



Working for Queensland Survey 2022

Explanatory Notes for Interpreting Results

The Working for Queensland survey is conducted each year across all Queensland Government agencies. All employees are invited to participate by completing an anonymous online survey which is available for a four-week period. The survey measures employees experience with work, workgroup, manager and organisation. These experiences are grouped into three categories – resources, demands and outcomes. It is conducted by an independent third-party. Agency level results for Queensland Corrective Services (QCS) are available at: <https://www.forgov.qld.gov.au/working-in-the-public-service/about-the-public-service/working-for-queensland-survey>

Results for QCS prior to 2018 can be found within the results for the Department of Justice and Attorney-General.

The structure of the Working for Queensland survey changed considerably in 2022 and this restructure has likely impacted trend data.

Summary Correctional Centre results

CORRECTIONAL CENTRE	Arthur Gorrie	Borallon Training	Brisbane	Brisbane Women's	Capricornia	Lotus Glen	Maryborough	Numinbah	Palen Creek	Southern Queensland	Townsville	Wolston	Woodford
Response rate	48	50	35	43	38	40	53	65	33	70	36	46	61
Employee engagement	51	24	38	66	43	33	34	41	57	65	31	44	20
RESOURCE MEASURES													
YOUR JOB													
Autonomy	53	39	46	68	55	52	48	59	84	73	52	55	38
Clarity	80	63	68	89	75	71	67	85	80	84	69	75	63
Task Significance	73	44	55	79	64	54	58	81	93	85	54	64	46
Task Identity	61	30	51	77	55	46	41	50	93	75	43	53	31
Task Variety	66	39	56	76	62	57	50	65	87	76	52	62	39

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Human Rights and My Job	87	71	68	90	76	71	71	88	80	96	72	72	62
SOCIAL SUPPORT													
My Workgroup Effectiveness	72	61	58	81	76	65	67	64	73	68	73	68	54
Workgroup Respect and Psychological Safety	62	42	56	72	66	54	57	51	69	61	62	64	40
My Manager and Workgroup Performance	56	31	46	72	65	49	47	59	74	65	48	56	33
My Manager and Respectful Relationship	61	34	54	76	71	52	51	72	80	68	52	61	37
My Manager Honesty and Integrity	62	38	56	78	66	49	52	76	77	65	52	64	32
BUILDING YOUR FUTURE													
Professional Development	12	6	11	23	14	9	13	26	31	28	12	15	6
Performance Discussions	18	9	14	28	20	14	17	27	51	32	16	20	7
KEEPING YOU WELL													
My Obligations	85	74	68	92	84	78	77	68	77	89	81	81	68
My Confidence Discussing Wellbeing with My Manager	45	29	35	64	53	42	41	52	69	61	39	49	23
In My Workgroup	30	23	25	43	33	29	27	33	49	43	27	27	19
Leadership	49	31	37	70	50	41	39	54	65	62	39	45	29
My Organisation Values My Wellbeing	45	21	28	61	41	32	35	48	50	61	31	36	19
Cultural Safety - CALD	59	40	44	70	58	54	57	56	62	76	55	55	32
LEADERSHIP													
Senior Managers	55	11	24	56	38	20	35	47	32	68	27	36	19
Executive Group	48	12	22	51	33	20	26	47	31	61	26	33	16



