

Samantha Luke

From: Nancy Spencer
Sent: Sunday, 16 July 2017 9:24 PM
To: Samantha Luke; Andrew Ede
Subject: FW: DPC contribution for Scanlon Survey (50%)
Attachments: Customer Invoice 1801 1800006228.pdf; Signed Contract.pdf

Categories: To be actioned

Okay to pay



**Queensland
Government**

Dr Nancy Spencer
Director, Social Policy
Policy Division
Department of the Premier and Cabinet
P 07 300 39351 M [REDACTED]
Level 30, 1 William Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

From: Christopher Cooke [mailto:Christopher.Cooke@communities.qld.gov.au]
Sent: Wednesday, 12 July 2017 4:29 PM
To: Nancy Spencer <Nancy.Spencer@premiers.qld.gov.au>
Cc: Arthur Maudlin <Arthur.Maudlin@communities.qld.gov.au>; Donna O'Shea <Donna.O'Shea@communities.qld.gov.au>; Julie Mcdougall <Julie.Mcdougall@Communities.qld.gov.au>
Subject: DPC contribution for Scanlon Survey (50%)

Dear Nancy,

Please see attached invoice for payment for DPC's 50% contribution to the Scanlon Survey as per your recent communication with Arthur Maudlin from MAQ.

Regards,



**Queensland
Government**

Chris Cooke
A/Business Support Officer
Multicultural Affairs Queensland
Department of Communities, Child Safety and Disability Services
P 07 3027 2475 E Christopher.Cooke@datsip.qld.gov.au
Level 14, 111 George Street, Brisbane QLD 4000

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**Queensland
Government**

Department of Communities, Child
Safety and Disability Services
111 George Street, Brisbane
GPO BOX 806
BRISBANE, QLD, 4001
ABN: 25791185155

TAX INVOICE

Invoice Date 07.07.2017
Invoice No. 1800006228
Customer No. 20001990
Due Date 10.08.2017
Amount Due \$21,016.14
ISCN 10048

ATTN: NANCY SPENCER
DEPARTMENT OF THE PREMIER
AND CABINET
PO BOX 15185
CITY EAST QLD 4002

Contact Details

Contact Accounts Receivable Officer
Phone 07 3021 4220
Fax 07 3008 6702
Email communitiesar@dsiti.qld.gov.au

Additional Information:

CONTACT NAME: DONNA O'SHEA
CONTACT PHONE: 07 3027 2492

Payment Terms: Within 30 days Due net

Line Item	Description	Amount excl GST	GST	Total
0001	DPC CONTRIBUTION - SCANLON SURVEY 50% DPC Contribution - Scanlon Survey 50%	21,016.14	0.00	21,016.14
TOTAL		21,016.14	0.00	21,016.14

Total Amount Payable excl GST \$ 21,016.14
GST Amount Payable \$ 0.00
Total Amount Payable incl GST \$ 21,016.14

Payment Options



Payment by Mail

Tear off the payment slip and complete payment details. Cheque or money order to be made payable to:

Dept of Communities, Child Safety and Disability Services
C/- Queensland Shared Services
GPO Box 173
BRISBANE QLD 4001



Payment by Direct Deposit

Please deposit your payment directly into the following account quoting the reference number provided.

Deposit details are to be forwarded via one of the following methods:

Email communitiesar@dsiti.qld.gov.au
Fax 07 3008 6702
BSB/Account 064-013 10007782
Reference Number 1800006228

Privacy

The Queensland Government is committed to protecting your privacy. Your personal details will be securely stored on a Queensland Government database which will only be accessible by authorised persons of government agencies where the disclosure is necessary to fulfil statutory, administrative or other public responsibilities. The personal information will only be used for the purpose for which you provide it and will not be given to another person or body without your consent, or unless required by law. Details of the Queensland Government Privacy Scheme can be accessed through <https://www.qld.gov.au/gov/information-security-records-and-privacy>.

Change to Personal Details

Please direct any changes of personal details to the contact person listed in the 'Contact Details' section on the first page.

Dept of Communities, Child Safety and Disability Services
C/- Queensland Shared Services
GPO Box 173
BRISBANE QLD 4001

Payment Slip

Office Use Only
Bank Key/Bank Acc: 064-013 10007782

DEPARTMENT OF THE PREMIER AND CABINET
Customer Number 20001990
Invoice Number/Reference 1800006228 1801

Due Date 10.08.2017
Amount Due \$21,016.14

Method of Payment

Cheque Money Order Credit Card Cheque/Money Order Total \$ _____

Visa Mastercard Credit Card Authorised Amount \$ _____

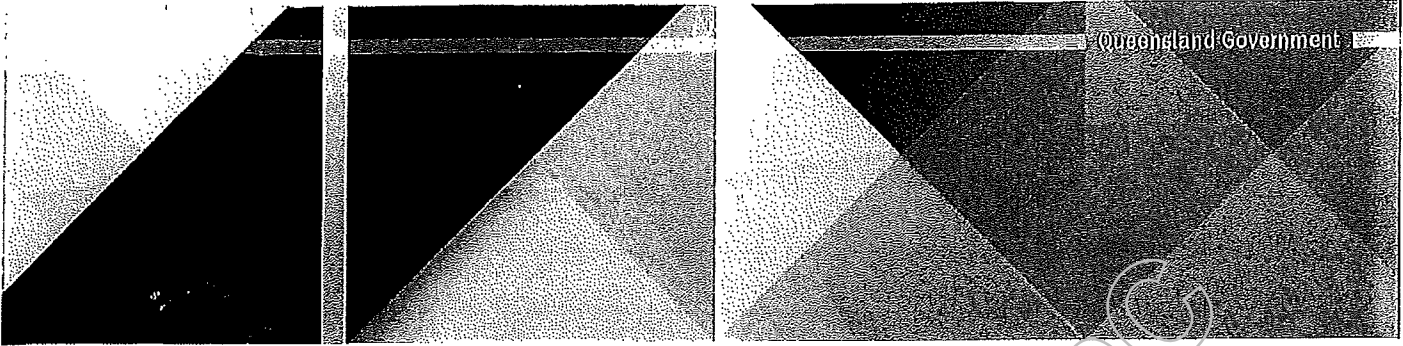
Card Number _____

Card Holder Name _____

Expiry Date ____/____

Signature _____

Payment Slip must be provided when making payment. Refer to the payment options for further details.



Contract Details

Department of Communities, Child Safety and
Disability Services, Multicultural Affairs Queensland

RFQ Title: Queensland sample boost for Scanlon
Foundation Mapping Social Cohesion survey

Reference No: **DCCSDS0244** Date of Issue: **1 June 2017**
Social Research Centre, ABN 91 096 153 212

Released Under
FOI - 1005

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1 Introduction

This whole document forms part of the Contract.

The Supplier must complete all sections of this document. The Supplier must not make any changes to the structure of this document. If the Supplier does not agree with any sections of this document that have been completed by the Customer, the Supplier must identify its proposed changes to the Contract in section 3.4 (Contract departures – Supplier Changes).

Changes which do not comply with the requirements in this section do not form part of the Contract

2 General information

No.	Topic	Details
	Customer	
	Name:	State of Queensland acting through the Department of Communities, Child Safety and Disability Services (and its successors)
	ABN:	25 791 185 155
	ACN:	N/A
	Customer contact details	All notices and other communication relating to the Contract are to be sent to the Customer at the details set out in this item, or any updated details that the Customer provides to the Supplier in writing.
	Contact person:	Donna O'Shea
	Position:	Principal Policy Officer
	Street address:	Level 15, 111 George Street, Brisbane QLD 4000
	Postal address:	PO Box 806, Brisbane QLD 4101
	Email:	maqsecretariat@communities.qld.gov.au
	Supplier	
	Name:	Social Research Centre
	ABN:	91 096 153 212
	ACN:	096 153 212
	Supplier contact details	All notices and other communication relating to the Contract are to be sent to the Supplier at the details set out in this item, or any updated details that the Supplier provides to the Supplier in writing.
	Contact person:	[REDACTED]
	Position:	Director, Quantitative Research, Social Research Centre
	Street address:	Level 9 277 William Street Melbourne
	Postal address:	PO Box 13328, LAW COURTS VIC 8010
	Email:	[REDACTED]@srcentre.com.au
	Subcontractor(s)	N/A

No.	Topic	Details
	Name (and legal entity): Street address: Postal address: Obligations:	
	Contract term Start date: End date: Extension options:	30 May 2017 30 November 2017 To be negotiated if and when needed.
	Cap on liability	Three times the total of all Prices payable under the Contract, or as limited by law or binding scheme (specified below). <i>If the Supplier seeks to limit its liability in accordance with a binding scheme under the Professional Standards Act 2004 (Qld) then specify the scheme below and the limits of liability that apply:</i> Binding Scheme applicable: N/A Summary of liability cap: N/A
	Insurance	<i>The Supplier is to insert details of its policies as specified below (repeat as required) and provide a copy of a certificate of currency for each policy.</i> Workers compensation insurance as required by law Public liability insurance: Amount: \$20M Expiry date: 31/5/2018 Professional indemnity insurance: Amount: \$10M Expiry date: 31/5/2018 Other insurances: N/A
	Customer inputs	<i>The Supplier is to insert details of any Customer resources that it will need in order to perform the Contract. For example, equipment, premises access, information, documents and Personnel.</i>

No.	Topic	Details
	Authorisations	As outlined in the attached quotation dated 23 May 2017.
	Security requirements	Not applicable
	Conflict of Interest	<i>Nil</i>

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3 Terms and conditions of the Contract

3.1 Definitions and interpretation

The definitions and rules of interpretation applicable to the Contract are attached.

3.2 Base terms

The General Contract Conditions apply to the Contract are attached.

3.3 Contract departures – Customer changes

Changes made in accordance with this section that are agreed between the parties will override any other section of this document.

The Supplier must not make any changes to section 3.3 of this document. If the Supplier does not agree with any of the Customer changes, include those items as part of the Supplier's response to section 3.4.

3.4 Contract departures – Supplier changes

Changes made in accordance with this section that are agreed between the parties will override any other section of this document.

If the Supplier proposes any additional clauses or any changes to the base terms (identified in section 3.2), as modified by any Customer changes in section 3.3, the Supplier is to set them out here.

The Supplier must set out Supplier changes in the requested format and clearly indicate which part of the Contract it is proposing to change (including clause numbers) using the table below. Repeat rows as required.

The Supplier is to respond to any Customer changes from section 3.3 which it does not agree with, in this section. Repeat as required.

Clause No.	Reason for change requested	Change proposed
19	Last paragraph is too broad and requires SRC to pay any costs on demand	Sentence after the comma to be amended to "and the Supplier shall pay reasonable costs of transferring the contract"
Additional Clause	Attribution clause to be added to contract	If the Customer, whether by itself or by another person authorised by the Customer, publishes, promotes, communicates or disseminates any information delivered up by the Social Research Centre for the purpose the Services (e.g. a report produced by the Social Research Centre) (Services

Clause No.	Reason for change requested	Change proposed
		<p><i>Output), the Customer must, unless otherwise agreed by the Social Research Centre in writing:</i></p> <p><i>(a) ensure that the Social Research Centre receives attribution as author of the Services Output; and</i></p> <p><i>(b) obtain the prior written consent of the Social Research Centre to the manner and means by which the Social Research Centre is attributed (such consent not to be unreasonably withheld), with such consent deemed to be given if the Social Research Centre has not, within five (5) business days of the request for consent, either given its consent or withheld its consent.</i></p> <p>11.2 This clause 10 survives termination or expiry of this Agreement for any reason.</p>

4 Forming the Contract

4.1 Acknowledgements and certifications

The Supplier:

- (a) agrees to provide the Deliverables to the Customer on the terms described in the Contract and in the attached quotation dated 23 May 2017.
- (b) certifies that it has read, understands, and complies with all the requirements of the Contract.
- (c) acknowledges that only proposed Contract changes which comply with sections 3.3 and 3.4 form part of the Contract.
- (d) represents that all the information provided by it and referenced in the Contract is complete, accurate, up to date and not misleading in any way.
- (e) acknowledges that the Customer is relying on the information provided by the Supplier and referenced in the Contract in entering into the Contract.
- (f) acknowledges that the Customer may suffer damage if any of that information is incomplete, inaccurate, out of date or misleading in any way.

5 Forming the Contract

5.1.1 Agreement by Supplier

The Supplier will sign in this section. By signing, the Supplier is offering to enter the Contract on the terms set out in this document. If the Supplier does not execute this document itself, it must (if the Customer requests) provide adequate evidence that the signatory is properly authorised to execute this agreement.

If the parties agree any changes to this document after that date of the Supplier's signature, the Supplier and Customer will prepare a new version of the document incorporating the agreed changes, which will replace this document. The Supplier will sign the new document, offering to enter the Contract on the amended terms.

