q19c. I have the authority necessary to do my job effectively	75	13 11	75%	+1
Q19f. I have choice in deciding how I carry out day-to-day work tasks	74	15 11	74%	+2
Q19g. I am encouraged to take part in decisions that affect my job, where appropriate	69	16 14	69%	+3
YOUR JOB: CLARITY	83%	RESPONSE SCALE	% POSITIVE	vs Qld public sector
Q19a. I understand what is expected of me to do well in my job	90	6 5	90%	+1
Q19b. I get the information I need to do my job well	76	13 11	76%	+2
YOUR JOB: TASK SIGNIFICANCE	85%	RESPONSE SCALE	% POSITIVE	vs Qld public sector
Q19h. I understand how my work contributes to my organisation's strategic objectives	85	9 6	85%	+4

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YOUR JOB: TASK IDENTITY	72%	RESPONSE SCALE	% POSITIVE	vs Qld public sector
Q19d. My job gives me a feeling of accomplishment	72	17 12	72%	+3
YOUR JOB: TASK VARIETY	76%	RESPONSE SCALE	% POSITIVE	vs Qld public sector
Q19e. My job gives me the opportunity to utilise my skills and knowledge	76	13 11	76%	+1
YOUR JOB: HUMAN RIGHTS AND MY JOB	74%	RESPONSE SCALE	% POSITIVE	vs Qld public sector
Q19i. I understand how the <i>Human Rights Act 2019</i> applies to my work	74	18 9	74%	-3

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### SOCIAL SUPPORT: MY WORKGROUP EFFECTIVENESS **83%** RESPONSE SCALE % POSITIVE vs Qld public sector

Statement	Score	Response Scale	% Positive	vs Qld public sector
<b>Q20a.</b> I discuss my work challenges with the people in my workgroup	87	8 5	87%	+1
<b>Q20b.</b> In my workgroup, we work together to manage workload	82	10 9	82%	+5
<b>Q20c.</b> In my workgroup, we share learnings	81	11 8	81%	0

### SOCIAL SUPPORT: WORKGROUP RESPECT AND PSYCHOLOGICAL SAFETY **80%** RESPONSE SCALE % POSITIVE vs Qld public sector

Statement	Score	Response Scale	% Positive	vs Qld public sector
<b>Q20d.</b> In my workgroup, we treat each other respectfully	84	9 7	84%	+2
<b>Q20e.</b> In my workgroup, I am comfortable speaking up to share a different view to my colleagues	79	11 10	79%	+1
<b>Q20f.</b> In my workgroup, we welcome diverse ideas and thoughts	76	14 10	76%	+2

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### SOCIAL SUPPORT: MY MANAGER AND WORKGROUP PERFORMANCE

# 75%

RESPONSE SCALE

% POSITIVE

vs Qld public sector

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

77

13

10

77%

+2

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

73

15

13

73%

+1

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

76

13

11

76%

+3

### SOCIAL SUPPORT: MY MANAGER AND RESPECTFUL RELATIONSHIPS

# 79%

RESPONSE SCALE

% POSITIVE

vs Qld public sector

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

84

9

7

84%

+1

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

81

11

9

81%

+2

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

77

11

12

77%

+2

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

75

13

12

75%

+3

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### SOCIAL SUPPORT: MY MANAGER HONESTY AND INTEGRITY

81%

RESPONSE SCALE

% POSITIVE

vs Qld public sector

Q21d. My manager/supervisor demonstrates honesty and integrity



81%

+2

### BUILDING YOUR FUTURE: PROFESSIONAL DEVELOPMENT

30%

RESPONSE SCALE

% POSITIVE

vs Qld public sector

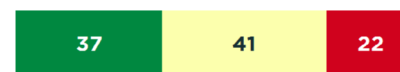
Q22b. My manager/supervisor and I discuss my professional development



24%

0

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



37%

0

### BUILDING YOUR FUTURE: PERFORMANCE DISCUSSIONS

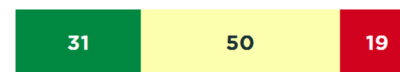
37%

RESPONSE SCALE

% POSITIVE

vs Qld public sector

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



31%

0

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



35%

+1

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

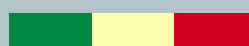


46%

0

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KEEPING YOU WELL: MY OBLIGATIONS	90%	RESPONSE SCALE	% POSITIVE	vs Qld public sector
<b>Q25d.</b> I am confident in my understanding of my health and safety obligations	90	8	90%	+2
KEEPING YOU WELL: MY CONFIDENCE DISCUSSING WELLBEING WITH MY MANAGER	67%	RESPONSE SCALE	% POSITIVE	vs Qld public sector
<b>Q25f.</b> I am confident discussing my wellbeing with my manager/supervisor	71	14 14	71%	+4
<b>Q25g.</b> I am confident discussing my mental health with my manager/supervisor	63	18 19	63%	+3
KEEPING YOU WELL: IN MY WORKGROUP	31%	RESPONSE SCALE	% POSITIVE	vs Qld public sector
<b>Q25a.</b> In my workgroup, we proactively discuss workplace safety	29	53 18	29%	-8
<b>Q25b.</b> In my workgroup, we discuss ways to promote wellbeing	33	47 20	33%	-4
<b>Q25c.</b> In my workgroup, we discuss ways to promote mental health	29	45 26	29%	-4

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KEEPING YOU WELL: LEADERSHIP		64%	RESPONSE SCALE		% POSITIVE	vs Qld public sector
<b>Q25h.</b> My manager/supervisor proactively encourages people to speak up if they feel something could be a risk to their health, safety, or wellbeing	71	17	11	71%	+2	
<b>Q25i.</b> In my workplace senior management acts quickly to correct problems/issues that affect employees' health, safety, or wellbeing	57	25	18	57%	+3	
KEEPING YOU WELL: MY ORGANISATION VALUES MY WELLBEING		62%	RESPONSE SCALE		% POSITIVE	vs Qld public sector
<b>Q25k.</b> I feel that my organisation considers the wellbeing of employees to be important	62	20	18	62%	+4	
KEEPING YOU WELL: CULTURAL SAFETY		61%	RESPONSE SCALE		% POSITIVE	vs Qld public sector
<b>Q25e.</b> My workgroup cares about the cultural safety of Aboriginal and Torres Strait Islander colleagues	66	30	4	66%	-5	
<b>Q25j.</b> I feel that my manager/supervisor takes responsibility for ensuring the cultural safety of Aboriginal and Torres Strait Islander employees	56	39	5	56%	-4	
<b>Q25i.</b> I feel that my organisation provides a culturally safe work environment for Aboriginal and Torres Strait Islander employees	60	35	5	60%	-2	

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LEADERSHIP: SENIOR MANAGERS	57%			RESPONSE SCALE	% POSITIVE	vs Qld public sector
<b>Q23a.</b> Senior managers provide clear direction for the future of the organisation	53	28	19	53%	+3	
<b>Q23b.</b> Senior managers model the values/principles of my organisation	59	25	15	59%	+3	
<b>Q23c.</b> Senior managers keep employees informed about what's going on	58	23	19	58%	+7	
<b>Q23d.</b> Senior managers create an environment where employees feel heard	51	26	23	51%	+5	
<b>Q23e.</b> Senior managers demonstrate honesty and integrity	61	26	13	61%	+4	