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FAIR AND EQUITABLE TREATMENT													
Fair and Equitable Treatment	32	13	21	55	34	27	27	29	50	47	15	34	13
Promotion Process	24	10	17	38	25	21	21	17	45	48	14	23	10
Backfilling Process	25	12	15	32	26	24	24	21	42	39	13	28	9
Performance management	32	16	26	47	32	31	30	38	38	52	24	31	16
Recruitment Process	25	9	17	34	26	24	30	17	42	43	15	25	12
Gender	55	43	47	72	56	54	49	54	70	69	47	51	37
Age	57	53	52	66	60	61	51	54	83	70	49	55	39
Aboriginal and/or Torres Strait Islander People	61	53	56	79	67	67	59	59	80	72	65	56	44
Australian South Sea Islander People	61	52	54	80	66	66	58	59	80	72	63	56	43
Cultural Background	57	52	53	78	66	68	58	64	83	72	63	54	40
Disability	43	34	41	65	43	49	36	43	64	59	43	46	30
Sexual Orientation	60	49	55	79	64	63	58	57	80	69	59	53	41
FLEXIBLE WORK													
Flexibility I need	53	53	62	76	49	63	50	59	n/a	65	54	65	40
Work Together to make Flexibility Work	37	34	39	55	40	48	45	29	n/a	47	25	41	27
Free to use Flexibility	35	26	36	49	33	35	35	24	n/a	38	34	37	23
CODE OF CONDUCT													
Integrity	76	53	56	75	65	64	61	67	60	77	61	63	50

*n/a do not have enough data to be reported (<10 responses)



Calculation of Indicators

The results of each indicator outlined in the above table are a proportion of respondents who expressed a positive opinion ('agree' or 'strongly agree'), reported as a percentage.

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

The following definitions were used in the survey:

Your job: your job, your workgroup, manager and leaders, demands of your job and your health, safety and wellbeing.

Your workplace: the place where you work, i.e. the correctional centre.

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 immediate co-worker(s): the person(s) in your agency you spend the majority of your time with.

Your organisation: Queensland Corrective Services.

Your manager/supervisor: 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.

Your leader: The person who sets the strategic direction for your organisation, i.e. the Commissioner and Executive Leadership Team.

Factor Measures	Questions included in calculation of measure
YOUR JOB	
Autonomy	I have the authority necessary to do my job effectively. I have choice in deciding how I carry out day to day work tasks. I am encouraged to take part in decisions that affect my job, where appropriate.
Clarity	I understand what is expected of me to do well in my job. I get the information I need to do my job well.
Task Significance	I understand how my work contributes to my organisation's strategic objectives.
Task Identity	My job gives me a feeling of accomplishment.
Task Variety	My job gives me the opportunity to utilise my skills and knowledge.
Human Rights and My Job	I understand how the <i>Human Rights Act 2019</i> applies to my work.
SOCIAL SUPPORT	
My Workgroup Effectiveness	I discuss my work challenges with the people in my workgroup. In my workgroup, we work together to manage workload. In my workgroup, we share learnings.
Workgroup Respect and Psychological Safety	In my workgroup, we treat each other respectfully. In my workgroup, I am comfortable speaking up to share a different view to my colleagues. In my workgroup, we welcome diverse ideas and thoughts.