Date	8 June 2017
EXECUTED for and on behalf of:	[Redacted Signature]
THE SOCIAL RESEARCH CENTRE	
Name of Supplier	Signature of authorised representative
by its authorised representative, in the presence of:	
[Redacted Signature]	By executing this agreement the signatory warrants that the signatory is duly authorised to execute this agreement on behalf of the Supplier
Signature of witness	
[Redacted Signature]	Name of authorised representative (block letters)
Name of witness (block letters)	
Mr Level 9, 277 William St	REP. DIRECTOR
Address Melbourne	Position of authorised representative

5.1.2 Agreement by Customer

The Customer may accept the Supplier's offer either by signing in this section, or separately confirming to the Supplier in writing that the Customer accepts the Supplier's offer.

Date	1/6/17
EXECUTED for and on behalf of:	[Redacted Signature]
DEPARTMENT OF COMMUNITIES, CHILD SAFETY & DISABILITY SERVICES	
by its authorised representative, in the presence of:	Signature of authorised representative
[Redacted Signature]	
Signature of witness	By executing this offer the signatory warrants that the signatory is duly authorised to submit this offer on behalf of the Customer
MARINA HARVEY	
LVL 15, 111 GEORGE STREET, BRISBANE QLD 4000	JULIE MCDUGALL
	Name of authorised representative (block letters)
	DIRECTOR, MULTICULTURAL AFFAIRS QUEENSLAND, DCCSDS
	Position of authorised representative

Schedule 1 – Requirements

The Supplier must provide the services specified below to the Customer, in accordance with the Requirements described in this Schedule.

1. Requirements for Services

Queensland sample boost for the Scanlon Foundation Mapping Social Cohesion Survey as outlined in the attached quotation dated 23 May 2017.

The key deliverable is undertaking the additional interviews and providing the resultant data and associate tables the Scanlon Foundation.

Note: The Scanlon Foundation is responsible for reviewing and providing to Department of Communities, Child Safety and Disability Services a short written report containing a basic interpretation of the Queensland survey results (separate deliverable to this contract).

2. Key Personnel

The Supplier must provide the names and contact details for all Key Personnel that the Supplier intends to use, and summarise the role of each Key Personnel and key obligations they will be responsible for.

Name and Position	Contact details	Role / Key obligations
<p>██████████</p> <p><i>Director Quantitative Research</i></p>	<p>Ph: 03 9236 8539</p> <p>Email: ██████████@srcentre.com.au</p>	<p>Will lead the research consulting team and provide overall account management and oversight. He will be involved across the entire research cycle and draw upon a Total Survey Error and Quality framework, with a particular emphasis on providing senior consultancy support during project set-up, fieldwork execution, data provision, and reporting.</p>
<p>██████████</p> <p><i>Research Associate</i></p>	<p>Ph: 03 9236 8539</p> <p>Email: ██████████@srcentre.com.au</p>	<p>Will be responsible for day-to-day communications during the survey data collection and preparation period. ██████████ will also be responsible for questionnaire review, management of survey data collection and preparation of the data set and any associated outputs and deliverables.</p>

<p>██████████ <i>Research Assistant</i></p>	<p>Ph: 03 9236 8520 Email: ██████████@srcentre.com.au</p>	<p>Will provide project management support to the rest of the team.</p>
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3. Other Requirements

Not applicable

Released under RTI - DPC

Schedule 2 – Price and Payment Terms

2.1 Price

As set out in the attached quotation dated 23 May 2017

2.2 Price reviews

Not applicable

2.3 Payment milestones

The Supplier may invoice the Customer 50% at the commencement of the contract and 50% at the completion of deliverables as set out in the attached quotation dated 23 May 2017.

2.4 Payment methods

A Tax Invoice will be supplied with 14 day terms. Payment can be made into our bank account:

Account Name: The Social Research Centre

BSB: [REDACTED]

Account: [REDACTED]

We do not accept credit card payments

2.6 Other pricing information

The Prices will not be changed in response to any event which is not described below.

Fee per incremental interview minute [REDACTED] (ex GST).

Released under RTI-DPC

Schedule 3 – Performance Measurement

Performance will be measured on acceptance of the services, outlined in schedule 1, by the Department of Communities, Child Safety and Disability Services at the end of the contract.

Schedule 4 – Governance

This Schedule sets out governance arrangements applicable to the Contract.

4.1 Reporting requirements

The supplier is not required to provide reports and is only requested to provide written advice that the services have been delivered including issuing invoicing.

4.3 Escalation of issues

If issues arise with the contract, for example, delaying the delivery of services the department is to be advised in writing and extension options negotiated between the customer and supplier.

Released under RTI - DPC

EXECUTIVE DIRECTOR'S BRIEFING NOTE

Social Policy

Tracking Folder No. TF/17/4493

Document No. DOC/17/60679

To: Executive Director – Social Policy
Date:
Subject: Domestic and Family Violence Youth Campaign – Creative Concept Evaluation

Approved / Not Approved / Noted

Addressee

Date

31.3.17

• RECOMMENDATION

It is recommended that you

- **approve** engagement of Kantar Public Research (Kantar) to undertaken a creative concept evaluation of the domestic and family violence (DFV) Youth Campaign at a value of \$19 000 (excluding GST).
- **sign** the Schedule 5 – SOA Order details (**Attachment 1**) and Schedule 6 – Response to SOA Order details (**Attachment 2**) to confirm this engagement.

• KEY ISSUES

- The Department of the Premier and Cabinet (DPC) is responsible for delivering 11 recommendations from the *Not Now, Not Ever* report regarding changing community attitudes and behaviours.
- DPC has developed a DFV Prevention Communication and Engagement Strategy, which outlines a three year program targeting specific population groups.
- The first communication campaign aims to shift the way youth think about DFV and will target Indigenous and non-Indigenous youth (13-17 years) in Queensland.
- Two creative concepts have been developed following co-design workshops, and the proposed contract with Kantar will quantitatively test these concepts to understand which resonates most effectively with the target market in Queensland.
- Kantar has been selected under the pre-qualified supplier arrangement for the provision of market research services – PTD0011-14, and have provided a comprehensive proposal (**Attachment 3**).
- Sufficient funding is available in the DFV communication budget.
- Procurement Services has advised that the approach taken complies with the Department's Corporate Procurement Policy. As the service is being provided through a pre-qualified supplier arrangement and the proposal does not exceed \$50 000 GST inclusive, an officer with appropriate procurement delegation within the business unit can approve this engagement and sign this contract.

• ELECTION / CABINET / PUBLIC COMMITMENTS

- The Queensland Government accepted all recommendations of the *Not Now, Not Ever* report.

Comments

Michelle Parker
Director

Action Officer: Geoff O'Neill
Area: Social Policy
Telephone: 3003 9355

Approvals by Director / ED / GM
documented in *notes* in TRIM



Taylor Nelson Sofres Australia Pty Limited
 C/- Financeplus Australia
 Level 16, 65 Berry Street,
 North Sydney NSW 2060 AUSTRALIA
 e: ar.au@financeplusaustralia.com
 Cartsis Code: KTNAUCC
 ABN: 38 000 601 221

QUEENSLAND DEPT OF THE PREMIER & CABINET
 PO BOX 15185
 BRISBANE 4002
 QLD
 NATACHA DOBROVLSKY

TAX INVOICE

Invoice Date	Our Job Number	Invoice Number	P.O. Number	Customer Number
22/05/2017	263104593	263107183	4500297955	26310310

DV Concept

263104593 DV Concept

FINAL 50% OF FEE AS AGREED

9,500.00

9,500.00

AUSTRALIA 10% GST SALES

950.00

AMOUNT

AUD

10,450.00

Approved for Payment

Rebecca McGarrity
 Executive Director
 05/5/17

AUD Payment can be made by EFT to:

Bank: HSBC Bank Australia
 Swift Code: HKBAU2S
 BSB Number: 342 011
 Bank Address: Exchange Branch Centre
 Bridge St, Sydney, Australia
 Account Number: 089 505 001
 Account Name: Taylor Nelson Sofres Australia Pty Limited

Please send all queries and remittance advices to:

Mail Address - C/- Financeplus Australia
 Level 16, 65 Berry St
 North Sydney NSW 2060 AUSTRALIA
 Email Address - ar.au@financeplusaustralia.com

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Taylor Nelson Sofres Australia Pty Limited
 C/- Financeplus Australia
 Level 16, 65 Berry Street,
 North Sydney NSW 2060 AUSTRALIA
 e: ar.au@financeplusaustralia.com
 Cartesis Code: KTNAUCC
 ABN: 38 000 601 221

QUEENSLAND DEPT OF THE PREMIER & CABINET
 PO BOX 15185
 BRISBANE 4002
 QLD
 NATACHA DOBROVLSKY

TAX INVOICE

Invoice Date	Our Job Number	Invoice Number	P.O. Number	Customer Number
26/04/2017	263104593	263107090	4500297955	26310310

DV Concept

263104593 DV Concept

FIRST 50% OF FEE AS AGREED

9,500.00

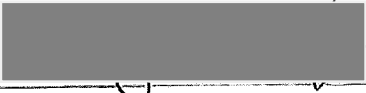
9,500.00

AUSTRALIA 10% GST SALES

950.00

AMOUNT AUD 10,450.00

Approved for Payment


 Rebecca McGarrity
 Executive Director

AUD Payment can be made by EFT to:

Bank: HSBC Bank Australia
 Swift Code: HKBAU2S
 BSB Number: 342 011
 Bank Address: Exchange Branch Centre
 Bridge St, Sydney, Australia
 Account Number: 089 505 001
 Account Name: Taylor Nelson Sofres Australia Pty Limited

Please send all queries and remittance advices to:

Mail Address - C/- Financeplus Australia
 Level 16, 65 Berry St
 North Sydney NSW 2060 AUSTRALIA
 Email Address - ar.au@financeplusaustralia.com

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Taylor Nelson Sofres Australia Pty Limited, a company under WPP, adheres to a strict set of ethical standards which are detailed in the 'How we behave' section of the WPP website at <http://wpp.com/wpp/about/howwebehave>.

Schedule 5 – SOA Order details (Project Brief)

A Contract is created when the Supplier and Customer agree the commercial details relevant to the Contract using the SOA Order, in accordance with this Schedule 5. This Schedule contains an example of an SOA Order that the Supplier and Customer might use. Alternatively, the parties may describe in this Schedule the process for Customers placing an SOA Order. The SOA Order is part of the Contract.

The details identified below are the only details that the Supplier and Customer can change as part of the Contract. The details in an SOA Order relate only to the particular Contract for which they are agreed. Nothing in an SOA Order can modify the SOA Details or affect any other Contracts that may be agreed under the same SOA. The Customer will complete and submit the SOA Order.

SOA Order (Project Brief):

The SOA Order contains important commercial information. The example SOA Order form below represents a project brief form that can be used by Customers to engage a Supplier to provide Services.

SOA Order Form - Project Brief Details	
<p>Customer details <i>Insert the name of the legal entity that is buying goods/services under the SOA, e.g. "The State of Queensland acting through the Department of..."</i></p>	<p>Name: The State of Queensland acting through the Department of the Premier and Cabinet</p> <p>ABN or ACN: 65 959 415 158</p> <p>Street address: Level 30, 1 William Street, Brisbane QLD 4000 Postal address: PO Box 15185 City East QLD 4002</p> <p>Contact person: Natacha Dobrovolsky</p> <p>Position: Team Leader</p> <p>Email: natacha.dobrovolsky@premiers.qld.gov.au</p> <p>All notices and other communications relating to the Contract are to be sent to the Customer at the details set out in this item, or any updated details that the Customer provides to the Supplier in writing.</p>
<p>Customer Requirements</p>	<p>Creative Concept Testing - Domestic & Family Violence Youth Stage 1 Program</p> <p>Topline results & Interpretive report</p>
<p>Contract term</p>	<p>This is the period of the individual Contract, when the Supplier must provide the Goods or Services:</p> <p>Start date: 31.3.17</p> <p>End date: 15.5.17</p> <p>Extension Options: NA</p>
<p>Customer Inputs</p>	<p>Creative Strategy</p>

SOA Order Form - Project Brief Details

	<p>Creative Concepts</p> <p>Indigenous survey recipients via DATSIP</p>
Key Personnel (Services only)	NA
Time for performance (Services only)	<p>Service period: 31.3.17 to 15.5.17</p> <p>Time (for performance of Services, if applicable): NA</p> <p>The Supplier will perform the Services during the period set out in this item.</p>
Project Budget – Please indicate if this is a limited budget	The total Price payable under the Contract must be calculated in accordance with the pricing in the SOA Details.
Payment milestones	Invoicing will be 50% on commissioning and 50% on provision of the final deliverables.
Contract governance requirements	<p>Weekly work in progress meetings</p> <p>Topline results</p> <p>Final results report</p>
Project Name	Domestic & Family Violence Youth Stage 1 Campaign– Creative Concept Evaluation
<p>Background</p> <p><i>What is the issue the project must address?</i></p> <p><i>Are there any previous research projects relating to this issue?</i></p>	<p>The Department of the Premier and Cabinet has developed a Domestic and Family Violence Prevention Communication and Engagement Strategy, which outlines a three year program of activities targeting specific population groups.</p> <p>The first activity in the program is a communication campaign targeted at youth. With research indicating that a significant percentage of adult perpetrators and victims experienced domestic violence within their families as children (which at a subconscious level normalises the behaviour), the Queensland Government is commencing a significant domestic and family violence communication campaign to prevent youth adopting perpetrator and victim behaviour as adults.</p> <p>The campaign was devised using a collaborative approach with the target market. Co-design workshops were conducted with Indigenous urban and regional youth and then tested with urban and regional non-Indigenous youth. This approach was implemented to gain a current and</p>