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### LEADERSHIP: EXECUTIVE GROUP

47%

RESPONSE SCALE

% POSITIVE

vs Qld public sector

**Q24a.** The Executive Group communicates a clear direction for the future of the organisation

50

32

18

50%

+1

**Q24b.** The Executive Group model the values/principles of my organisation

48

36

15

48%

0

**Q24c.** The Executive Group keeps employees informed about what's going on

52

30

18

52%

+4

**Q24d.** The Executive Group creates an environment where employees feel heard

41

36

23

41%

+3

**Q24e.** The Executive Group acts with a high level of integrity

46

39

15

46%

-1

### FAIR AND EQUITABLE TREATMENT: FAIR AND EQUITABLE TREATMENT

59%

RESPONSE SCALE

% POSITIVE

vs Qld public sector

**Q27f.** People are treated fairly and equitably in my workplace

59

20

21

59%

+3

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### FAIR AND EQUITABLE TREATMENT: PROMOTION PROCESS

45%

RESPONSE SCALE

% POSITIVE

vs Qld public sector

Q27c. Promotion decisions are based on clear criteria

45

31

24

45%

+2

### FAIR AND EQUITABLE TREATMENT: BACKFILLING PROCESS

44%

RESPONSE SCALE

% POSITIVE

vs Qld public sector

Q27d. The process for backfilling roles is transparent

44

28

27

44%

+4

### FAIR AND EQUITABLE TREATMENT: PERFORMANCE MANAGEMENT

56%

RESPONSE SCALE

% POSITIVE

vs Qld public sector

Q27a. Performance is assessed fairly

54

25

21

54%

+2

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

57

24

19

57%

0

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### FAIR AND EQUITABLE TREATMENT: RECRUITMENT PROCESS

# 50%

RESPONSE SCALE

% POSITIVE

vs Qld public sector

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

50

27

23

**50%**

+5

### EQUITABLE TREATMENT: GENDER

# 72%

RESPONSE SCALE

% POSITIVE

vs Qld public sector

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

66

21

13

**66%**

+5

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

76

16

8

**76%**

+2

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

77

18

5

**77%**

+6

**Q27k.** Being gender diverse is not a barrier to success in my organisation

68

28

4

**68%**

+3

### EQUITABLE TREATMENT: AGE

# 71%

RESPONSE SCALE

% POSITIVE

vs Qld public sector

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

71

19

10

**71%**

+5

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

69%

RESPONSE SCALE

% POSITIVE

vs Qld public sector

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

69

27

4

69%

+1

### EQUITABLE TREATMENT: AUSTRALIAN SOUTH SEA ISLANDER PEOPLE

68%

RESPONSE SCALE

% POSITIVE

vs Qld public sector

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

68

28

4

68%

+1

### EQUITABLE TREATMENT: CULTURAL BACKGROUND

71%

RESPONSE SCALE

% POSITIVE

vs Qld public sector

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

71

22

6

71%

+2

### EQUITABLE TREATMENT: DISABILITY

63%

RESPONSE SCALE

% POSITIVE

vs Qld public sector

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

63

27

9

63%

+5

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<b>EQUITABLE TREATMENT: SEXUAL ORIENTATION</b>	<b>73%</b>	<b>RESPONSE SCALE</b>	<b>% POSITIVE</b>	<b>vs Qld public sector</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>76%</b>	<b>RESPONSE SCALE</b>	<b>% POSITIVE</b>	<b>vs Qld public sector</b>
<b>Q34i.</b> I have the flexibility I need to manage my work and non-work interests		<b>76%</b>	<b>+2</b>	
<b>FLEXIBLE WORK: WORK TOGETHER TO MAKE FLEXIBILITY WORK</b>	<b>66%</b>	<b>RESPONSE SCALE</b>	<b>% POSITIVE</b>	<b>vs Qld public sector</b>
<b>Q34j.</b> In my workgroup, we discuss individual needs for flexible work arrangements, and we work together to accommodate them		<b>66%</b>	<b>+2</b>	
<b>FLEXIBLE WORK: FREE TO USE FLEXIBILITY</b>	<b>57%</b>	<b>RESPONSE SCALE</b>	<b>% POSITIVE</b>	<b>vs Qld public sector</b>
<b>Q34k.</b> My commitment to this organisation would be questioned if I chose to use flexible work options		<b>57%</b>	<b>+2</b>	

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CODE OF CONDUCT: INTEGRITY	73%			RESPONSE SCALE	% POSITIVE	vs Qld public sector
<b>Q36a.</b> Discussions about appropriate and ethical behaviour are common in my workplace	54	29	17		54%	-5
<b>Q36b.</b> I am confident in my understanding of what ethical behaviour means within my workplace	93	6			93%	0
<b>Q36c.</b> I am confident I would know how to report unethical behaviour if I became aware of it	85	9	5		85%	-1
<b>Q36d.</b> I feel confident that if I reported unethical behaviour in my workplace, it would be appropriately managed	61	21	18		61%	+2

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# DEMANDS

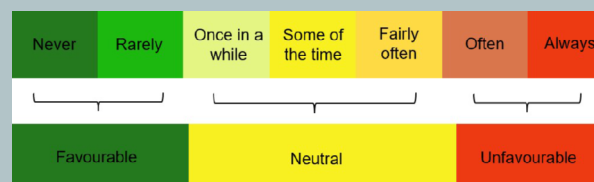
## Demands

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

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

	RESPONSE SCALE							% FAVOURABLE	% NEUTRAL	% UNFAVOURABLE
<b>Q26a.</b> I need to work long hours to meet performance expectations	16	22	19	19	8	11	6	37%	46%	17%
<b>Q26b.</b> I am given unachievable deadlines	24	29	14	14	6	8	4	53%	34%	13%
<b>Q26c.</b> My work is emotionally demanding	9	19	18	26	12	12	4	28%	56%	16%
<b>Q26d.</b> My work is physically demanding	30	32	12	14	5	4		62%	31%	7%
<b>Q26e.</b> I am overloaded with work	9	18	22	23	12	10	7	27%	57%	17%
<b>Q26f.</b> I feel burned out by my work	13	23	19	19	9	10	6	36%	47%	16%
<b>Q26g.</b> My work leaves me feeling emotionally exhausted	14	24	19	18	9	10	6	38%	46%	16%
<b>Q26h.</b> My work leaves me feeling physically exhausted	24	29	16	14	7	6	4	53%	37%	10%

