



Working for Queensland Survey 2021

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. It measures employee perceptions of their work, manager, team, and organisation. 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.

Summary Correctional Centre results

CORRECTIONAL CENTRE	Arthur Gorrie	Borallon Training	Brisbane	Brisbane Women's	Capricornia	Lotus Glen	Maryborough	Numinbah	Palen Creek	Townsville	Wolston	Woodford
Participation rate	18	40	38	45	29	51	27	58	24	20	55	30
FACTORS												
Agency engagement	50	33	43	39	38	29	44	42	76	32	43	26
Job empowerment	58	51	61	56	55	46	59	62	86	53	62	43
Workload and health	23	34	38	26	33	24	34	36	55	28	33	24
Learning and development	43	27	32	34	33	32	40	41	61	35	32	21
My workgroup	43	44	49	46	52	40	58	31	47	45	50	36
My manager	62	55	54	47	45	40	58	58	84	56	66	43
Organisational leadership	46	27	38	29	28	22	38	29	61	31	45	21
Organisational fairness	25	14	23	20	17	13	28	19	35	22	24	13
Anti-discrimination	57	49	48	57	52	50	56	59	91	52	56	45
Innovation	36	31	34	31	37	27	42	23	68	40	42	24

CORRECTIONAL CENTRE	Arthur Gorrie	Borallon Training	Brisbane	Brisbane Women's	Capricornia	Lotus Glen	Maryborough	Numinbah	Palen Creek	Townsville	Wolston	Woodford
WORKPLACE CLIMATE												
Safety, health and wellness	40	36	45	37	41	35	42	41	56	40	43	31
Effectiveness and innovation	44	34	40	37	43	32	42	32	65	39	45	29
Fairness and trust	47	36	43	41	40	36	47	44	69	41	47	32
People and relationships	44	44	50	48	51	41	58	32	47	45	50	37
Performance and development	40	27	32	33	33	28	39	35	66	33	32	21
Leadership and engagement	54	41	47	40	38	33	49	46	76	42	54	32
My job	72	64	71	70	67	61	70	76	97	63	72	58

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.

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 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.

The following definitions were used in the survey:

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.



Questions included in the calculation of measures

Factor Measures	Questions included in calculation of measure
Agency engagement	<p>I am proud to tell others I work for my organisation</p> <p>I would recommend my organisation as a great place to work</p> <p>My organisation motivates me to help it achieve its objectives</p> <p>I feel strong personal attachment to my organisation</p> <p>My organisation inspires me to do the best in my job</p>
Job empowerment	<p>I have a choice in deciding how I do my work</p> <p>I have the tools I need to do my job effectively</p> <p>I have the authority necessary to do my job effectively</p> <p>My job gives me opportunities to utilise my skills</p> <p>I get the information I need to do my job well</p> <p>Satisfaction with your ability to work on your own initiative</p>
Workload and health	<p>I am overloaded with work¹</p> <p>My work has a negative impact on my health¹</p> <p>I feel burned out by my work¹</p>
Learning and development	<p>In my organisation, there are opportunities for me to develop my skills and knowledge</p> <p>I am able to access relevant learning and development opportunities</p> <p>I am satisfied with the opportunities available for career development</p> <p>My organisation is committed to developing its employees</p> <p>Learning and development activities I have completed in the past 12 months have helped to improve my performance</p>
My workgroup	<p>People in my workgroup treat each other with respect</p> <p>I receive help and support from other people in my workgroup</p> <p>People in my workgroup use their time and resources efficiently</p> <p>People in my workgroup are committed to delivering excellent service to customers</p> <p>People in my workgroup are honest, open and transparent in their dealings</p> <p>People in my workgroup treat customers with respect</p> <p>People in my workgroup do their jobs effectively</p>
My manager	<p>My manager treats employees with dignity and respect</p> <p>My manager keeps me informed about what's going on</p> <p>My manager demonstrates honesty and integrity</p> <p>My manager listens to what I have to say</p> <p>My manager understands my work</p> <p>My manager draws the best out of me</p> <p>My manager creates a shared sense of purpose</p>
Organisational leadership	<p>In my organisation, the leadership is of high quality</p> <p>Management model the behaviours expected of all employees</p> <p>My organisation is well managed</p> <p>In my organisation, the leadership operates with a high level of integrity</p>

Factor Measures	Questions included in calculation of measure
Organisational fairness	<p>I am confident that poor performance will be appropriately addressed in my workplace</p> <p>People are treated fairly and consistently in my workplace</p> <p>People take responsibility for their decisions and actions in my workplace</p> <p>Performance is assessed and rewarded fairly in my workplace</p> <p>Recruitment and promotion decisions in this organisation are fair</p>
Anti-discrimination	<p>Age is not a barrier to success in my organisation</p> <p>Gender is not a barrier to success in my organisation</p> <p>Sexual orientation is not a barrier to success in my organisation</p> <p>Disability is not a barrier to success in my organisation</p> <p>Cultural background is not a barrier to success in my organisation</p>
Innovation	<p>I get the opportunity to develop new and better ways of doing my job</p> <p>I am encouraged to make suggestions about improving work processes and/or services</p> <p>Management is willing to act on suggestions to improve how things are done</p> <p>My workgroup uses research and expertise to identify better practice</p> <p>My organisation is open to new ideas</p> <p>My workgroup always tries to improve its performance</p>

¹ These questions have been reversed. The % positive indicates those who have limited to no issues with workload and health.