SOA Order Form - Project Brief Details

	<p>in-depth understanding of their perceptions, level of understanding and preferred communication approaches, vehicles and messaging in the domestic and family violence space.</p> <p>The co-design process has shown that youth need to be united to take a stand and need to feel strong, hopeful and encouraged. Aboriginal and Torres Strait Islander youth need to see themselves in the campaign but not exclusively, that is, they want to see themselves with mainstream youth. The co-design process also revealed that youth will respond to a campaign with a shock factor. Two creative concepts were developed following the co-design workshops and research is now required to quantitatively test these two concepts to understand which resonates most effectively with the target market.</p> <p>The campaign objectives are:</p> <ol style="list-style-type: none"> 1. Start the process of removing the sense of 'shame' associated with being a victim and keeping issues internalized & behind 'closed doors'. Convey that as a victim you are not the only one or alone. 2. Generate a belief that domestic and family violence is an unhealthy behaviour 3. Generate understanding that domestic and family violence is not just physical; highlight three of the five types of domestic and family violence as identified in the <i>Not Now, Not Ever: Putting an End to Domestic and Family Violence in Queensland</i> report: 4. Provide help support information
<p>Objectives</p> <p><i>What does the project need to achieve?</i></p> <p><i>List all objectives and identify one primary objective</i></p>	<p>Test the two creative concepts quantitatively to relay which resonates most effectively with the target market within the following timeframes:</p> <p>Topline results – 11 April 2017</p> <p>These will include a final Statewide result which will include the relative portion of Indigenous youth and separate results from a larger group of Indigenous youth. This has been requested considering the co-creation campaign originated with Indigenous youth.</p> <p>Final results report – 24 April 2017</p>
<p>Geographic Areas</p> <p><i>What markets need to be covered?</i></p> <p><i>Queensland (state-wide, regional, remote)?</i></p>	<p>State-wide target market representation</p> <p>The sample for the survey will be selected from a online panel provider specialising in the youth market; Student Edge. Queenslanders aged 13-17 years old will be eligible to complete the survey. We will aim to achieve a total sample of n=250 Queenslanders, with a minimum quota of n=75 males and n=75 females, and n=100 in SEQ and n=100 in Regional Queensland.</p> <p>Indigenous youth will be selected via the Department of Aboriginal and Torres Strait Islanders.</p>

SOA Order Form - Project Brief Details

<p>Target Audience</p> <p><i>What is the Primary or Secondary audience (i.e. Youth, 25-35yrs, Male/Female)</i></p>	<p>Primary Target: Youth, Qld. 13-17 years</p> <p>Secondary Target:</p>
<p>Project Performance</p> <p><i>Inbound calls? Web metrics? Tracking Research? Other Key Indicators (please detail)?</i></p>	<p>The project performance will be measured through the following objectives:</p> <p>Given the tight timeframes for conducting the research and subsequent campaign development, a flexible, iterative approach to dissemination of results will be applied, that will allow informed decisions to be made in a timely manner.</p> <ul style="list-style-type: none"> - Topline results (In Excel) delivered following online survey to provide immediate access to key facts (please note this will be unweighted data) - Interpretative report (In PowerPoint format). The report will clearly outline findings from the survey, both at a total level, and for key target segments and other demographic groups with accompanying commentary. An executive summary will be included highlighting key recommendations and learnings for future campaign development.

Both parties are required to sign the final brief before commencement of a market research services project. Please ensure that the departmental procurement policy is adhered to in relation to 'Delegation of Authority'.

Authorisations	Signature
<p>Government representative</p> <p>Name: Rebecca McGarrity</p> <p>Position: Executive Director, Social Policy</p> <p>Date:</p>	
<p>Supplier representative</p> <p>Name: </p> <p>Position: Senior Consultant</p> <p>Date: 29.3.17</p>	

Schedule 6 – Response SOA Order details




Response SOA Order Process

Upon receipt a SOA Order, the Supplier must provide to the Customer a written response in accordance with the timeframes specified in the Requirements ("**Response to Brief**"). The Response to Brief confirms the Supplier understands of the SOA Order and details the proposed strategy and estimate for the project. Once the Customer receives the Supplier's Response to Brief, the parties will negotiate and agree upon the specific requirements for the relevant campaign.

Topic	Response SOA Order Form - Details
<p>Supplier Details <i>Insert the name of the Supplier</i></p>	<p>Name: Kantar Research</p> <p>ABN or ACN: TNS Australia 38 000 601 221</p> <p>Street address: Ground Floor Y&R Group House Stanley Street Plaza South Bank, QLD 4101, Australia</p> <p>Postal address: as above</p> <p>Contact person: [REDACTED]</p> <p>Position: Senior Consultant</p> <p>Email: [REDACTED]@kantarpublish.com</p>
<p>Research Project Name</p>	<p>Creative Concept Testing - Domestic & Family Violence Youth Stage 1 Program</p>
<p>Key Personnel <i>Please advise the details of the Key Personnel who will be working on this project</i></p>	<p>[REDACTED]: Senior Consultant</p> <p>[REDACTED]: Senior Consultant</p>
<p>Project Quote/ Proposal - <i>The total Price payable under the Contract must be calculated in accordance with the pricing in the SOA Details. This must include an itemised breakdown of the Price (GST inclusive) of supplying the Market Research Services. Cost must include Disbursements.</i></p>	<p>The total Price payable under the Contract must be calculated in accordance with the pricing in the SOA Details.</p> <p>\$19,000 excluding GST</p> <p>Invoicing 50% on commissioning and 50% on provision of the final deliverables.</p> <p>See proposal</p>

Topic	Response SOA Order Form - Details
Any Mandatories? <i>Presentation requirements?</i>	Creative Concept Testing - Domestic & Family Violence Youth Stage 1 Program Topline results & Interpretive report
Any Other Information?	

Both parties are required to sign the final brief before commencement of a market research services project. Please ensure that the departmental procurement policy is adhered to in relation to 'Delegation of Authority'.

Authorisations	Signature
Government representative Name: Position: Date:	
Supplier representative Name:  Position: Senior Consultant Date: 29/3/2017	

Released under RTI/DPC

DIRECTOR-GENERAL'S BRIEFING NOTE
Corporate and Government Services

Tracking Folder No. TF/17/3852

Document No. DOC/17/40596

To: Director-General
Date: 6 APRIL 2017
Subject: 2016-17 Client Satisfaction Survey

Approved / Not Approved / Noted

Addressee

Date

• **RECOMMENDATION**

It is recommended that you:

- **approve** the Department of the Premier and Cabinet (DPC) 2016-17 Client Satisfaction Survey for Ministers and their Chiefs of Staff (**Attachment 1**) and the survey for Directors-General, Cabinet Legislation and Liaison Officers, and Senior Policy Officers (**Attachment 2**)
- **distribute**, from your office, the 2016-17 Client Satisfaction Survey via email to Ministers (**Attachment 3**) and to Directors-General (**Attachment 4**).

• **KEY ISSUES**

- As part of its ongoing commitment to continuous improvement, DPC surveys its key clients each year to gauge satisfaction with the department's services, specifically Cabinet Services, Policy Division, Corporate and Government Services, Strategy and Engagement Division and the Office of Queensland Parliamentary Counsel.
- The results of the survey will be reported against the customer satisfaction effectiveness measures in the DPC Service Delivery Standards (SDS) for 2017-18. The results will also be published in the DPC Annual Report.
- The surveys (**Attachments 1 and 2**), which are to be provided via a secure online tool, are consistent with the prior year versions (2015-16 Client Satisfaction Survey), with the exception of one question that has been refined to better represent the work of the Communication Services and Events Coordination teams within the Strategy and Engagement Division.
- Emails, with the associated link for both electronic surveys, have been drafted for distribution from your office (**Attachments 3 and 4**), and your office has agreed to seek endorsement from the Premier's Office prior to distribution.
- Arts Queensland and Corporate Administration Agency distribute a separate survey as they have different client and stakeholder groups.

• **CONSULTATION**

- Office of the Director-General; Policy Division; Corporate and Government Services Division, Cabinet Services; Strategy and Engagement Division; and the Office of the Queensland Parliamentary Counsel.

• **BACKGROUND**

- The 2015-16 survey was distributed from your office in order to encourage a higher response rate.



Filly Morgan
Deputy Director-General

Comments

Action Officer: Mark Ramage
Area: Corporate Governance
Telephone: 3003 9211

Approvals by Director / ED / GM / DDG documented in notes in TRIM

2016-17 Client Satisfaction Survey - Ministers

Department of the Premier and Cabinet (DPC)

Our role is to provide whole of government leadership, advice and resolution while operating in an environment that is open, transparent and accountable.

We look to find innovative solutions and deliver on our key objectives to:

- Advance Queensland as a State and the interests and wellbeing of the people of Queensland
- Inform the strategic direction of Queensland Government through the sharing of insights, research and engagement with the community
- Lead the delivery of a robust system of Government
- Grow the arts sector and foster a strong community of arts.

We want DPC to be a place where “who does what” is easily understood by our clients and where clients are provided with an effective, valuable service.

Our intention is to provide the best client experience possible. We welcome and value your feedback on your experiences with DPC and we will use the information provided to identify opportunities to improve the services we deliver and to drive continuous business improvement initiatives.

This survey is one of several ways we will gather feedback to assess our effectiveness over the next year, but it's an especially important one. As you know, we will publish the results of the survey in our Service Delivery Statement and Annual Report.

The survey should take approximately 10 minutes to complete. However, I encourage you to provide more detailed commentary to support your ratings if there is more you would like to share with us.

Thank you for taking the time to help us improve our service delivery effectiveness.

Dave Stewart
Director-General

2016-17 Client Satisfaction Survey - Ministers

Overall level of satisfaction

The following questions relate to your interaction with DPC staff.

1. Overall level of satisfaction with DPC engagement

	Poor	Fair	Good	Very good	Excellent	N/A
Completed agreed tasks as quickly as possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff were proactive, reliable and communicated well	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff were collaborative and brought a long-term solutions focus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff understood my perspective	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of insights and advice provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall perception of the value provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

2. Thinking about DPC staff, how knowledgeable would you consider them to be?

Not at all knowledgable	Slightly knowledgeable	Good	Very knowledgeable	Extremely knowledgeable	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

3. Thinking about DPC staff, how diverse would you consider DPC to be as an organisation?

Not at all diverse

Slightly diverse

Unsure

Very diverse

Extremely diverse

Comments:

Released under RTI - DPC

2016-17 Client Satisfaction Survey - Ministers

Leadership

The following questions are provided to identify your experience with DPC as the lead agency of the Queensland Government sector. How effective is DPC at:

* 4. Overall leadership of DPC across the Queensland Government sector?

Poor Fair Good Very good Excellent

* 5. Demonstrating flexibility and leveraging capability across the Queensland Government sector?

Poor Fair Good Very good Excellent

* 6. Providing accurate advice and support?

Poor Fair Good Very good Excellent

* 7. Collaborating across the Queensland Government sector?

Poor Fair Good Very good Excellent

* 8. Providing clarity and a resolution point for issues that you encounter?

Poor Fair Good Very good Excellent

* 9. Assisting my agency to progress responsibilities?

Poor Fair Good Very good Excellent

* 10. Promoting a confident, empowered culture across government departments?

Poor Fair Good Very good Excellent

* 11. Communicating advice, outcomes and access to information?

Poor Fair Good Very good Excellent

2016-17 Client Satisfaction Survey - Ministers

Cabinet and Palliamentary Services

Cabinet Services' key roles include the provision of expert advice to facilitate the operation of Cabinet and its related processes in the administration of all Cabinet information, custodianship of Cabinet records from current and previous governments and direct logistical support to Ministers in Cabinet meetings.

12. Management of the administrative processes for Cabinet and Cabinet Committee submissions

	Poor	Fair	Good	Very good	Excellent	N/A
Completed agreed tasks as quickly as possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff were proactive and collaborative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff communicated well	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff understood my perspective	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff provided reliable insights and advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall level of satisfaction with engagement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall perception of the value provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

13. Arrangements and support for Cabinet and Cabinet Committee meetings

	Poor	Fair	Good	Very good	Excellent	N/A
Completed agreed tasks as quickly as possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff were proactive and collaborative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff communicated well	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff understood my perspective	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff provided reliable insights and advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall level of satisfaction with engagement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall perception of the value provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

Released under RTI - DPC

14. Arrangements and support for Community Cabinet meetings

	Poor	Fair	Good	Very good	Excellent	N/A
Completed agreed tasks as quickly as possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff were proactive and collaborative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff communicated well	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff understood my perspective	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff provided reliable insights and advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall level of satisfaction with engagement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall perception of the value provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

Released under RTI - DPC

2016-17 Client Satisfaction Survey - Ministers

Cabinet and Parliamentary Services - Performance Unit

The Performance Unit, as custodians of the Performance Management Framework, support the Premier and Cabinet, and collaborates with all agencies to improve accountability and transparency, to drive the delivery of Government priorities.