### KEY



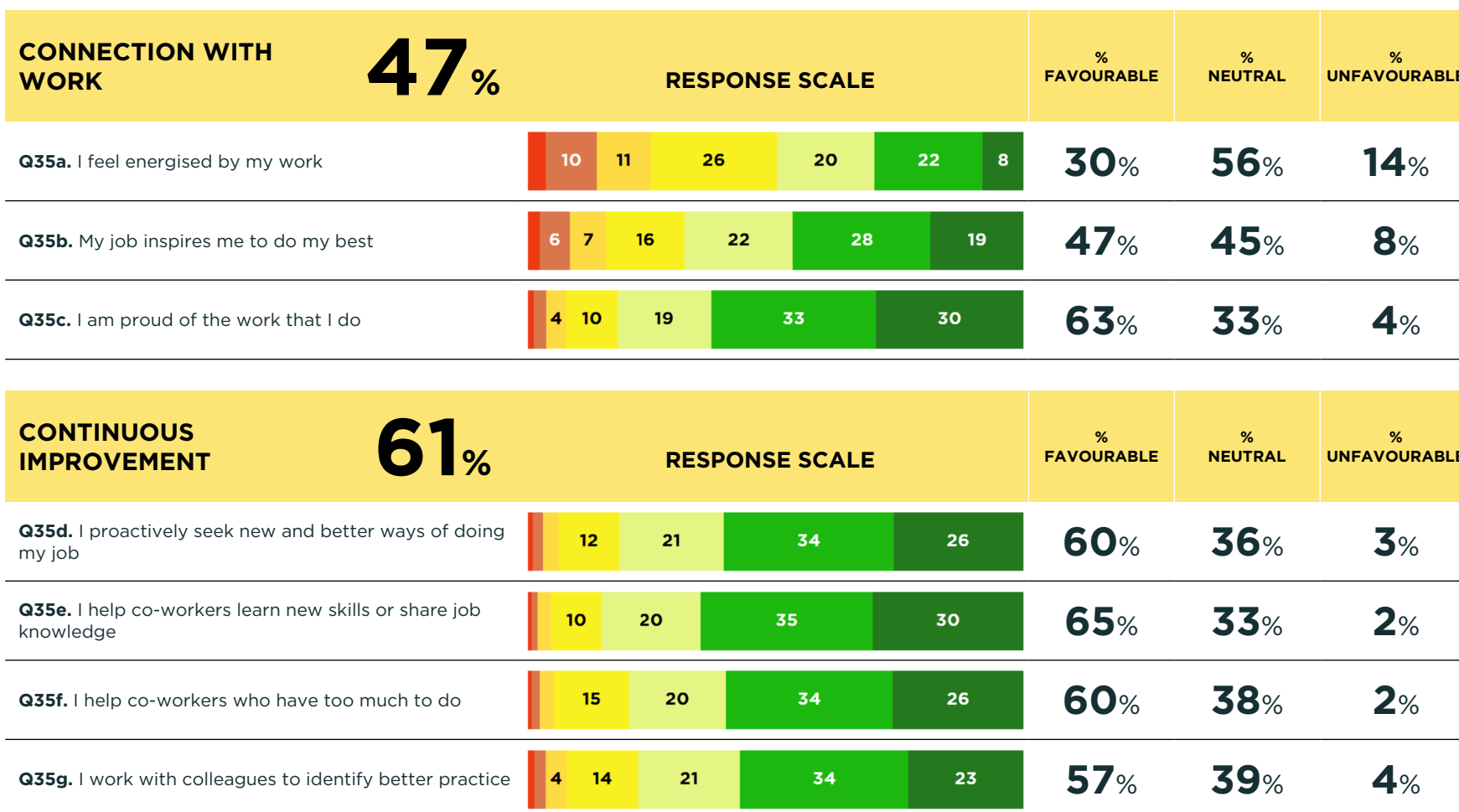
# OUTCOMES

## Outcomes

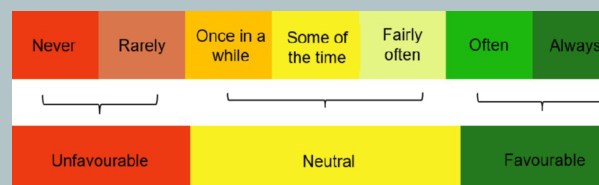
Outcomes include organisational citizenship behaviours and intention to leave.

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 your agency.

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



### KEY



# 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 your agency.

IMPACT	RESPONSE SCALE			% POSITIVE	vs Qld public sector
<b>Q35h.</b> My work has a positive impact on the lives of the people of Queensland	81	16	3	81%	+3
<b>Q35i.</b> My organisation has a positive impact on the lives of the people of Queensland	86	11		86%	+8

### KEY

Positive Neutral Negative



The vs QLD public sector score provides information on whether the agency score is higher or lower than the sector score.

# 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 your agency.

## INTENTION TO LEAVE

%

**Q44a.** 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	<b>9%</b>
I want to leave my position within the next 12 months	<b>16%</b>
I want to stay working in my position for the next one to two years	<b>30%</b>
I want to stay working in my position for at least the next three years	<b>46%</b>

**Q44b.** What best describes your plans involved with leaving your current position?  
(asked to those that want to leave position as soon as possible or within the next 12 months)

I am planning to retire	<b>6%</b>
I am applying for/have applied for new roles within my agency	<b>36%</b>
I am applying for/have applied for new roles in another agency	<b>24%</b>
I am applying for/have applied for roles in the private sector	<b>10%</b>
I am applying for/have applied for roles in the not-for-profit sector	<b>1%</b>
It is the end of my non-ongoing, casual or contracted employment	<b>5%</b>
Other	<b>18%</b>

# 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 your agency.

### INTENTION TO LEAVE

%

**Q44c.** What is the primary reason behind your desire to leave your current position?

There are a lack of future career opportunities in my agency	<b>22%</b>
I want to try a different type of work or I'm seeking a career change	<b>17%</b>
I am not satisfied with the work	<b>17%</b>
I am looking to further my skills in another area	<b>19%</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>14%</b>
I am not able to access the flexible working arrangements that I require	<b>8%</b>
I am expected to do more work than I reasonably can	<b>11%</b>
The emotional demands of my work are too high	<b>7%</b>
The physical demands of my work are too high	<b>2%</b>
I am emotionally exhausted	<b>14%</b>

%

**Q44c.** continued...

I am physically exhausted	<b>4%</b>
I do not have a sense of belonging to my workgroup or agency	<b>9%</b>
Senior leadership is of a poor quality	<b>24%</b>
My immediate supervisor's leadership is of a poor quality	<b>18%</b>
I can receive a higher salary elsewhere	<b>9%</b>
My current workgroup or agency lacks respect for employees	<b>8%</b>
I want to live elsewhere within Australia or overseas	<b>3%</b>
I have experienced unacceptable behaviours (such as bullying or harassment)	<b>11%</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>
Other	<b>14%</b>



# DIVERSITY EXPERIENCE: ABORIGINAL AND TORRES STRAIT ISLANDER

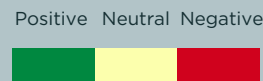
## Aboriginal People and Torres Strait Islander People

In this section we explore the employment experiences of Aboriginal people and/or Torres Strait Islander people. 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 Qld public sector
Q28e. My colleagues invite me to share my perspective as an Aboriginal and/or Torres Strait Islander person when carrying out work	35	32	33	35%	-10
Q28f. My colleagues actively embed the perspectives of Aboriginal peoples and Torres Strait Islander peoples in their work	30	42	28	30%	-14
Q28g. I feel comfortable sharing my perspective as an Aboriginal person	55	17	28	55%	-1
Q28h. I feel comfortable sharing my perspective as a Torres Strait Islander person	<i>To ensure anonymity must be 10 in a group - Insufficient data</i>				
Q28i. I feel comfortable sharing my perspective as an Aboriginal and Torres Strait Islander person	<i>To ensure anonymity must be 10 in a group - Insufficient data</i>				
Q28m. As an Aboriginal person, I feel culturally safe at work	63	28	9	63%	0
Q28n. As a Torres Strait Islander person, I feel culturally safe at work	<i>To ensure anonymity must be 10 in a group - Insufficient data</i>				
Q28o. As an Aboriginal and Torres Strait Islander person, I feel culturally safe at work	<i>To ensure anonymity must be 10 in a group - Insufficient data</i>				

### KEY



The vs QLD public sector score provides information on whether the agency score is higher or lower than the sector score.