Workplace Climate Indices	Questions included in calculation of measure
People and relationships	<p>People in my workgroup treat each other with respect</p> <p>I receive help and support from other people in my workgroup</p> <p>People in my workgroup use their time and resources efficiently</p> <p>People in my workgroup are committed to delivering excellent service to customers</p> <p>People in my workgroup are honest, open and transparent in their dealings</p> <p>People in my workgroup treat customers with respect</p> <p>People in my workgroup do their jobs effectively</p> <p>People in my workgroup work effectively with others in my organisation to deliver services to customers</p>



Workplace Climate Indices	Questions included in calculation of measure
Safety, health and wellness	<p>My work contributes positively to my quality of life</p> <p>I am overloaded with work²</p> <p>My work has a negative impact on my health²</p> <p>I feel burned out by my work²</p> <p>People in my workgroup are committed to workplace safety</p> <p>People in my workgroup work together so flexible working meets individual and business needs</p> <p>There is adequate focus on workplace safety at my workplace</p> <p>My workplace culture supports people to achieve a good work/life balance</p> <p>My manager proactively discusses flexible work arrangements with my workgroup</p> <p>In my organisation, senior leaders clearly consider the wellbeing of employees to be important</p> <p>Satisfaction with your work-life balance</p> <p>Satisfaction with your ability to access and use flexible work arrangements</p> <p>The wellbeing of employees is a priority for my organisation</p> <p>My commitment to this organisation would be questioned if I chose to work flexibly²</p>
Effectiveness and innovation ³	<p>I have the tools I need to do my job effectively</p> <p>I have the authority necessary to do my job effectively</p> <p>I get the information I need to do my job well</p> <p>There is too much 'red tape' in my work (e.g. regulatory or administrative processes)²</p> <p>I feel my job is secure</p> <p>People in my workgroup share diverse ideas to develop innovative solutions</p> <p>Approval processes at my workplace are excessive²</p> <p>My workplace has undergone significant change in the past 12 months</p> <p>I get the opportunity to develop new and better ways of doing my job</p> <p>I am encouraged to make suggestions about improving work processes and/or services</p> <p>Management is willing to act on suggestions to improve how things are done</p> <p>My workgroup uses research and expertise to identify better practice</p> <p>My organisation is open to new ideas</p> <p>My workgroup always tries to improve its performance</p> <p>I have opportunity to provide feedback on change processes that directly affect me</p>
Fairness and trust	<p>My workplace has an inclusive culture where diversity is valued and respected</p> <p>I am able to speak up and share a different view to my colleagues and manager</p> <p>I am confident that poor performance will be appropriately addressed in my workplace</p> <p>People are treated fairly and consistently in my workplace</p> <p>People take responsibility for their decisions and actions in my workplace</p> <p>Performance is assessed and rewarded fairly in my workplace</p> <p>My senior manager demonstrates honesty and integrity</p> <p>Recruitment and promotion decisions in this organisation are fair</p> <p>Age is not a barrier to success in my organisation</p> <p>Gender is not a barrier to success in my organisation</p> <p>Sexual orientation is not a barrier to success in my organisation</p> <p>If I raised a complaint, I feel confident that it would be taken seriously</p> <p>Disability is not a barrier to success in my organisation</p>

Workplace Climate Indices	Questions included in calculation of measure
	<p>Cultural background is not a barrier to success in my organisation</p> <p>Women and men have equal access to work experiences that support career progression</p> <p>My responsibilities outside of work restrict my opportunities for promotion²</p>
Performance and development	<p>I develop new knowledge and skills through undertaking tasks at work</p> <p>I receive useful feedback on my performance</p> <p>I have had productive conversations with my manager on my performance in the past 12 months</p> <p>In my organisation, there are opportunities for me to develop my skills and knowledge</p> <p>My performance is assessed against clear criteria</p> <p>I am able to access relevant learning and development opportunities</p> <p>I am satisfied with the opportunities available for career development</p> <p>I am supported to pursue developmental opportunities in other workplaces</p> <p>My organisation is committed to developing its employees</p> <p>Learning and development activities I have completed in the past 12 months have helped to improve my performance</p>
Leadership and engagement	<p>My manager treats employees with dignity and respect</p> <p>My manager keeps me informed about what's going on</p> <p>My manager demonstrates honesty and integrity</p> <p>My manager listens to what I have to say</p> <p>My manager understands my work</p> <p>My manager draws the best out of me</p> <p>My manager creates a shared sense of purpose</p> <p>I am proud to tell others I work for my organisation</p> <p>In my organisation, the leadership is of high quality</p> <p>Management model the behaviours expected of all employees</p> <p>I would recommend my organisation as a great place to work</p> <p>My organisation is well managed</p> <p>In my organisation, the leadership operates with a high level of integrity</p> <p>My organisation motivates me to help it achieve its objectives</p> <p>I feel strong personal attachment to my organisation</p> <p>My organisation inspires me to do the best in my job</p>
My job ⁴	<p>I understand what is expected of me to do well in my job</p> <p>I have a choice in deciding how I do my work</p> <p>I enjoy the work in my current job</p> <p>My job gives me a feeling of personal accomplishment</p> <p>My job gives me opportunities to utilise my skills</p> <p>I understand how my work contributes to my organisation's objectives</p> <p>I understand how the Human Rights Act 2019 applies to my work</p> <p>All things considered, how satisfied are you with your current job?</p>

² Indicates a negatively worded question that has been reversed.

³ In the 2021 survey, 'Satisfaction with your ability to "make a difference" to the community' was replaced with 'I have opportunity to provide feedback on change processes that directly affect me'.

⁴ In the 2021 survey, 'Satisfaction with your ability to work on your own initiative' was replaced with 'I understand how the *Human Rights Act 2019* applies to my work'.