15. Reporting on the delivery of government commitments and/or decisions

	Poor	Fair	Good	Very good	Excellent	N/A
Completed agreed tasks as quickly as possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff were proactive and collaborative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff communicated well	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff understood my perspective	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff provided reliable insights and advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall level of satisfaction with engagement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall perception of the value provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

16. Government performance management and reporting (i.e. framework, process and advice)

	Poor	Fair	Good	Very good	Excellent	N/A
Completed agreed tasks as quickly as possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff were proactive and collaborative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff communicated well	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff understood my perspective	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff provided reliable insights and advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall level of satisfaction with engagement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall perception of the value provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

Released under RTI - DPC

2016-17 Client Satisfaction Survey - Ministers

Strategy and Engagement

Strategy and Engagement Division develops contemporary strategy through identification of trends, data collection, critical research and analysis to support policy development and service delivery. Strategy and Engagement also facilitates high level engagement and communication with key stakeholders and customers.

17. Engagement and involvement in intergovernmental process, and advice and support on related issues (e.g. COAG/CAF)

	Poor	Fair	Good	Very good	Excellent	N/A
Completed agreed tasks as quickly as possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff were proactive and collaborative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff communicated well	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff understood my perspective	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff provided reliable insights and advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall level of satisfaction with engagement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall perception of the value provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

18. Services, advice and support provided by Protocol Queensland, Communication Services and Events Coordination

	Poor	Fair	Good	Very good	Excellent	N/A
Completed agreed tasks as quickly as possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff were proactive and collaborative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff were collaborative and brought a long-term solutions focus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff understood my perspective	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of insights and advice provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall level of satisfaction with engagement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall perception of the value provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

Released under RTI - DPC

2016-17 Client Satisfaction Survey - Ministers

Policy Division

Policy Division provide detailed briefings and policy advice to the Premier on social, legal, economic, environment and performance policy, from design and development through to coordination and implementation.

19. DPC leadership in developing policy

	Poor	Fair	Good	Very good	Excellent	N/A
Completed agreed tasks as quickly as possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff were proactive and collaborative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff communicated well	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff understood my perspective	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff provided reliable insights and advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall level of satisfaction with engagement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall perception of the value provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

Released under RTI - DPC

20. DPC engagement with the policy development process (i.e. policy formulation, implementation and evaluation)

	Poor	Fair	Good	Very good	Excellent	N/A
Completed agreed tasks as quickly as possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff were proactive and collaborative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff communicated well	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff understood my perspective	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff provided reliable insights and advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall level of satisfaction with engagement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall perception of the value provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

Released under RTI - DPC

2016-17 Client Satisfaction Survey - Ministers

Government Services

Government Services provides policy and operational advice and support to the Premier in relation to constitutional executive government and machinery-of-government matters, supports the administration of business before Executive Council, and provides support services to Ministerial Offices and the Leader of the Opposition. Government Services also manages and coordinates the Anzac Centenary commemoration program.

21. Have you had direct contact with Ministerial Services Branch in the past twelve months?

- Yes
- No

If yes, which team

(Human Resources, Finance, Facilities, Information Technology)

If no, proceed to question 23

22. Ministerial Services Branch - support and advice provided

	Poor	Fair	Good	Very good	Excellent	N/A
Completed agreed tasks as quickly as possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff were proactive and collaborative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff communicated well	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff understood my perspective	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff provided reliable insights and advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall level of satisfaction with engagement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall perception of the value provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

23. Executive Council process, support and advice

	Poor	Fair	Good	Very good	Excellent	N/A
Completed agreed tasks as quickly as possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff were proactive and collaborative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff communicated well	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff understood my perspective	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff provided reliable insights and advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall level of satisfaction with engagement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall perception of the value provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

24. Have you had direct contact with the Significant Appointments team in the past twelve months?

If no, proceed to Question 26.

- Yes
- No

25. Significant Appointment process, support and advice

	Poor	Fair	Good	Very good	Excellent	N/A
Completed agreed tasks as quickly as possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff were proactive and collaborative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff communicated well	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff understood my perspective	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff provided reliable insights and advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall level of satisfaction with engagement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall perception of the value provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

Released under RTI - DPC

2016-17 Client Satisfaction Survey - Ministers

Office of the Queensland Parliamentary Counsel (OQPC)

OQPC is the Queensland Government provider for Queensland legislation, supporting government and democracy through legislative drafting and publishing.

26. Legislative drafting services

	Poor	Fair	Good	Very good	Excellent	N/A
Completed agreed tasks as quickly as possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff were proactive, reliable and communicated well	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff were collaborative and brought a long-term solutions focus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff understood my perspective	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of insights and advice provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall level of satisfaction with the engagement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall perception of the value provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

27. Access to Queensland legislation on legislation website

	Poor	Fair	Good	Very good	Excellent	N/A
Overall level of satisfaction with access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

Released under RTI - DPC

2016-17 Client Satisfaction Survey - DGs, CLLOs and SPOs

Department of the Premier and Cabinet (DPC)

Our role is to provide whole of government leadership, advice and resolution while operating in an environment that is open, transparent and accountable.

We look to find innovative solutions and deliver on our key objectives to:

- Advance Queensland as a State and the interests and wellbeing of the people of Queensland
- Inform the strategic direction of Queensland Government through the sharing of insights, research and engagement with the community
- Lead the delivery of a robust system of Government
- Grow the arts sector and foster a strong community of arts.

We want DPC to be a place where “who does what” is easily understood by our clients and where clients are provided with an effective, valuable service.

Our intention is to provide the best client experience possible. We welcome and value your feedback on your experiences with DPC and we will use the information provided to identify opportunities to improve the services we deliver and to drive continuous business improvement initiatives.

This survey is one of several ways we will gather feedback to assess our effectiveness over the next year, but it's an especially important one. As you know, we will publish the results of the survey in our Service Delivery Statement and Annual Report.

The survey should take approximately 10 minutes to complete. However, I encourage you to provide more detailed commentary to support your ratings if there is more you would like to share with us.

Thank you for taking the time to help us improve our service delivery effectiveness.

Dave Stewart
Director-General

2016-17 Client Satisfaction Survey - DGs, CLLOs and SPOs

Overall level of satisfaction

The following questions relate to your interaction with DPC staff.

1. Overall level of satisfaction with DPC engagement

	Poor	Fair	Good	Very good	Excellent	N/A
Completed agreed tasks as quickly as possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff were proactive, reliable and communicated well	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff were collaborative and brought a long-term solutions focus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff understood my perspective	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of insights and advice provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall perception of the value provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

2. Thinking about DPC staff, how knowledgeable would you consider them to be?

Not at all knowledgeable	Slightly knowledgeable	Good	Very knowledgeable	Extremely knowledgeable	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

3. Thinking about DPC staff, how diverse would you consider DPC to be as an organisation?

Not at all diverse

Slightly diverse

Unsure

Very diverse

Extremely diverse

N/A

Comments:

Released under RTI - DPC

2016-17 Client Satisfaction Survey - DGs, CLLOs and SPOs

Leadership

The following questions are provided to identify your experience with DPC as the lead agency of the Queensland Government sector. How effective is DPC at:

* 4. Overall leadership of DPC across the Queensland Government sector?

Poor Fair Good Very good Excellent

* 5. Demonstrating flexibility and leveraging capability across the Queensland Government sector?

Poor Fair Good Very good Excellent

* 6. Providing accurate advice and support?

Poor Fair Good Very good Excellent

* 7. Collaborating across the Queensland Government sector?

Poor Fair Good Very good Excellent

* 8. Providing clarity and a resolution point for issues that you encounter?

Poor Fair Good Very good Excellent

* 9. Assisting your agency to progress responsibilities?

Poor Fair Good Very good Excellent

* 10. Promoting a confident, empowered culture across government departments?

Poor Fair Good Very good Excellent

* 11. Communicating advice, outcomes and access to information?

Poor Fair Good Very good Excellent

2016-17 Client Satisfaction Survey - DGs, CLLOs and SPOs

Cabinet Services

Cabinet Services' key roles include the provision of expert advice to facilitate the operation of Cabinet and its related processes in the administration of all Cabinet information, custodianship of Cabinet records from current and previous governments and direct logistical support to Ministers in Cabinet meetings.

12. Management of the administrative processes for Cabinet and Cabinet Committee submissions

	Poor	Fair	Good	Very good	Excellent	N/A
Completed agreed tasks as quickly as possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff were proactive and collaborative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff communicated well	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff understood my perspective	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff provided reliable insights and advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall level of satisfaction with engagement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall perception of the value provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

13. Arrangements and support for Cabinet and Cabinet Committee meetings

	Poor	Fair	Good	Very good	Excellent	N/A
Completed agreed tasks as quickly as possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff were proactive and collaborative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff communicated well	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff understood my perspective	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff provided reliable insights and advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall level of satisfaction with engagement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall perception of the value provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

Released under RTI - DPC

14. Arrangements and support for Community Cabinet meetings

	Poor	Fair	Good	Very good	Excellent	N/A
Completed agreed tasks as quickly as possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff were proactive and collaborative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff communicated well	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff understood my perspective	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff provided reliable insights and advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall level of satisfaction with engagement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall perception of the value provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

Released under RTI - DPC

2016-17 Client Satisfaction Survey - DGs, CLLOs and SPOs

Cabinet and Parliamentary Services - Performance Unit

The Performance Unit, as custodians of the Performance Management Framework, support the Premier and Cabinet, and collaborates with all agencies to improve accountability and transparency, to drive the delivery of Government priorities.

15. Reporting on the delivery of government commitments and/or decisions

	Poor	Fair	Good	Very good	Excellent	N/A
Completed agreed tasks as quickly as possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff were proactive and collaborative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff communicated well	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff understood my perspective	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff provided reliable insights and advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall level of satisfaction with engagement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall perception of the value provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

16. Government performance management and reporting (i.e. framework, process and advice)

	Poor	Fair	Good	Very good	Excellent	N/A
Completed agreed tasks as quickly as possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff were proactive and collaborative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff communicated well	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff understood my perspective	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff provided reliable insights and advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall level of satisfaction with engagement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall perception of the value provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

Released under RTI - DPC

2016-17 Client Satisfaction Survey - DGs, CLLOs and SPOs

Strategy and Engagement

Strategy and Engagement Division develops contemporary strategy through identification of trends, data collection, critical research and analysis to support policy development and service delivery. Strategy and Engagement also facilitates high level engagement and communication with key stakeholders and customers.

17. Engagement and involvement in intergovernmental process, and advice and support on related issues (e.g. COAG/CAF)

	Poor	Fair	Good	Very good	Excellent	N/A
Completed agreed tasks as quickly as possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff were proactive and collaborated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff communicated well	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff understood my perspective	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff provided reliable insights and advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall level of satisfaction with engagement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall perception of the value provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

18. Services, advice and support provided by Protocol Queensland, Communication Services and Events Coordination.

	Poor	Fair	Good	Very good	Excellent	N/A
Completed agreed tasks as quickly as possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff were proactive and collaborative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff communicated well	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff understood my perspective	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff provided reliable insights and advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall level of satisfaction with engagement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall perception of the value provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

Released under RTI - DPC

2016-17 Client Satisfaction Survey - DGs, CLLOs and SPOs

Policy Division

Policy Division provide detailed briefings and policy advice to the Premier on social, legal, economic, environment and performance policy, from design and development through to coordination and implementation.

19. DPC leadership in developing policy

	Poor	Fair	Good	Very good	Excellent	N/A
Completed agreed tasks as quickly as possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff were proactive and collaborative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff communicated well	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff understood my perspective	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff provided reliable insights and advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall level of satisfaction with engagement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall perception of the value provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

20. DPC engagement with the policy development process (i.e. policy formulation, implementation and evaluation)

	Poor	Fair	Good	Very good	Excellent	N/A
Completed agreed tasks as quickly as possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff were proactive and collaborative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff communicated well	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff understood my perspective	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff provided reliable insights and advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall level of satisfaction with engagement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall perception of the value provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

Released under RTI - DPC

2016-17 Client Satisfaction Survey - DGs, CLLOs and SPOs

Government Services

Government Services provides policy and operational advice and support to the Premier in relation to constitutional executive government and machinery-of-government matters, supports the administration of business before Executive Council, and provides support services to Ministerial Offices and the Leader of the Opposition. Government Services also manages and coordinates the Anzac Centenary commemoration program.