# DIVERSITY EXPERIENCE: ABORIGINAL AND TORRES STRAIT ISLANDER

## Aboriginal People and Torres Strait Islander People

In this section we explore the employment experiences of Aboriginal people and/or Torres Strait Islander people. 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 Qld public sector
<b>Q28j.</b> I am confident asking Aboriginal and/or Torres Strait Islander peoples for their perspectives on my work	59	36	5	59%	-4
<b>Q28k.</b> I am confident embedding the perspectives of Aboriginal peoples and Torres Strait Islander peoples in my work	54	39	7	54%	-5
<b>Q28l.</b> I consider the way my work may impact Aboriginal and Torres Strait Islander peoples	53	40	7	53%	-11

### KEY

Positive Neutral Negative



The vs QLD public sector score provides information on whether the agency score is higher or lower than the sector score.

# DIVERSITY EXPERIENCE: AUSTRALIAN SOUTH SEA ISLANDER

## Australian South Sea Islanders

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 Qld public sector

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



**60%**

+1

#### KEY

Positive Neutral Negative



The vs QLD public sector score provides information on whether the agency score is higher or lower than the sector score.

# DIVERSITY EXPERIENCE: LIVING WITH DISABILITY

## Living with 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

%

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

Yes	<b>49%</b>
No	<b>36%</b>
Prefer not to say	<b>14%</b>

**Q30d.** When did you have this conversation?

When I was invited for the interview	<b>8%</b>
During the interview process	<b>10%</b>
After being offered the job	<b>9%</b>
After I had commenced work	<b>93%</b>

# DIVERSITY EXPERIENCE: LIVING WITH DISABILITY

## Living with 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

%

**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>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>
Yes, I have an informal adjustment agreement - normally a conversation between myself and my supervisor agreeing to adjustments	<b>11%</b>
No, I did not realise I could request workplace adjustment to accommodate my disability	<b>11%</b>
No, I have not requested a workplace adjustment	<b>27%</b>
No, I have not disclosed my disability in my workplace	<b>22%</b>
I requested an adjustment, but it was not available/supported	<b>4%</b>
Other	<b>5%</b>

# DIVERSITY EXPERIENCE: LIVING WITH DISABILITY

## Living with 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 Qld  
public  
sector

**Q30k.** I feel safe and respected at work

69

17

14

69%

+3

#### KEY

Positive Neutral Negative



The vs QLD public sector score provides information on whether the agency score is higher or lower than the sector score.

# DIVERSITY EXPERIENCE: LIVING WITH DISABILITY

## Recruitment process within the Queensland Public Sector for people living with disability

	%
<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	<b>48%</b>
No	<b>52%</b>
<b>Q30g.</b> Did you find this recruitment process to be accessible and inclusive?	
Yes	<b>87%</b>
No	<b>13%</b>
<b>Q30h.</b> Were you asked about accessibility, adjustments and support requirements during the recruitment process?	
Yes, at first communication e.g. invitation for interview	<b>8%</b>
Yes, prior to the interview/assessment	<b>6%</b>
Yes, at the interview/assessment	<b>8%</b>
No, I had chosen not to disclose my disability	<b>39%</b>
No, not at all	<b>31%</b>
No, I had to ask about reasonable adjustments	<b>2%</b>
I don't recall	<b>19%</b>

# DIVERSITY EXPERIENCE: LIVING WITH DISABILITY

## Recruitment process within the Queensland Public Sector for people living with disability

	%
<b>Q30i.</b> Do you feel confident applying for new and different job opportunities within your organisation?	
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>50%</b>
Yes, I feel confident that other areas of my organisation would accommodate my needs/adjustments	<b>18%</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>8%</b>
No, I feel that the reasonable adjustments I require limits my internal career pathways	<b>11%</b>
Don't know	<b>13%</b>
Prefer not to say	<b>6%</b>
<b>Q30j.</b> Do you feel confident applying for new and different job opportunities outside of your current organisation?	
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>45%</b>
Yes, I feel confident that other areas outside of my organisation would accommodate my needs/adjustments	<b>17%</b>
No, I would not feel confident working outside my organisation - I don't need any adjustments but my disability limits my opportunity	<b>10%</b>
No, I feel that the reasonable adjustments I require limits my external career pathways	<b>10%</b>
Don't know	<b>16%</b>
Prefer not to say	<b>6%</b>



# DIVERSITY EXPERIENCE: GENDERED EXPERIENCE

## Gendered Experience

ASKED OF ALL	RESPONSE SCALE			% POSITIVE	vs Qld public sector
Q27i. Being a woman is not a barrier to success in my organisation	76	16	8	76%	+2
Q27j. Being a man is not a barrier to success in my organisation	77	18	5	77%	+6
Q27k. Being gender diverse is not a barrier to success in my organisation	68	28	4	68%	+3

### KEY

Positive Neutral Negative



The vs QLD public sector score provides information on whether the agency score is higher or lower than the sector score.

# DIVERSITY EXPERIENCE: GENDERED EXPERIENCE

## Gendered Experience

### ASKED OF PEOPLE WHO IDENTIFY AS GENDER DIVERSE AND/OR NON-BINARY ONLY

%

**Q31d.** I can achieve success in this organisation, as my authentic self

Strongly disagree

**4%**

Disagree

**14%**

Neither agree nor disagree

**39%**

Agree

**29%**

Strongly agree

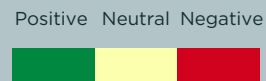
**14%**

# DIVERSITY EXPERIENCE: GENDERED EXPERIENCE

## Gendered Experience

ASKED OF PEOPLE WHO IDENTIFIED AS A WOMAN ONLY	RESPONSE SCALE			% POSITIVE	vs Qld public sector
<b>Q33a.</b> In my workplace, my professional opinions and insights are as likely to be supported as my male colleagues	75	16	9	<b>75%</b>	+2
<b>Q33b.</b> I have the same access to career development opportunities as my male colleagues	76	17	7	<b>76%</b>	+2
<b>Q33c.</b> I have the same opportunity for promotion as my male counterparts	74	19	8	<b>74%</b>	+2
<b>Q33d.</b> My manager/supervisor is committed to gender equity	77	20		<b>77%</b>	+1
<b>Q33e.</b> My senior manager is committed to gender equity	71	25	4	<b>71%</b>	0
<b>Q33f.</b> My agency's Executive Group is committed to gender equity	63	32	5	<b>63%</b>	-2

### KEY



The vs QLD public sector score provides information on whether the agency score is higher or lower than the sector score.