My Manager and Workgroup Performance	<p>My manager/supervisor encourages discussion on ways to improve workgroup performance.</p> <p>My manager/supervisor clearly communicates performance expectations.</p> <p>My manager/supervisor shows appreciation for my contribution to our work objectives.</p>
My Manager and Respectful Relationship	<p>My manager/supervisor treats people in our work environment respectfully.</p> <p>My manager/supervisor listens to what I have to say.</p> <p>I feel comfortable discussing my work challenges with my manager/supervisor.</p> <p>I can rely on my manager/supervisor to help me work through work challenges.</p>
My Manager Honesty and Integrity	<p>My manager/supervisor demonstrates honesty and integrity.</p>
BUILDING YOUR FUTURE	
Professional Development	<p>My manager/supervisor and I discuss my professional development.</p> <p>My manager/supervisor proactively supports my professional development by connecting me with learning and development opportunities.</p>
Performance Discussions	<p>My manager/supervisor takes the time to provide informal feedback on my performance.</p> <p>My manager/supervisor provides me with constructive feedback to help improve my performance.</p> <p>My manager/supervisor acknowledges when I do something well.</p>
KEEPING YOU WELL	
My Obligations	<p>I am confident in my understanding of my health and safety obligations.</p>
My Confidence Discussing Wellbeing with My Manager	<p>I am confident discussing my wellbeing with my manager/supervisor.</p> <p>I am confident discussing my mental health with my manager/supervisor.</p>
In My Workgroup	<p>In my workgroup, we proactively discuss workplace safety.</p> <p>In my workgroup, we discuss ways to promote wellbeing.</p> <p>In my workgroup, we discuss ways to promote mental health.</p>
Leadership	<p>My manager/supervisor proactively encourages people to speak up if they feel something could be a risk to their health, safety or wellbeing.</p> <p>In my workplace senior management acts quickly to correct problems/issues that affect employees' health, safety or wellbeing.</p>
My Organisation Values My Wellbeing	<p>I feel that my organisation considers the wellbeing of employees to be important.</p>
Cultural Safety	<p>My workgroup cares about the cultural safety of Aboriginal and Torres Strait Islander colleagues.</p> <p>I feel that my organisation provides a culturally safe work environment for Aboriginal and Torres Strait Islander employees.</p> <p>I feel that my manager/supervisor takes responsibility for ensuring the cultural safety of Aboriginal and Torres Strait Islander employees.</p>
LEADERSHIP	
Senior Managers	<p>Senior managers provide clear direction for the future of the organisation.</p> <p>Senior managers model the values/principles of my organisation.</p> <p>Senior managers keep employees informed about what's going on.</p> <p>Senior managers create an environment where employees feel heard.</p> <p>Senior managers demonstrate honesty and integrity.</p>

Executive Group	<p>The executive group communicates a clear direction for the future of the organisation.</p> <p>The executive group model the values/principles of my organisation.</p> <p>The executive group keep employees informed about what's going on.</p> <p>The executive group creates an environment where employees feel heard.</p> <p>The executive group acts with a high level of integrity.</p>
FAIR AND EQUITABLE TREATMENT	
Fair and Equitable Treatment	People are treated fairly and equitably in my workplace.
Promotion Process	Promotion decisions are based on clear criteria.
Backfilling Process	The process for backfilling roles is transparent.
Performance management	<p>Performance is assessed fairly.</p> <p>I understand the process to manage poor performance in my workgroup.</p>
Recruitment Process	Recruitment strategies and/or processes are fair and transparent.
Gender	<p>All employees, regardless of gender, have equitable access to work experiences that support career progression.</p> <p>Being a woman is not a barrier to success in my organisation.</p> <p>Being a man is not a barrier to success in my organisation.</p> <p>Being gender diverse is not a barrier to success in my organisation.</p>
Age	Age is not a barrier to success in my organisation.
Aboriginal and/or Torres Strait Islander People	Being an Aboriginal and/or Torres Strait Islander person is not a barrier to success in my organisation.
Australian South Sea Islander People	Being an Australian South Sea Islander person is not a barrier to success in my organisation.
Cultural Background	Cultural background is not a barrier to success in my organisation.
Disability	Disability is not a barrier to success in my organisation.
Sexual Orientation	Sexual orientation is not a barrier to success in my organisation.
FLEXIBLE WORK	
Flexibility I need	I have the flexibility I need to manage my work and non-work interests.
Work Together to make Flexibility Work	In my workgroup, we discuss individual needs for flexible work arrangements, and we work together to accommodate them.
Free to use Flexibility	My commitment to this organisation would be questioned if I chose to use flexible work options. ¹
CODE OF CONDUCT	
Integrity	<p>Discussions about appropriate and ethical behaviour are common in my workplace.</p> <p>I am confident in my understanding of what ethical behaviour means within my workplace.</p> <p>I am confident I would know how to report unethical behaviour if I became aware of it.</p> <p>I feel confident that if I reported unethical behaviour in my workplace, it would be appropriately managed.</p>

¹Indicates a negatively worded question that has been reversed.