21. Executive Council process, support and advice

	Poor	Fair	Good	Very good	Excellent	N/A
Completed agreed tasks as quickly as possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff were proactive and collaborative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff communicated well	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff understood my perspective	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff provided reliable insights and advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall level of satisfaction with engagement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall perception of the value provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

22. Significant Appointment process, support and advice

	Poor	Fair	Good	Very good	Excellent	N/A
Completed agreed tasks as quickly as possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff were proactive and collaborative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff communicated well	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff understood my perspective	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff provided reliable insights and advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall level of satisfaction with engagement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall perception of the value provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

Released under RTI - DPC

2016-17 Client Satisfaction Survey - DGs, CLLOs and SPOs

Office of the Queensland Parliamentary Counsel (OQPC)

OQPC is the Queensland Government provider for Queensland legislation, supporting government and democracy through legislative drafting and publishing.

23. Legislative drafting services

	Poor	Fair	Good	Very good	Excellent	N/A
Completed agreed tasks as quickly as possible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff were proactive and collaborative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff communicated well	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff understood my perspective	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff provided reliable insights and advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall level of satisfaction with the engagement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall perception of the value provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

24. Access to Queensland legislation on legislation website

	Poor	Fair	Good	Very good	Excellent	N/A
Overall level of satisfaction with access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

Draft email for Ministers

To: *Distribution list to be provided by Ministerial Services*

To assist the Department of the Premier and Cabinet (DPC) in its ongoing commitment to continuous improvement, I am seeking your feedback on DPC's performance through our Client Satisfaction Survey cover the period 2017-18.

As a key client, the client survey questions provide you with the opportunity to communicate your expectations and level of satisfaction and provide feedback on areas that we could improve.

Your opinion is highly valued and will be used to gauge our progress against previous survey results. We report our client satisfaction in the Service Delivery Statement and the DPC Annual Report.

The survey is provided through the secure Survey Monkey portal at <<insert link>> which means your feedback is captured and processed immediately without the requirement to return the survey by email or post. However, should you wish to do so, the survey can be printed out and feedback can be returned in hard copy to:

Ms Jaime Blackburn
Director, Corporate Governance
Department of the Premier and Cabinet
PO Box 15185
CITY EAST QLD 4002

I would appreciate the return of the enclosed survey by 10 days from the sending date.

Should your office require any assistance in this matter, please direct your enquiries to Ms Blackburn by email at jaim.blackburn@premiers.qld.gov.au or on telephone (07) 3003 9447.

Dave Stewart
Director-General

Draft email for DGs

To: @Qld Government CEOs, CLLO list (contact Moana Piutau for updated CLLO listing)

To assist the Department of the Premier and Cabinet (DPC) in its ongoing commitment to continuous improvement, I am seeking your feedback on DPC's performance in relation to quality, timeliness and collaborative support provided to your agency.

The survey questions provide you, as a key client, with the opportunity to communicate your expectations and inform on issues and services that may be improved.

To capture diverse responses, I would also appreciate you forwarding the survey to any senior policy representatives from your agency that you deem appropriate.

Your opinions on DPC operations are valued and will be analysed against previous survey results. The survey outcomes are reported in the DPC Annual Report and the Service Delivery Statement.

The survey is provided through the secure Survey Monkey portal at <https://www.surveymonkey.com/r/LR3KQV7>, allowing your feedback to be captured and processed immediately without the requirement to return the survey by email or post.

However, should you wish to do so, the survey can be printed out and feedback can be returned in hard copy to:

Ms Jaime Blackburn
Director, Corporate Governance
Department of the Premier and Cabinet
PO Box 15185
CITY EAST QLD 4002

I would appreciate the return of the enclosed survey by 10 days from the sending date.

Should your office require any assistance in this matter, please direct your enquiries to Ms Blackburn by email at jaim.blackburn@premiers.qld.gov.au or on telephone (07) 3003 9447.

Dave Stewart
Director-General

DEPUTY DIRECTOR-GENERAL'S BRIEFING NOTE
Corporate and Government Services

Tracking Folder No. TF/17/5336
Document No. DOC/17/69930

To: Deputy Director-General
Date:
Subject: Corporate Services 2016-17 Customer Satisfaction Survey

Approved / Not Approved / Noted

Addressee *J. Morgan*

Date *18.5.17*

• RECOMMENDATION

It is recommended that you

- **approve** the distribution of the annual Corporate Services Customer Satisfaction Survey (the survey) (**Attachment 1**) to Corporate Services customers
- **distribute** the survey via email (**Attachment 2**) to relevant customers.

• KEY ISSUES

- As a part of ongoing commitment to continuous improvement, Corporate Services annually surveys its internal customers to determine how well we are meeting service expectations.
- The survey is largely unchanged from the 2015-16 survey but has been enhanced to include:
 - o introductory information on the services provided by each business unit
 - o specific questions on 1WS
 - o an additional section on Organisational Culture.
- Survey results will be reported in the DPC 2016-17 Annual Report.
- The survey covers the services provided by Finance, Human Resources, Information Technology, Organisational Culture and Corporate Governance.
- Results will be compared to prior year outcomes to identify where relevant improvements can be implemented.

• CONSULTATION

- Chief Financial Officer, Chief Information Officer; Director, Human Resources, Director, Organisational Culture and Director, Corporate Governance.

• BACKGROUND

- Customers include staff from Department of the Premier and Cabinet, Office of the Queensland Parliamentary Counsel, Public Service Commission, Government House, Corporate Administration Agency and Arts Queensland.
- Corporate Services has undertaken a customer satisfaction survey since 2012.
- The survey includes both multiple choice questions and free text boxes to enable detailed commentary to be provided.
- In 2015-16, 293 responses were received, with a 98% satisfaction rating.

Libby Gregoric
General Manager
Corporate Services

5/5/17

Comments

Action Officer: Mark Ramage Approvals by Director / ED / GM
Area: Corporate Governance documented in *notes* in TRIM
Telephone: 3003 9211

2016-17 Corporate Services Customer Survey

Corporate Services Customer Survey

Within the Department of the Premier and Cabinet, Corporate Services strives to provide accessible and effective services to our customers, whilst supporting the Department's delivery priorities.

Our intention is to provide the best customer experience and in doing so we welcome and value your feedback on interactions with our services and staff. We will use the information provided to identify new opportunities to improve the services we deliver and to drive continuous improvement initiatives.

The survey should take approximately 5-10 minutes to complete, however I encourage you to provide more detailed commentary to support your ratings in the free text field if you would like to share them with us.

Thank you for taking the time to help us improve our service delivery.

Filly Morgan
Deputy Director-General, Corporate and Government Services

Released under RTI-DPS

2016-17 Corporate Services Customer Survey

About you

1. Please identify your role as outlined below:

- CEO/SES
- Director/Manager
- A05-A07
- A02-A04

2. Please identify which area you currently work in:

- Strategy and Engagement Division
- Corporate and Government Services Division
- Policy Division
- Cabinet and Parliamentary Services
- Arts Queensland
- Corporate Administration Agency
- Office of the Director-General
- Office of the Queensland Parliamentary Counsel
- Public Service Commission
- Office of the Governor
- Other (please specify)

3. On average, how often do you interact with Corporate Services?

	Several times a day	Daily	Weekly	Occasionally	Never
Information Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Human Resource Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Planning Reporting and Performance Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Procurement and Travel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facilities Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Risk Management services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Internal Audit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. How often do you think Corporate Services embodies each of the five Queensland Government core values?

	Never	Rarely	Sometimes	Often	Always
Customers first	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ideas into action	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unleash potential	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Be courageous	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Empower people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide comments

2016-17 Corporate Services Customer Survey

Information Services

Information Services provides the following range of IT and Information Management (including RM/TRIM) services:

- IT technical support
- IT purchasing, including surface tablets and smartphones (CYOD/BYOD)
- IT contract management (including the Department's IT provider Datacom)
- IT project and change management
- Records management and business systems support
- IT training
- IT asset management

5. Overall, how satisfied are you with the services provided by Information Services?

Very unsatisfied Unsatisfied Neutral Satisfied Very satisfied N/A

Please provide comments

6. What type of device do you have?

- Surface Pro
- Surface Book
- MacBook Pro
- iPad Pro

7. Please rate how often you use your device away from your desk?

Rarely Sometimes Unsure Regularly Always N/A

Please provide details on your experience in this regard?

8. How satisfied are you with the following services?

	Very unsatisfied	Unsatisfied	Neutral	Satisfied	Very satisfied	N/A
IT support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
HPRM/TRIM support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TCIS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CYOD/BYOD	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information security training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1WS printing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1WS scanning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1WS WI-FI	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1WS meeting room Audio/Visual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1WS room booking (Condeco)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1WS SINE (guest bookings)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Please tell us how Information Services can better assist you with your IT and information management needs, including any new or different technology you would like to see.

Released under RTI - DPC

2016-17 Corporate Services Customer Survey

Human Resources

HR services are provided by the HR Services team (DPC HR) and Queensland Shared Services (QSS).

DPC HR services include:

- recruitment and selection advice
- employee and industrial relations advice
- strategic workforce planning
- establishment management and workforce reporting
- inclusion and diversity projects and initiatives (including White Ribbon Australia Workplace Accreditation Program)
- learning and development
- induction and on boarding
- performance planning and management
- employee conduct and case management
- workplace health, safety and wellbeing.

10. Overall, how satisfied are you with the services provided by DPC HR?

Very unsatisfied Unsatisfied Neutral Satisfied Very satisfied N/A

Please provide comments

11. How satisfied are you with training programs offered via the Department's online learning management system, iLearn?

Very unsatisfied Unsatisfied Neutral Satisfied Very satisfied N/A

Please provide comments

12. How satisfied are you with the functionality of "My PDA" (SO staff and below) within iLearn?

Very unsatisfied Unsatisfied Neutral Satisfied Very satisfied N/A

Please provide comments

13. Please tell us how DPC HR we can better assist you with your HR needs.

The following services are provided by Queensland Shared Services (QSS):

- payroll and appointment processing
- payroll reporting and Aurion ESS systems support
- advertising and distribution of recruitment documentation.

14. Overall, how satisfied are you with the services provided by QSS?

Very unsatisfied Unsatisfied Neutral Satisfied Very satisfied N/A

Please provide comments

15. How satisfied are you with the Aurion ESS functionality and use of online forms?

Very unsatisfied Unsatisfied Neutral Satisfied Very satisfied N/A

Please provide comments

16. Please tell us how can QSS better assist you with your HR needs.

2016-17 Corporate Services Customer Survey

Organisational Culture

Organisational Culture provides the following programs and services:

Leadership Development Program

- DG Job Shadowing
- Community of Collaboration
- Speakers series
- All staff forum
- All staff lunch-box sessions

1WS change management

Policy Futures Graduate Program

Health and Wellbeing Program

17. Overall, how satisfied are you with the programs and services provided by Organisational Culture?

Very unsatisfied

Unsatisfied

Neutral

Very Satisfied

Satisfied

N/A

Please provide suggestions for future programs and services:

2016-17 Corporate Services Customer Survey

Financial Services

DPC Financial Services provides the following services:

- **advice on financial policies and procedures**
- **contract register reporting and gifts and benefits administration**
- **preparation of annual state budget papers, annual financial statements and Estimates information**
- **client support for internal budget development and ongoing budget management**
- **accounts payable administration (Corporate Card, cab charge, petty cash)**
- **asset register maintenance.**

18. Overall, how satisfied are you with services provided to you by Financial Services?

Very unsatisfied Unsatisfied Neutral Satisfied Very satisfied N/A

Please provide comments

19. How satisfied were you with the response/s to your service requests and enquiries?

Very unsatisfied Unsatisfied Neutral Satisfied Very satisfied N/A

Please provide comments

20. How satisfied are you with the communication provided regarding financial accounting policy and procedures?

Very unsatisfied Unsatisfied Neutral Satisfied Very satisfied N/A

Please provide comments

21. Please tell us how Financial Services can better assist you with your finance needs.

Queensland Shared Services (QSS) undertakes the following financial transaction services for DPC:

- purchase order creation and maintenance
- supplier invoice processing and payment
- processing of corporate card change requests
- debt administration
- master data maintenance
- technical tax advice.

22. Overall, how satisfied are you with services provided to you by QSS?

Very unsatisfied Unsatisfied Neutral Satisfied Very satisfied N/A

Please provide comments

23. How satisfied are you with the use of QSS electronic forms?

Very unsatisfied Unsatisfied Neutral Satisfied Very satisfied N/A

Please provide comments

24. Please tell us how QSS can better assist you with your finance needs.

2016-17 Corporate Services Customer Survey

Corporate Governance

Corporate Governance provides the following services:

- **planning, reporting and performance management (strategic planning, business planning, SDS, annual report, quarterly performance reporting etc.)**
- **procurement and travel management**
- **facilities management**
- **risk management**
- **internal audit.**

25. Overall, how satisfied are you with services provided by Corporate Governance?

Very unsatisfied Unsatisfied Neutral Satisfied Very satisfied N/A

Please provide comments

26. How satisfied are you with planning, reporting and performance management services?

Very unsatisfied Unsatisfied Neutral Satisfied Very satisfied N/A

Please provide comments

27. Please tell us how Planning, Reporting and Performance Management services can better assist you with your planning, reporting and performance management needs.