# DIVERSITY EXPERIENCE: LGBTIQ+

## LGBTIQ+

	%
<b>Q31d.</b> I can achieve success in this organisation, as my authentic self	
Strongly disagree	<b>5%</b>
Disagree	<b>12%</b>
Neither agree nor disagree	<b>14%</b>
Agree	<b>41%</b>
Strongly agree	<b>27%</b>

# DIVERSITY EXPERIENCE: LGBTIQ+

## LGBTIQ+

ASKED OF PEOPLE WHO IDENTIFY AS LGBTIQ+ ONLY	RESPONSE SCALE			% POSITIVE	vs Qld public sector
<b>Q31e.</b> I feel confident that my colleagues support LGBTIQ+ workplace inclusion	70	19	11	<b>70%</b>	-2
<b>Q31f.</b> I feel confident that my manager/supervisor supports LGBTIQ+ workplace inclusion	74	19	7	<b>74%</b>	-4
<b>Q31g.</b> I feel confident that senior managers within my organisation support LGBTIQ+ workplace inclusion	66	25	9	<b>66%</b>	-4
<b>Q31h.</b> I feel confident that the Executive Group within my organisation support LGBTIQ+ workplace inclusion	59	34	7	<b>59%</b>	-6
<b>Q31i.</b> I know LGBTIQ+ Allies in my organisation that I can approach for support	56	18	26	<b>56%</b>	-4
<b>Q31j.</b> There are LGBTIQ+ Allies in leadership roles in my organisation	48	36	17	<b>48%</b>	-3
<b>Q31k.</b> I feel safe and respected at work	72	20	8	<b>72%</b>	-6

### KEY

Positive Neutral Negative



The vs QLD public sector score provides information on whether the agency score is higher or lower than the sector score.

# FLEXIBLE WORK

ASKED OF ALL	%
<b>Q34a.</b> Do you currently use any of the following flexible work options?	
Part-time work	<b>15%</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>10%</b>
Remote working: from home	<b>62%</b>
Flexible work hours (e.g., accumulated hours as 'flexitime')	<b>56%</b>
Flexible work hours for example start late or early to meet responsibilities external to work	<b>36%</b>
Self-selecting schedules	<b>6%</b>
Flexible shifts/scheduling	<b>6%</b>
Shift swapping	<b>10%</b>
Designing own rosters	<b>2%</b>
Job sharing	<b>2%</b>
Compressed work hours	<b>3%</b>

	%
<b>Q34a.</b> continued...	
Part-year work/annualised hours	<b>0%</b>
Term-time working	<b>0%</b>
Casual/on call	<b>3%</b>
Hot desks	<b>9%</b>
Purchased leave/extended leave/deferred salary schemes	<b>1%</b>
Leave at half pay	<b>9%</b>
Other	<b>2%</b>
None of the above	<b>12%</b>

# FLEXIBLE WORK

## Flexible Work Arrangements

### ASKED OF ALL

%

**Q34b.** Have you made a request regarding flexible work arrangements in the last 12 months?

Yes, I requested one or more flexible work arrangements	<b>52%</b>
No, I have not requested a flexible work arrangement but I am content with my current arrangements	<b>40%</b>
No, I have not requested a flexible work arrangement and I would like to adjust my current arrangements	<b>8%</b>

**Q34c.** Was your request for flexible work arrangements:

Fully granted	<b>81%</b>
Partially granted	<b>11%</b>
Declined - no reason given	<b>2%</b>
Declined - reason provided	<b>3%</b>
I have not received a reply as yet	<b>4%</b>

# FLEXIBLE WORK

## Flexible Work Arrangements

### ASKED OF ALL

%

**Q34d.** Why haven't you made a request to change your work arrangements?

I didn't feel I was entitled to make a request	<b>25%</b>
I felt it would limit my career progression	<b>20%</b>
I felt it would limit my access to training and development	<b>10%</b>
Flexible working is frowned upon/not supported in my workplace	<b>26%</b>
I was concerned that it may negatively impact my team	<b>23%</b>
I didn't feel confident presenting my case or negotiating arrangements with my manager	<b>29%</b>
I feel the technology I currently have access to does not support flexible working	<b>5%</b>
I don't feel confident in my manager's ability to manage staff working flexibly	<b>12%</b>
None of the above	<b>33%</b>



# FLEXIBLE WORK

## Flexible Work Arrangements

### ASKED OF ALL

%

**Q34s.** Do you have the opportunity to contribute to the design of the shiftwork schedule/roster?

Yes	<b>44%</b>
No	<b>56%</b>

**Q34h.** 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	<b>46%</b>
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 OK about asking for ad hoc flexibility, although changing arrangements (e.g. work patterns) is discouraged	<b>19%</b>
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	<b>10%</b>
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	<b>10%</b>
There is some flexibility e.g. I can request specific shifts or swap shifts, there is some flexibility in start and finish times	<b>9%</b>
The only flexible work options are limited to full time vs part time	<b>1%</b>
No, given the nature of my work, flexible arrangements are not possible	<b>5%</b>

# FLEXIBLE WORK

## Flexible Work Arrangements

ASKED OF THOSE WHO HAVE THE OPTION OF FLEXIBLE WORKING ARRANGEMENTS ONLY	RESPONSE SCALE			% POSITIVE	vs Qld public sector
<b>Q34i.</b> I have the flexibility I need to manage my work and non-work interests	76	14	10	76%	+2
<b>Q34j.</b> In my workgroup, we discuss individual needs for flexible work arrangements, and we work together to accommodate them	66	19	15	66%	+2
<b>Q34k.</b> My commitment to this organisation would be questioned if I chose to use flexible work options	57	25	18	57%	+2
<b>Q34l.</b> All employees, regardless of gender, are actively encouraged to adopt flexible working arrangements in this organisation	52	30	17	52%	+4
<b>Q34n.</b> Being a part-time manager is an option in this organisation	22	50	28	22%	0
<b>Q34o.</b> It is difficult for me to adopt a flexible working arrangement because of a lack of support from my manager/supervisor	68	22	10	68%	+3

### KEY

Positive Neutral Negative



The vs QLD public sector score provides information on whether the agency score is higher or lower than the sector score.

# FLEXIBLE WORK

## Flexible Work Arrangements

	%
<b>Q34p.</b> 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>10%</b>
No	<b>17%</b>
Don't know	<b>73%</b>

# FLEXIBLE WORK

## Flexible Work Arrangements

### ASKED OF PEOPLE WHO IDENTIFIED AS BEING A CARER ONLY

**Q34m.** All employees, regardless of whether they have responsibilities as a carer, are actively encouraged to adopt flexible working arrangements in this organisation

#### RESPONSE SCALE

% POSITIVE

vs Qld public sector

49

32

19

49%

+5

**Q34q.** My workplace provides sufficient support for me to be able to balance my work and carer responsibilities.

71

18

11

71%

+6

#### KEY

Positive Neutral Negative



The vs QLD public sector score provides information on whether the agency score is higher or lower than the sector score.

# 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

%

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

On average, I work one day per week remotely	<b>21%</b>
On average, I work two days per week remotely	<b>47%</b>
On average, I work three days per week remotely	<b>21%</b>
On average, I work four days per week remotely	<b>7%</b>
On average, I work five days per week remotely	<b>5%</b>

**Q34f.** Which of the following best describes your hybrid work arrangement?

I have a formal arrangement in place, and a specific day/s of the week scheduled to work remotely	<b>59%</b>
I adjust my schedule of remote work (i.e. day/s of week) depending on work activities	<b>49%</b>
I adjust my schedule of remote work (i.e. day/s of week) depending on responsibilities outside of work	<b>29%</b>
I adjust the number of days I work remotely per week depending on work activities	<b>30%</b>
I adjust the number of days I work remotely per week depending on responsibilities outside of work	<b>18%</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)

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

%

**Q34g.** What benefits or needs are met by coming into your employer provided workplace?

Social interaction - I like to catch up with colleagues socially	<b>66%</b>
Collaboration - I find it easier to collaborate face-to-face	<b>52%</b>
I enjoy the energy of being with people all working on similar things	<b>41%</b>
Preference for workspaces at least some of the time - I like to work in a formal work environment sometimes	<b>36%</b>
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	<b>26%</b>
To meet project needs and workflows	<b>25%</b>
My mental health is better when I spend some time in the office	<b>27%</b>
I am more active - getting to and from the office and throughout the day	<b>26%</b>
I only come into the office because I feel I must	<b>24%</b>
I feel like if I don't come into the office, people won't think of me for promotion	<b>11%</b>
I feel like if I don't come into the office, I may miss out on development opportunities	<b>11%</b>
Other	<b>9%</b>

# DOMESTIC AND FAMILY VIOLENCE

## Domestic and Family Violence

	%
<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	<b>89%</b>
No	<b>11%</b>
<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	<b>6%</b>
No	<b>89%</b>
Don't know	<b>2%</b>
Prefer not to say	<b>3%</b>

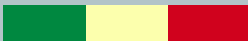
# DOMESTIC AND FAMILY VIOLENCE

## Domestic and Family Violence

DOMESTIC AND FAMILY VIOLENCE	RESPONSE SCALE			% POSITIVE	vs Qld public sector
<b>Q42b.</b> I am confident that I could sensitively communicate with colleagues affected by domestic and family violence	77	17	6	77%	-2
<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	79	16	5	79%	-2
<b>Q42d.</b> If I became aware that domestic and family violence were affecting a colleague, I am confident that I could respond appropriately	78	17	5	78%	-3
<b>Q42e.</b> I am confident that I could effectively refer a colleague affected by domestic and family violence to appropriate support	82	14	5	82%	-1

**KEY**

Positive Neutral Negative



The vs QLD public sector score provides information on whether the agency score is higher or lower than the sector score.



# 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.

	%
<b>Q38a.</b> During the last 12 months, have you experienced any of the following in your workplace? - Workplace bullying	
Yes, but I am not experiencing it now	<b>10%</b>
Yes, and I am currently experiencing this behaviour	<b>4%</b>
No	<b>81%</b>
Don't know	<b>5%</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.

	%
<b>Q39a.</b> Thinking about when you experienced bullying. Who were you bullied by?	
A senior manager	<b>26%</b>
Your immediate manager/supervisor	<b>38%</b>
A colleague	<b>35%</b>
A group of colleagues	<b>14%</b>
A worker that reports to you	<b>4%</b>
A consultant/service provider	<b>1%</b>
A representative of another agency	<b>1%</b>
A person in a Ministerial Office	<b>0%</b>
Other	<b>3%</b>
Prefer not to specify	<b>11%</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.

	%
<b>Q39b.</b> What type of bullying did you experience?	
Physical behaviour (e.g. assault or aggressive body language)	<b>9%</b>
Verbal abuse (e.g. offensive language, derogatory remarks, shouting or screaming)	<b>42%</b>
Intimidation and/or threats	<b>35%</b>
'Initiations' or pranks	<b>3%</b>
Interference with your personal property or work equipment	<b>7%</b>
Inappropriate and unfair application of work policies or rules (e.g. performance management, access to leave, access to learning and development)	<b>40%</b>
Withholding essential information for me to do my job	<b>36%</b>
Being assigned meaningless tasks unrelated to my job	<b>18%</b>
Being given impossible assignment(s)	<b>14%</b>
Cyber bullying (e.g. by email)	<b>6%</b>
Other	<b>29%</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.

	%
<b>Q39c.</b> Did you report the bullying or tell someone about the bullying?	
Submitted a formal complaint	<b>12%</b>
Told a colleague	<b>36%</b>
Told a manager	<b>44%</b>
Told Human Resources	<b>13%</b>
Told a friend or family member	<b>30%</b>
Told someone else	<b>12%</b>
Told Employee Assistance Program or peer support	<b>6%</b>
Told the person the behaviour was not OK	<b>13%</b>
I did not tell anyone about bullying	<b>19%</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.

	%
<b>Q39d.</b> You indicated that you have not formally reported your experience of bullying. What is preventing you from reporting this experience?	
I did not want to upset relationships in the workplace	<b>37%</b>
I did not have enough evidence	<b>16%</b>
It could affect my career	<b>35%</b>
I did not think any action would be taken	<b>56%</b>
The matter was resolved informally	<b>10%</b>
I did not think the bullying was serious enough	<b>14%</b>
Managers accepted the behaviour	<b>38%</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>4%</b>
Other	<b>14%</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.

	%
<b>Q38b.</b> During the last 12 months, have you experienced any of the following in your workplace? - Workplace violence and aggression	
Yes	<b>6%</b>
No	<b>91%</b>
Don't know	<b>3%</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.

	%
<b>Q40a.</b> Thinking about when you experienced workplace violence and aggression. Who was the aggressor?	
A client/customer	<b>14%</b>
Patient	<b>9%</b>
Visitor	<b>2%</b>
A member of the public	<b>5%</b>
Other	<b>65%</b>
Prefer not to specify	<b>16%</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.

	%
<b>Q40b.</b> What type of workplace violence or aggression did you experience?	
Angry or hostile behaviour	<b>78%</b>
Antagonism and jeering	<b>18%</b>
Intimidation and insults	<b>42%</b>
Shouting and swearing	<b>45%</b>
Verbal threats	<b>26%</b>
Someone encroaching on your personal space	<b>20%</b>
Banging, kicking or hitting items	<b>14%</b>
Biting, spitting, scratching	<b>2%</b>
Throwing objects	<b>6%</b>
Pushing, shoving, tripping or grabbing	<b>3%</b>
Physical assault (e.g. punching or kicking)	<b>4%</b>
Armed robbery	<b>0%</b>
Attacked with any type of weapon	<b>1%</b>
Other	<b>10%</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).