28. How satisfied are you with procurement/travel services?

Very unsatisfied Unsatisfied Neutral Satisfied Very satisfied N/A

Please provide comments

29. Please tell us how Procurement and Travel services can better assist you with your procurement/travel needs.

30. How satisfied are you with DPC Facilities Management services?

Very unsatisfied Unsatisfied Neutral Satisfied Very satisfied N/A

Please provide comments

31. How satisfied are you with the 1WS building management services?

Very unsatisfied Unsatisfied Neutral Satisfied Very satisfied N/A

Please provide comments

32. Please tell us how Facilities Management services can better assist you with your DPC facilities management needs.

33. How satisfied are you with Risk Management services?

Very unsatisfied	Unsatisfied	Neutral	Satisfied	Very satisfied	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide comments

34. Please tell us how Risk Management services can better assist with your risk management needs.

35. How satisfied are you with the Internal Audit services provided?

Very unsatisfied	Unsatisfied	Neutral	Satisfied	Very satisfied	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide comments

36. Please tell us how Internal Audit services can support you better you with your internal needs.

Released under RTI - DPC

2016-17 Corporate Services Customer Survey

In summary

Please consider all of the services outlined in the survey when answering the following question:

37. OVERALL, how satisfied are you with Corporate Services?

Very unsatisfied

Unsatisfied

Neutral

Satisfied

Very satisfied

N/A

Released under RTI - DPC

Draft Email

To: @All Staff (including DPC, OQPC, PSC, GovHouse, CAA and Arts)

Subject: Corporate Services Customer Survey 2016-17

Corporate Services is continually working on ways to improve our service delivery. We welcome and value feedback on your experiences with Corporate Services staff and will use the information provided to identify opportunities to improve the services we deliver and to drive continuous improvement initiatives.

This survey provides you with the opportunity to communicate your expectations and provide information on any concerns or services that you may consider require improvement.

The survey should take approximately five minutes to complete. However, I encourage you to provide more detailed commentary to support your ratings in the free text fields provided, if you would like to share them with us.

Responses, due by **19 May 2017**, will play an important role in shaping the way we provide services to you in the future. The survey can be accessed at <https://www.surveymonkey.com/r/Q2XCQWQ>

For further information, please contact Mark Ramage, Manager Corporate Governance, 300 39211 or mark.ramage@premiers.qld.gov.au

Thank you for taking time to complete the survey.

Kind regards

Filly Morgan

Released under RIA 1992

Premier's visit to Cairns	
Event/Meeting:	Premier's lunch with Community Groups – 9 February 2017
Electorate & Local MP:	Cairns – Rob Pyne MP

• **PURPOSE OF PREMIER'S ATTENDANCE**

Premier's attendance at a lunch with community groups on 9 February 2017

• **KEY ISSUES**

- **St Johns Community Care Services** offers a wide range of services including coordinated support, at-home and centre-based support, social outings and a variety of respite services for people with a disability and frail aged people in the community. Centres in the Cairns Kuranda area – Redlynch Centre established in 1997; Kuranda Respite Centre established in 1998; Gordonvale Office established in 1999. St Johns Community Care Services currently receives \$5.5 M to provide disability services.
- **Greek Orthodox Church** – the Queensland Government has been a long-term supporter of the Paniyiri Greek Festival, providing more than \$400 000 in funding towards the Festival since 2003. Celebrating Multicultural Queensland grants program funding of \$10 000 per year has been committed for the Greek Orthodox community to host Paniyiri in 2017 and 2018.
- **Yorkeys Knob Residents Association** – The association has expressed concerns about proposed large-scale development in Yorkeys Knob during public consultation on the Environmental Impact Statement for the proposed Aquis Integrated Resort Development. Aquis has now withdrawn from the Integrated Resort Development process, but remains interested in a \$2 billion tourism and residential development. Aquis has lodged a proposed project change with the Coordinator-General, who is evaluating the application. The Association's views on Aquis' change of scope are not known, but it is likely that the Association will continue to express reservations about large-scale development of the area.
- **Marlin Coast Meals on Wheels** – provides services to frail, aged persons and younger people with disabilities and their carers. In September 2016, the Attorney-General approved \$8,985 of funding through the Gambling Community Benefit Fund for the Marlin Coast Meals on Wheels to purchase and install an automatic glass sliding door in the dispatch area of the facility. The automatic glass door makes it easier for volunteers to get supplies to and from the dispatch area.
- **Caravonica Parent and Citizens (P&C) Association** – supports Caravonica State School (offers Prep to Year 6). Caravonica State School's Principal is Ms Michelle Davis and Caravonica State School's P&C Association's President is Ms Naomi Hogan. The State Government does not provide direct funding to P&C Associations. However, P&C Associations can apply for State Government grants. Caravonica P&C Association has not applied for any State Government grants in the past 12 months.
- **Freshwater State School P&C Association** – supports Freshwater State School (offers Prep to Year 6). Freshwater State School's Principal is Ms Susette Birchley and Freshwater State School's P&C Association's President is Ms Fiona Sewell.

The State Government does not provide direct funding to P&C Associations. However, P&C Associations can apply for State Government grants. In the past 12 months, Freshwater P&C Association applied for and received \$35,000 (including GST) through the State Government's Gambling Community Benefit Fund. This grant is to buy musical instruments for the school, and the P&C Association is currently in the process of purchasing these instruments.

- **The Speewah District Residents Association** - The association was established in 1991. Speewah is a town 38 km west of Cairns. The Association supports the Speewah community in a range of areas - construction of Speewah Road Bridge, Rural Fire Brigade, and NBN wireless broadband implementation.
- **The Kuranda and District Residents Group** – the group represents the interests of the residents and ratepayers of Kuranda towards regional prosperity and well-being in collaboration with other like-minded Kuranda community groups.
- **Speewah Rural Volunteer Fire Brigade** – formed in November 1978. The Brigade receives a levy from the Council annually. It is responsible for 49 square kilometres and is in the QFES Cairns Peninsula area of the Far Northern Region, The Brigade is extremely active with 80 plus fires per year. It has 57 members and is also part of the Clohesy River Rural Fire Group. The Brigade has a fire station and two appliances, a quad vehicle and chainsaws. Queensland Fire and Emergency Services has no records of any grant monies being provided to the Brigade.
- **Surf Life Saving Club (SLSQ) Cairns** - formed in 1924 as a volunteer organisation to patrol the Northern Beaches of Cairns. The club has a total of 320 members and has been North Australian champion for the last five consecutive years. Funding is provided to SLSQ by the following agencies:
 - The Queensland Fire and Emergency Services (QFES), provides financial support to Surf Life Saving Queensland (SLSQ) through two Service Agreements, with a total value of \$5.4 million per annum.
 - The Department of National Parks, Sport and Racing (DNPSR) has provided funding for the purchase of one adjustable double surf ski and two paddles for \$5 268 and \$7420 for Get Started Vouchers
 - DPC – \$50 000 over the last three years via donations to the Surf Safe Appeal
 - Queensland Health – \$110 000 in 2014–15 and 2015–16 via a sponsorship
 - Department of Aboriginal and Torres Strait Islander Partnerships – \$67 000 in 2014–15 as part of the 'On the Same Wave Program',
 - Department of Communities, Child Safety and Disability Services – \$60 470 in 2014–15 as part of Caring for our Community funding round and \$180 400 in 2015–16 from Multicultural Affairs Queensland.
- The SLSQ also suspects dwindling participation in SLSQ Nippers programs can be attributed to public concerns about crocodile safety.
- The Government has committed an extra \$5.8 million over three years for enhanced crocodile management, which will include a comprehensive survey of crocodile numbers and trends across their range, and fund 10 permanent wildlife

positions (four in Cairns) in North Queensland to provide enhanced day-to-day management.

- Following consultation in 2016, the Government announced that a new Crocodile Management Plan (due for release in late February), will retain existing crocodile removal arrangements in Cairns with some minor changes to crocodile removal zones.
- More than twice the number of crocodiles were removed in 2016 as were in the previous year and the highest number of removals last year from any council area was 54 from the Cairns Regional Council area.
- The Department of Environment and Heritage Protection has a contract with the Dawul Wuru Aboriginal Corporation (servicing the area between Cairns and Port Douglas) to remove any crocodile (regardless of size) found in the streams and estuaries in the northern suburbs of Cairns
- **Trinity Beach Tennis Club** – was approved for: \$31,000 under the Gambling Community Benefit Fund in 2016 to construct a shade structure; and \$97,000 under Get Playing in 2014 to construct four hot shots mini courts.

–

- Tennis Qld and Cairns Regional Council are currently undertaking an audit of Tennis facilities in Cairns.
- **Cairns Pirates Touch Football Club** – was approved for: \$100 000 in 2017 under Get Playing Places and Spaces to install field lighting; \$7 376 in 2016 under Get Going Clubs to conduct development programs for juniors and women, and purchase \$300 of touch football equipment; and \$10 000 in 2014 under Get Going Clubs to conduct level one and two coach accreditation to support touch at Cairns.
- There is support from Cairns Regional Council in 2016 to carry out significant club house foundation upgrade works – The carpark upgrade remains an outstanding issue for the Club, however, this is an area Council's responsibility.

Attachments: 1 – Talking Points

Dave Stewart
Director-General

Jessica Barge

From: Jaime Blackburn
Sent: Tuesday, 8 August 2017 3:16 PM
To: Filly Morgan
Subject: Client survey - stakeholder interviews
Attachments: DPC Client Survey questionnaire.docx

Hi Filly

To close out the CGG action we have drafted the below e-mail to send to the DG, Graham and Leighton about the client survey.

Let me know if you want to discuss

Thanks

Jaime

Draft email to Dave Stewart, Leighton Craig and Graham Fraine

At the CGG meeting on 24 July, the following outcome was agreed in relation the client survey:

- Initiate Phase 1 of the implementation plan to gather information from the key stakeholder group through a series of interviews:

Stakeholder Group	Responsible person
Ministers	Dave Stewart
Chiefs of Staff	Dave Stewart
Directors-General	Dave Stewart/Graham Fraine
CLLO's	Leighton Craig/ Filly Morgan

The next step is for these meetings to be undertaken. To assist with these discussions, a brief questionnaire has been developed. This will help to ensure consistent information is collected and will enable appropriate actions to be taken to address concerns raised.

If you require assistance a member of my team will be available to provide support setting up the meetings and also during the meeting as a scribe.

In order to progress the broader project it is hoped that Phase 1 could be completed during August.

Many thanks

Filly

DPC Client Survey – Feedback Questions

Background

As part of our ongoing commitment to continuous improvement, DPC surveys its key clients to gauge satisfaction with our services.

2016-17 results fell short of the 85% target and were generally lower than for the 2015-16 year. While some comments were provided, there was insufficient information to fully understand the drivers behind the reduction in service levels.

General Questions	DGs, CLLOs & SPOs 2016-17	#	Ministers 2016-17	#	Average result 2016-17
Overall satisfaction with DPC engagement	82.6%	45	100	6	84.6%
Knowledge of DPC staff	95.6%	45	100	6	96.2%
DPC diversity	74.4%	43	16.7	6	67.3%
Leadership of DPC across the sector	72.0%	50	100	4	74.1%
Demonstrates flexibility and leverage capacity across the sector	76.0%	50	100	4	77.8%
Confidence in the accuracy of advice and support provided	80.0%	50	100	4	81.5%
Collaboration across the sector	76.0%	50	100	4	77.8%
Provision of clarity and resolution for issues encountered	74.0%	50	100	4	75.9%
Assistance to agencies in progressing responsibilities	72.0%	50	75.0	4	72.2%
Promoting a confident, empowered culture across government departments	62.0%	50	100	4	64.8%
Communicating advice, outcomes and access to information	70.0%	50	100	4	72.2%
Policy					
SDS service standard: % client satisfaction with DPC engagement with the policy development process	81.8%		44.4%		78.2%
Policy development process	84.6%	39	37.5	4	80.2%
DPC Leadership in developing policy advice	78.9%	38	50.0	5	76.2%
Cabinet Services					
SDS service standard: % client satisfaction with support provided by Cabinet Services	79.4%		100%		81.9%
Cabinet and Cabinet Committee Meetings	81.3%	32	100	4	83.3%
Advice on Cabinet and CBRC submissions	78.4%	37	100	4	80.5%
Community Cabinet process	78.6%	21	100	4	82.0
SDS service standard: % client satisfaction with advice by DPC to agencies on performance management and reporting requirements	83.8%		75%		82.9%
Performance management and reporting	85.3%	34	75.0	4	84.2%
Monitoring of delivery of government commitments	82.4%	34	75.0	4	81.6%
SDS service standard: % client satisfaction with advice and support relating to intergovernmental issues, i.e. COAG	82.1%	28	75.0	4	81.3%
SDS service standard: % client satisfaction with advice and support provided by Strategy and Engagement (Protocol/Events and Communication Services)	70.0%	20	100	4	75.0%
OQPC					
SDS service standard: Access to Queensland legislation on legislation website	97.2%	36	100	3	97.4%
SDS service standard: Legislation drafting services provided by OQPC	96.6%	29	100	3	96.9%
Government Services					
SDS service standard: % client satisfaction with support and advice provided by Government Services	84.7		88.9%		85.3%
Ministerial Service Branch – support and advice provided	n/a	-	75.0	4	75.0%
Support for the Significant Appointment process	81.5%	27	100	1	82.1%
Executive Council processes	88.6%	22	100	4	90.4%

Potential Questions

- How would you improve our product/service?
- How can we improve?
- If you could change one thing about our service what would it be? Why?
- What are a few words you'd use to describe our service?
- Do you have any comments or suggestions that would help us improve our quality of service?
- How thoroughly do you believe we understand your business, and are able to add value to you?
- What would we need to do to satisfy your requirements even more?
- What was one thing you valued about our service? Why?
- What do you like about our services, and how we add value to your business?