	%
<b>Q38c.</b> During the last 12 months, have you experienced any of the following in your workplace? - Sexual harassment	
Yes, but I am not experiencing it now	<b>1%</b>
Yes, and I am currently experiencing this behaviour	<b>0%</b>
No	<b>97%</b>
Don't know	<b>2%</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).

	%
<b>Q41a.</b> Thinking about when you experienced sexual harassment. Who were you sexually harassed by?	
A senior manager	<b>22%</b>
Your immediate manager/supervisor	<b>20%</b>
A colleague	<b>55%</b>
A group of colleagues	<b>8%</b>
A worker that reports to you	<b>2%</b>
A client/customer	<b>6%</b>
A member of the public	<b>4%</b>
A consultant/service provider	<b>2%</b>
A representative of another agency	<b>0%</b>
A person in a Ministerial Office	<b>0%</b>
Other	<b>0%</b>
Prefer not to specify	<b>14%</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).

	%
<b>Q41b.</b> What type of sexual harassment did you experience?	
Sexually suggestive comments or jokes that made me feel offended (in either a group or one-on-one situation)	<b>68%</b>
Intrusive questions about my private life or comments about my physical appearance	<b>54%</b>
Unwelcome touching, hugging, cornering or kissing	<b>28%</b>
Inappropriate physical contact (including momentary or brief physical contact)	<b>20%</b>
Repeated or inappropriate invitations to go out on dates	<b>18%</b>
Sexual gestures, indecent exposure or inappropriate display of the body	<b>10%</b>
Repeated or inappropriate advances on email, social networking websites or internet chat rooms by a work colleague	<b>10%</b>
Sexually explicit email or SMS message	<b>14%</b>
Request or pressure for sex or other sexual act	<b>14%</b>
Sexually explicit pictures, posters or gifts that made me feel offended	<b>4%</b>
Sexually explicit posts or messages on social media (including Facebook, Snapchat, Instagram etc.)	<b>10%</b>
Inappropriate staring or leering that made me feel intimidated	<b>32%</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>12%</b>
Any other unwelcome conduct of a sexual nature	<b>24%</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).

	%
<b>Q41c.</b> Did you tell anyone about the sexual harassment?	
Submitted a formal complaint	<b>8%</b>
Told a colleague	<b>43%</b>
Told a manager	<b>29%</b>
Told Human Resources	<b>14%</b>
Told a friend or family member	<b>29%</b>
Told someone else	<b>16%</b>
Told Employee Assistance Program or peer support	<b>8%</b>
Told the person the behaviour was not OK	<b>16%</b>
I did not tell anyone about the sexual harassment	<b>31%</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.

	%
<b>Q37a.</b> In the last 12 months, have you experienced racism?	
Yes	<b>3%</b>
No	<b>97%</b>
<b>Q37g_1.</b> Thinking about when you experienced racism. Who was the source of this experience?	
A senior manager	<b>30%</b>
Your immediate manager/supervisor	<b>25%</b>
A colleague	<b>33%</b>
A group of colleagues	<b>21%</b>
A worker that reports to you	<b>5%</b>
A client/customer	<b>6%</b>
A member of the public	<b>7%</b>
A consultant/service provider	<b>1%</b>
A representative of another agency	<b>2%</b>
A person in a Ministerial Office	<b>0%</b>
Other	<b>12%</b>
Prefer not to specify	<b>17%</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.

	%
<b>Q37h_1.</b> Did you report the racism or tell someone about your experience?	
Submitted a formal complaint	<b>6%</b>
Told a colleague	<b>23%</b>
Told a manager	<b>22%</b>
Told Human Resources	<b>8%</b>
Told a friend or family member	<b>21%</b>
Told someone else	<b>14%</b>
Told Employee Assistance Program or peer support	<b>8%</b>
Told the person the behaviour was not OK	<b>11%</b>
I did not tell anyone about the racism or discrimination	<b>44%</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.

	%
<b>Q37i_1.</b> You indicated that you have not formally reported your experience of racism. What is preventing you from reporting this experience?	
I did not want to upset relationships in the workplace	<b>35%</b>
I did not have enough evidence	<b>21%</b>
It could affect my career	<b>35%</b>
I did not think any action would be taken	<b>47%</b>
The matter was resolved informally	<b>6%</b>
I did not think the racism or discrimination was serious enough	<b>15%</b>
Managers accepted the behaviour	<b>24%</b>
I did not think it was worth the hassle of going through the report process	<b>35%</b>
I did not know how to report it	<b>10%</b>
Other	<b>18%</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.

	%
<b>Q37b.</b> In the last 12 months, have you experienced discrimination because of your <b>disability</b> ?	
Yes	<b>2%</b>
No	<b>98%</b>
<b>Q37g_2.</b> Thinking about when you experienced discrimination because of your disability. Who was the source of this experience?	
A senior manager	<b>36%</b>
Your immediate manager/supervisor	<b>43%</b>
A colleague	<b>32%</b>
A group of colleagues	<b>26%</b>
A worker that reports to you	<b>1%</b>
A client/customer	<b>4%</b>
A member of the public	<b>1%</b>
A consultant/service provider	<b>0%</b>
A representative of another agency	<b>1%</b>
A person in a Ministerial Office	<b>0%</b>
Other	<b>2%</b>
Prefer not to specify	<b>21%</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.

	%
<b>Q37h_2.</b> Did you report the discrimination because of your disability or tell someone about your experience?	
Submitted a formal complaint	<b>3%</b>
Told a colleague	<b>28%</b>
Told a manager	<b>19%</b>
Told Human Resources	<b>11%</b>
Told a friend or family member	<b>30%</b>
Told someone else	<b>12%</b>
Told Employee Assistance Program or peer support	<b>8%</b>
Told the person the behaviour was not OK	<b>14%</b>
I did not tell anyone about the discrimination	<b>37%</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.

	%
<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?	
I did not want to upset relationships in the workplace	<b>40%</b>
I did not have enough evidence	<b>16%</b>
It could affect my career	<b>47%</b>
I did not think any action would be taken	<b>49%</b>
The matter was resolved informally	<b>12%</b>
I did not think the discrimination was serious enough	<b>12%</b>
Managers accepted the behaviour	<b>28%</b>
I did not think it was worth the hassle of going through the report process	<b>32%</b>
I did not know how to report it	<b>5%</b>
Other	<b>20%</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.

	%
<b>Q37c.</b> In the last 12 months, have you experienced discrimination because of your <b>sexual orientation</b> ?	
Yes	<b>1%</b>
No	<b>99%</b>
<b>Q37g_3.</b> Thinking about when you experienced discrimination because of your sexual orientation. Who was the source of this experience?	
A senior manager	<b>25%</b>
Your immediate manager/supervisor	<b>11%</b>
A colleague	<b>41%</b>
A group of colleagues	<b>27%</b>
A worker that reports to you	<b>2%</b>
A client/customer	<b>2%</b>
A member of the public	<b>5%</b>
A consultant/service provider	<b>2%</b>
A representative of another agency	<b>0%</b>
A person in a Ministerial Office	<b>0%</b>
Other	<b>2%</b>
Prefer not to specify	<b>23%</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.

	%
<b>Q37h_3.</b> Did you report the discrimination because of your sexual orientation or tell someone about your experience?	
Submitted a formal complaint	<b>7%</b>
Told a colleague	<b>20%</b>
Told a manager	<b>13%</b>
Told Human Resources	<b>4%</b>
Told a friend or family member	<b>16%</b>
Told someone else	<b>9%</b>
Told Employee Assistance Program or peer support	<b>9%</b>
Told the person the behaviour was not OK	<b>22%</b>
I did not tell anyone about the discrimination	<b>38%</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.

	%
<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?	
I did not want to upset relationships in the workplace	<b>33%</b>
I did not have enough evidence	<b>24%</b>
It could affect my career	<b>33%</b>
I did not think any action would be taken	<b>39%</b>
The matter was resolved informally	<b>20%</b>
I did not think the discrimination was serious enough	<b>18%</b>
Managers accepted the behaviour	<b>29%</b>
I did not think it was worth the hassle of going through the report process	<b>31%</b>
I did not know how to report it	<b>4%</b>
Other	<b>12%</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.

	%
<b>Q37d.</b> In the last 12 months, have you experienced discrimination because of your <b>gender</b> ?	
Yes	<b>4%</b>
No	<b>96%</b>
<b>Q37g_4.</b> Thinking about when you experienced discrimination because of your gender. Who was the source of this experience?	
A senior manager	<b>34%</b>
Your immediate manager/supervisor	<b>15%</b>
A colleague	<b>33%</b>
A group of colleagues	<b>17%</b>
A worker that reports to you	<b>3%</b>
A client/customer	<b>6%</b>
A member of the public	<b>4%</b>
A consultant/service provider	<b>3%</b>
A representative of another agency	<b>2%</b>
A person in a Ministerial Office	<b>0%</b>
Other	<b>8%</b>
Prefer not to specify	<b>17%</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.

	%
<b>Q37h_4.</b> Did you report the discrimination because of your gender or tell someone about your experience?	
Submitted a formal complaint	<b>5%</b>
Told a colleague	<b>24%</b>
Told a manager	<b>22%</b>
Told Human Resources	<b>7%</b>
Told a friend or family member	<b>25%</b>
Told someone else	<b>8%</b>
Told Employee Assistance Program or peer support	<b>4%</b>
Told the person the behaviour was not OK	<b>12%</b>
I did not tell anyone about the discrimination	<b>41%</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.

	%
<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?	
I did not want to upset relationships in the workplace	<b>32%</b>
I did not have enough evidence	<b>18%</b>
It could affect my career	<b>41%</b>
I did not think any action would be taken	<b>51%</b>
The matter was resolved informally	<b>8%</b>
I did not think the discrimination was serious enough	<b>15%</b>
Managers accepted the behaviour	<b>29%</b>
I did not think it was worth the hassle of going through the report process	<b>32%</b>
I did not know how to report it	<b>4%</b>
Other	<b>13%</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.

	%
<b>Q37e.</b> In the last 12 months, have you experienced discrimination because of your age?	
Yes	<b>5%</b>
No	<b>95%</b>
<b>Q37g_5.</b> Thinking about when you experienced discrimination because of your age. Who was the source of this experience?	
A senior manager	<b>29%</b>
Your immediate manager/supervisor	<b>24%</b>
A colleague	<b>27%</b>
A group of colleagues	<b>22%</b>
A worker that reports to you	<b>1%</b>
A client/customer	<b>3%</b>
A member of the public	<b>1%</b>
A consultant/service provider	<b>2%</b>
A representative of another agency	<b>1%</b>
A person in a Ministerial Office	<b>0%</b>
Other	<b>6%</b>
Prefer not to specify	<b>21%</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.

	%
<b>Q37h_5.</b> Did you report the discrimination because of your age or tell someone about your experience?	
Submitted a formal complaint	<b>4%</b>
Told a colleague	<b>20%</b>
Told a manager	<b>14%</b>
Told Human Resources	<b>4%</b>
Told a friend or family member	<b>23%</b>
Told someone else	<b>11%</b>
Told Employee Assistance Program or peer support	<b>3%</b>
Told the person the behaviour was not OK	<b>8%</b>
I did not tell anyone about the discrimination	<b>51%</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.

	%
<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?	
I did not want to upset relationships in the workplace	<b>41%</b>
I did not have enough evidence	<b>25%</b>
It could affect my career	<b>39%</b>
I did not think any action would be taken	<b>45%</b>
The matter was resolved informally	<b>5%</b>
I did not think the discrimination was serious enough	<b>24%</b>
Managers accepted the behaviour	<b>26%</b>
I did not think it was worth the hassle of going through the report process	<b>37%</b>
I did not know how to report it	<b>4%</b>
Other	<b>7%</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.

	%
<b>Q37f.</b> In the last 12 months, have you experienced discrimination because of your <b>cultural background</b> ?	
Yes	<b>3%</b>
No	<b>97%</b>
<b>Q37g_6.</b> Thinking about when you experienced discrimination because of your cultural background. Who was the source of this experience?	
A senior manager	<b>29%</b>
Your immediate manager/supervisor	<b>25%</b>
A colleague	<b>29%</b>
A group of colleagues	<b>21%</b>
A worker that reports to you	<b>1%</b>
A client/customer	<b>5%</b>
A member of the public	<b>5%</b>
A consultant/service provider	<b>2%</b>
A representative of another agency	<b>1%</b>
A person in a Ministerial Office	<b>1%</b>
Other	<b>7%</b>
Prefer not to specify	<b>20%</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.

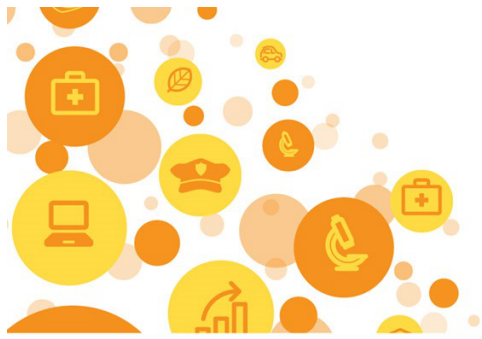
	%
<b>Q37h_6.</b> Did you report the discrimination because of your cultural background or tell someone about your experience?	
Submitted a formal complaint	<b>5%</b>
Told a colleague	<b>21%</b>
Told a manager	<b>19%</b>
Told Human Resources	<b>7%</b>
Told a friend or family member	<b>27%</b>
Told someone else	<b>14%</b>
Told Employee Assistance Program or peer support	<b>7%</b>
Told the person the behaviour was not OK	<b>5%</b>
I did not tell anyone about the discrimination	<b>47%</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.

	%
<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?	
I did not want to upset relationships in the workplace	<b>35%</b>
I did not have enough evidence	<b>18%</b>
It could affect my career	<b>32%</b>
I did not think any action would be taken	<b>45%</b>
The matter was resolved informally	<b>5%</b>
I did not think the discrimination was serious enough	<b>16%</b>
Managers accepted the behaviour	<b>18%</b>
I did not think it was worth the hassle of going through the report process	<b>34%</b>
I did not know how to report it	<b>4%</b>
Other	<b>11%</b>



## Working for Queensland *survey*