Jessica Barge

From: Debbie Paterson
Sent: Wednesday, 27 September 2017 5:26 PM
To: Filly Morgan
Subject: FW: 2017 Working for Queensland survey results and data
Attachments: QPS014_00000 - Department of the Premier and Cabinet_##_QPS0141.pdf

Hi Filly,

FYI. This report has also been forwarded to DG. We have not circulated to anyone but yourself. Elizabeth and Bronte will start analysing results in detail next week. Just need to finalise all our White Ribbon accreditation stuff this week.

Regards
Deb



Debbie Paterson

Director, Human Resource Services
Corporate Services
Department of the Premier and Cabinet

P 07 3003 9030 M [REDACTED] E Debbie.Paterson@premiers.qld.gov.au
Level 28, 1 William Street, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002



Proudly working with White Ribbon to create a safer workplace
Australia's campaign to stop violence against women

From: Working for Queensland Survey
Sent: Wednesday, 27 September 2017 4:20 PM
To: Dave Stewart <david.stewart@premiers.qld.gov.au>
Cc: Working for Queensland Survey <[workingforqldsurvey@psc.qld.gov.au](mailto:workingforqldssurvey@psc.qld.gov.au)>; Debbie Paterson <Debbie.Paterson@premiers.qld.gov.au>; Elizabeth Buckby <Elizabeth.Buckby@premiers.qld.gov.au>; Bronte Kuusik <bronte.kuusik@premiers.qld.gov.au>; Emma Oliver <emma.oliver@premiers.qld.gov.au>
Subject: 2017 Working for Queensland survey results and data

Good afternoon colleagues.

Please see attached your agency's 2017 Working for Queensland highlight report.

accesspoint, which provides access to all of your agency's highlight reports, de-identified survey data and the online reporting tool, is now live. All sub-agency highlight reports will be available from close of business, Thursday 28 September.

Chief HR Officers and Working for Queensland coordinators already have access to *accesspoint*.

If your office needs any assistance, please do not hesitate to contact Dr Gemma Hicks on 3003 2882 or Gemma.Hicks@psc.qld.gov.au

Kind regards



The WfQ survey team
Public Service Commission

Queensland
Government

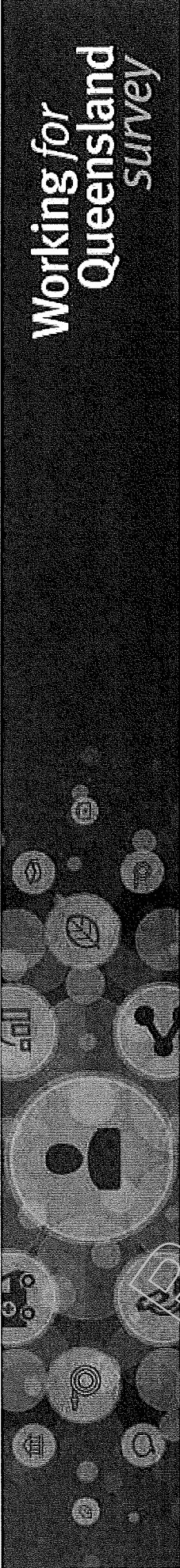
Gemma Hicks (PhD)
Project manager, Performance analytics
Performance and Capability Development
Public Service Commission

P 07 3003 2882

E gemma.hicks@psc.qld.gov.au W psc.qld.gov.au
Level 27, 1 William Street, Brisbane QLD 4000



Released under RUPC



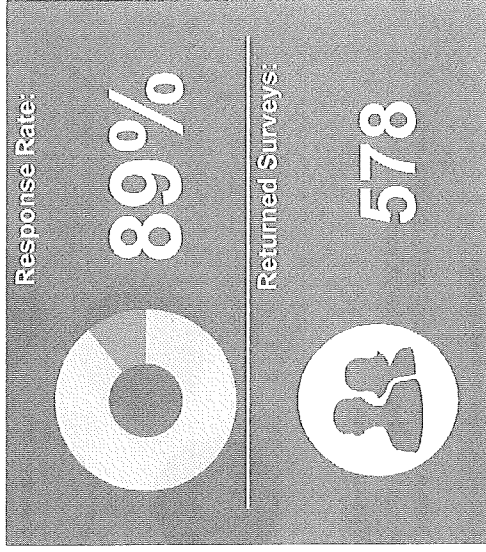
Working for Queensland survey

Department of the Premier and Cabinet

Highlight Report

Report Content

Reporting Framework	
01	Driver analysis scorecard
02	Factors
03	Factors by division
04	Workplace climate
05	Workplace climate by division
06	Workplace climate by item
07	Most changed since 2016, by item
08	Leadership behaviour in your agency
09	Flexible work options
10	Domestic and family violence
11	Intention to leave your organisation
12	Bullying and sexual harassment
13	Your view
14	Agency specific questions
15	Appendix A – Strategic priorities by demographics
16	Appendix B – Strategic priorities and factors by item
17	Appendix C – How to interpret this report



Purpose

The Highlight Report presents key results from the 2017 Working for Queensland survey, which was conducted from late July to late August 2017. Results reflect the respondents from your agency.

Note on the response rate

The displayed response rate was calculated using statistical workforce data (Minimum Obligatory Human Resource Information).

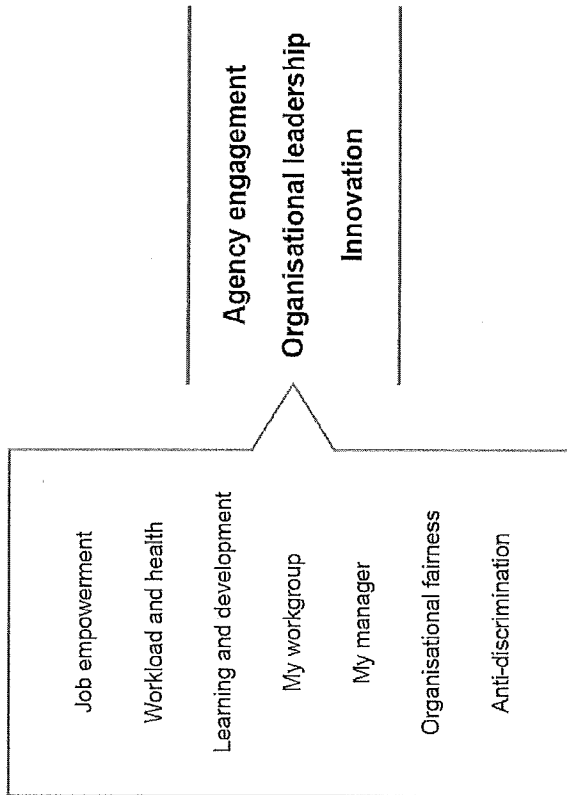
Reporting Framework

All highlight reports include two different types of analysis, each of which provides a different lens through which to understand organisational climate and workplace improvement in your agency.

Strategic priorities: driver analysis

The first type of analysis is driver analysis, which is focused on survey results at the agency level. Driver analysis is designed to provide an understanding of the key drivers of three strategic priorities for your agency – agency engagement, organisational leadership and innovation.

The purpose of this analysis is to inform strategy development and resource investment across your agency.



Workplace climate

The second type of analysis relates to the workplace climate indices, which is focused on the workgroup level. The workplace climate indices have been grouped by topic so they more closely align with the way work, roles and responsibilities are broken up across agencies.

The index scores are reported as a per cent positive, which is the percentage of people who responded positively to all items in that index.

The purpose of this information is to provide workgroups with insight into their strengths and weaknesses by topic, so that the information can be easily discussed and actioned at the workgroup level.

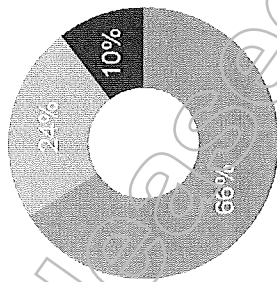
01 Driver analysis scorecard



Agency engagement

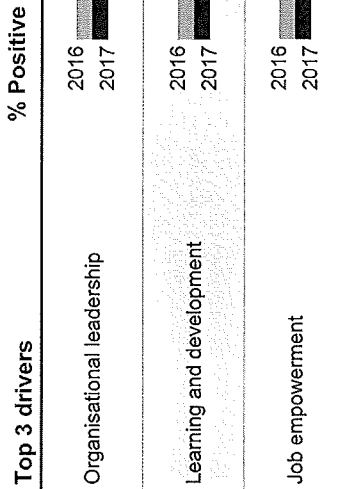
Purpose

This section provides an overview of the drivers of the strategic priorities (agency engagement, organisational leadership and innovation) in your agency.

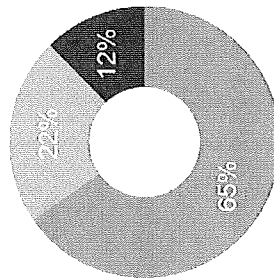


% positive change since 2016

-1

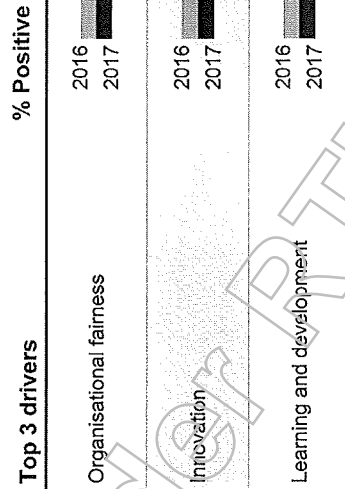


Organisational Leadership

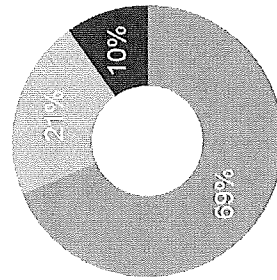


% positive change since 2016

+2

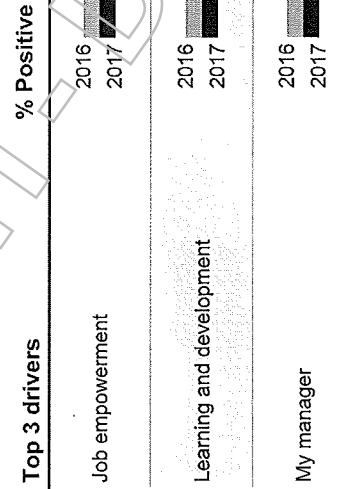


Innovation



% positive change since 2016

-1



02 Factors

Purpose

This section provides an overview of your agency's 2017 strategic priorities* and factor results. This data is benchmarked against the Queensland public sector and other agency results, as well as being compared with the previous year's results.

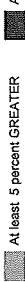

Understanding your agency's data, across time and in relation to the Queensland public sector, will enable your agency to assess its progress in workplace improvement.

	Response scale (%)		% positive	vs 2016	vs Old public sector	Range of all agencies	Your agency quintile	
Agency engagement*	66	24	10	66%	-1	+7	41 - 82	2
Job empowerment	76	15	9	76%	+1	+4	60 - 86	2
Workload and health % positive indicates those who have limited to no issues with workload and health	49	29	22	49%	-4	+9	29 - 68	1
Learning and development	65	23	12	65%	+1	+9	33 - 82	1
My workgroup	86	10	4	86%	-1	+10	58 - 92	1
My manager	80	12	8	80%	-2	+9	57 - 84	1
Organisational leadership*	65	22	12	65%	+2	+14	29 - 85	1
Organisational fairness	52	27	21	52%	-1	+9	26 - 67	1
Anti-discrimination	73	21	6	73%	-2	+7	48 - 96	2
Innovation*	69	21	10	69%	-1	+9	46 - 89	1

03 Factors by division

Purpose

This section shows the breakdown of division and agency results for strategic priorities* and factors.

COMPARISONS:  At least 5 percent GREATER  At least 5 percent LESS

	Department of the Premier and Cabinet %	Arts Queensland	Cabinet Services	Corporate Administration Agency	Corporate and Government Services Division	ODG + DCLO	Office of the Queensland Parliamentary Counsel	Policy Division	Strategy and Engagement Division
<i>This section shows the % positive scores for divisions within the agency</i>									
Number of respondents	578	104	23	74	117	16	48	95	93
Agency engagement*	66%	51%	61%	51%	78%	79%	69%	82%	62%
Job empowerment	76%	63%	77%	69%	86%	80%	79%	80%	75%
Workload and health % positive indicates those who have limited to no issues with workload and health	49%	42%	43%	31%	61%	85%	42%	60%	46%
Learning and development	65%	47%	70%	52%	75%	81%	72%	75%	65%
My workgroup	86%	79%	78%	81%	89%	94%	78%	93%	91%
My manager	80%	69%	76%	77%	84%	93%	78%	89%	79%
Organisational leadership*	65%	54%	60%	57%	76%	79%	61%	82%	58%
Organisational fairness	52%	39%	45%	43%	56%	76%	55%	63%	54%
Anti-discrimination	73%	67%	63%	65%	77%	100%	79%	80%	73%
Innovation*	69%	57%	64%	68%	83%	77%	66%	65%	70%

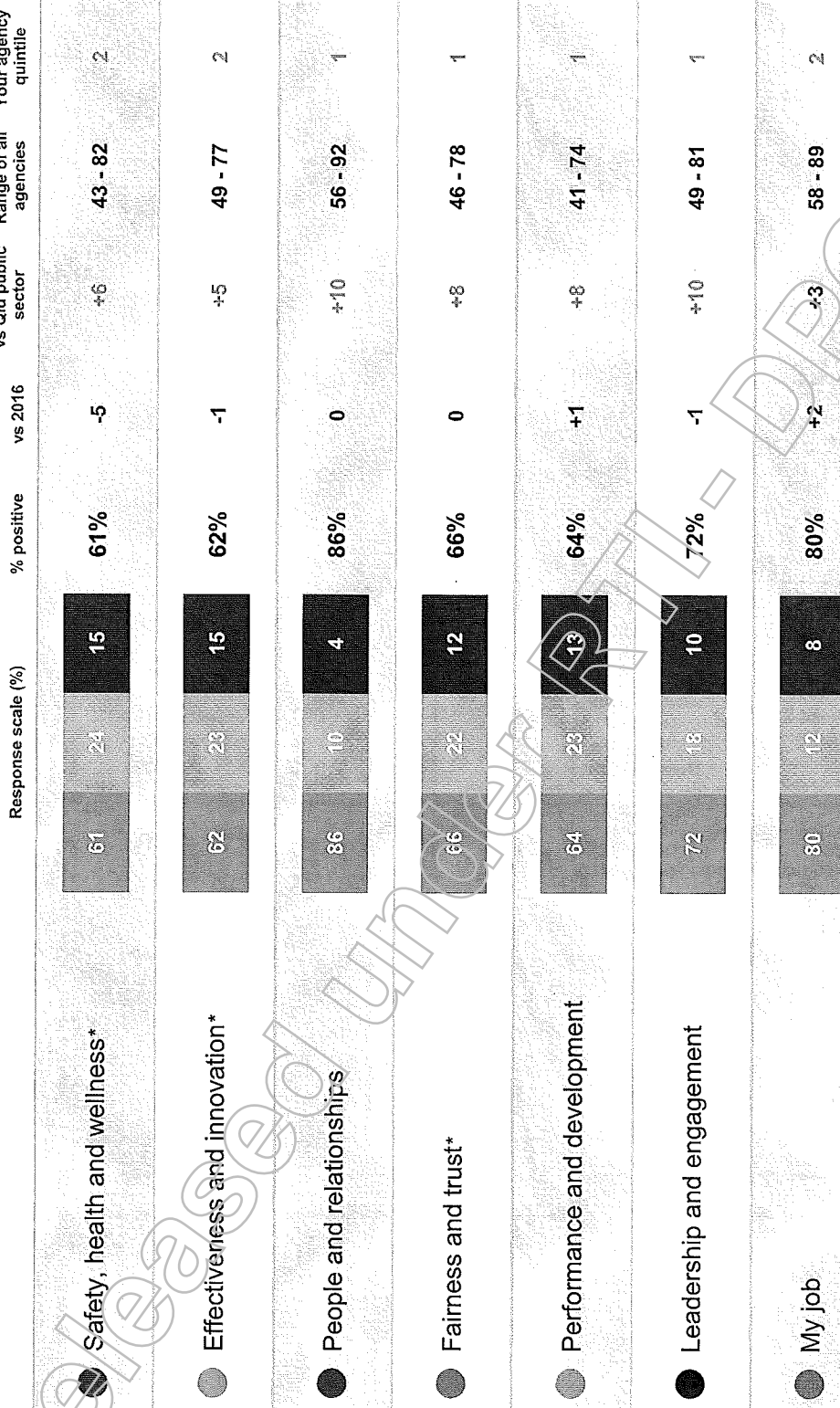
04 Workplace climate

Purpose

This section provides an overview of your agency's workplace climate index results. This data is benchmarked against the Queensland public sector and other agency results, as well as being compared with the previous year's results.

Understanding your agency's data, across time and in relation to the Queensland public sector, will enable your agency to assess its progress in workplace improvement.

Please note index data will be impacted by the inclusion of new items to the 2017 survey. The indices impacted are marked with *. Please treat all 2016 to 2017 trend data indicatively.



* Index impacted by the addition of new survey items in 2017

05 Workplace climate by division

Purpose

This section shows the breakdown of division and agency results for each workplace climate index.

Please note index data will be impacted by the inclusion of new items to the 2017 survey. The indices impacted are marked with *. Please treat all 2016 to 2017 trend data indicatively.

This section shows the % positive scores for divisions within the agency

	Arts Queensland	Cabinet Services	Corporate Administration Agency	Corporate and Government Services Division	ODG + DLO	Office of the Queensland Parliamentary Counsel	Policy Division	Strategy and Engagement Division
Department of the Premier and Cabinet % positive	578							
Number of respondents	104	23	74	117	16	48	95	93
● Safety, health and wellness*	61%	56%	50%	70%	76%	56%	70%	60%
● Effectiveness and innovation*	62%	58%	58%	70%	71%	66%	63%	61%
● People and relationships	86%	79%	81%	89%	93%	79%	93%	91%
● Fairness and trust*	66%	60%	58%	71%	86%	68%	74%	67%
● Performance and development	64%	50%	55%	74%	79%	68%	69%	61%
● Leadership and engagement	72%	60%	64%	80%	85%	71%	85%	69%
● My job	80%	70%	74%	76%	85%	92%	84%	83%

* Index impacted by the addition of new survey items in 2017

06 Workplace climate by item

Purpose

This section provides your agency's workplace climate index results by item. This data is benchmarked against the Queensland public sector and is compared with the previous year's results.

New items were added to this index in 2017.

● Safety, health and wellness

	Response scale (%)		% positive	vs 2016	vs Qld public sector	
Q23a I am overloaded with work % positive indicates those who "strongly disagree" or "disagree" with this statement	38	36	27	38%	-5	+6
Q23b I feel burnt out by my work % positive indicates those who "strongly disagree" or "disagree" with this statement	55	25	20	55%	-1	+12
Q23e My work has a negative impact on my health % positive indicates those who "strongly disagree" or "disagree" with this statement	55	27	18	55%	-5	+9
Q23f My work contributes positively to my quality of life*	48	36	17	48%	-	+4
Q24h People in my workgroup are committed to workplace safety	87	11	1	87%	+1	+5
Q24j People in my workgroup work together to ensure flexible work arrangements meet both individual and business needs*	79	13	8	79%	-	+12
Q25b My workplace culture supports people to achieve a good work/life balance	61	25	18	61%	-6	-1
Q25c There is adequate focus on workplace safety at my workplace	79	17	4	79%	0	+1

* New in 2017, no trend

06 Workplace climate by item

Purpose

This section provides your agency's workplace climate index results by item. This data is benchmarked against the Queensland public sector and is compared with the previous year's results.

New items were added to this index in 2017.

Safety, health and wellness (cont.)

Item	Description	Response scale (%)			% positive	vs 2016	vs Qld public sector
Q29h	My manager proactively discusses flexible work arrangements*	57	24	19	57%	-	+8
Q31g	In my organisation, senior leaders clearly consider the wellbeing of employees to be important*	62	24	14	62%	-	+11
Q31h	The wellbeing of employees is a priority for my organisation*	58	28	14	58%	-	+9
Q31j	My commitment to this organisation would be questioned if I chose to use flexible work options* % positive indicates those who "strongly disagree" or "disagree" with this statement	43	36	22	43%	-	+2
Q34e	Your work-life balance % positive indicates those who responded with "very satisfied" or "satisfied"	62	22	16	62%	-8	-2
Q34g	Your ability to access and use flexible work arrangements* % positive indicates those who responded with "very satisfied" or "satisfied"	64	23	13	64%	-	+9

* New in 2017, no trend

DPC



06 Workplace climate by item (cont.)

COMPARISONS: At least 5 percent GREATER At least 5 percent LESS

RESPONSE SCALE: POSITIVE NEUTRAL NEGATIVE

Purpose	Item	Response scale (%)	% positive	vs 2016	vs Qld public sector	
<p>This section provides your agency's workplace climate index results by item. This data is benchmarked against the Queensland public sector and is compared with the previous year's results.</p>	<p>Effectiveness and innovation</p>	Q22b	81 11 8	81%	+1	
		Q22c	70 19 11	70%	0	+3
<p>New items were added to this index in 2017.</p>	<p>Q22d</p>	Q22d	70 20 10	70%	-3	0
		Q23c	54 23 23	54%	+5	-3
<p>Q23d</p>	<p>Q24k</p>	Q23d	29 37 35	29%	-5	+9
		Q24k	76 17 7	76%	-	+11
<p>Q25d</p>	<p>Q25e</p>	Q25d	27 34 39	27%	-3	+8
		Q25e	41 23 36	41%	-12	-4
<p>Q26a</p>	<p>Q26a</p>	Q26a	54 27 19	54%	-2	+2
		Q26a				

* New in 2017, no trend

06 Workplace climate by item (cont.)



Purpose	Item	Response scale (%)	% positive	vs 2016	vs Qld public sector		
<p>This section provides your agency's workplace climate index results by item. This data is benchmarked against the Queensland public sector and is compared with the previous year's results.</p>	<p>Q27a I get the opportunity to develop new and better ways of doing my job</p>	66	24	10	66%	+1	+8
		76	16	8	76%	0	+8
<p>New items were added to this index in 2017.</p>	<p>Q27b I am encouraged to make suggestions about improving work processes and/or services</p>	62	25	13	62%	-5	+9
		65	25	10	65%	+1	+9
	<p>Q27c Management is willing to act on suggestions to improve how things are done</p>	80	15	5	80%	0	+10
		54	24	12	64%	-2	+10
	<p>Q27d My workgroup uses research and expertise to identify better practice</p>	76	14	10	76%	+7	+7
		76	15	8	76%	-9	-2
	<p>Q27e My workgroup always tries to improve its performance</p>	51	40	9	51%	-4	-13
	<p>Q27f My organisation is open to new ideas</p>						
	<p>Q34c Your physical working environment who responded with "very satisfied" or "satisfied"</p>						
	<p>Q34d The location of your work with "very satisfied" or "satisfied"</p>						
	<p>Q34f Your ability to 'make a difference' to the community % positive indicates those who responded with "very satisfied" or "satisfied"</p>						

06 Workplace climate by item (cont.)

Purpose

This section provides your agency's workplace climate index results by item. This data is benchmarked against the Queensland public sector and is compared with the previous year's results.

People and relationships

Item	Response scale (%)	% positive	vs 2016	vs Qld public sector
Q24a People in my workgroup treat each other with respect	85 9 6	85%	-2	+11
Q24b I receive help and support from other people in my workgroup	89 3 3	89%	-1	+6
Q24c People in my workgroup are honest, open and transparent in their dealings	80 13 7	80%	-3	+13
Q24d People in my workgroup use their time and resources efficiently	78 15 7	78%	+1	+14
Q24e People in my workgroup treat customers with respect	92 7 2	92%	-2	+6
Q24f People in my workgroup are committed to delivering excellent service to customers	92 6 2	92%	-1	+9
Q24g People in my workgroup do their jobs effectively	84 11 5	84%	+1	+9
Q24i People in my workgroup work effectively with other workgroups in my organisation to deliver services to our customers	88 9 3	88%	+4	+10

06 Workplace climate by item (cont.)



Purpose	Item	Response scale (%)	% positive	vs 2016	vs Qld public sector
<p>This section provides your agency's workplace climate index results by item. This data is benchmarked against the Queensland public sector and is compared with the previous year's results.</p>	<p>Fairness and trust</p> <p>Q25a My workplace has an inclusive culture where diversity is valued and respected</p>	75	75%	-1	+3
		18	7		
<p>New items were added to this index in 2017.</p>	<p>Q25f Performance is assessed and rewarded fairly in my workplace</p>	45	45%	+1	+9
		31	24		
	<p>Q25g I am confident that poor performance will be appropriately addressed in my workplace</p>	44	44%	-4	+6
		30	26		
	<p>Q25h People are treated fairly and consistently in my workplace</p>	59	59%	-1	+8
		22	19		
	<p>Q25i People take responsibility for their decisions and actions in my workplace</p>	63	63%	-2	+11
		25	12		
	<p>Q25j I am able to speak up and share a different view to my colleagues and manager*</p>	78	78%	-	+7
		13	9		
	<p>Q30a My senior manager demonstrates honesty and integrity</p>	81	81%	+3	+11
		12	8		
	<p>Q31e Recruitment and promotion decisions in this organisation are fair</p>	50	50%	0	+13
		29	21		

* New in 2017, no trend

06 Workplace climate by item (cont.)

Purpose

This section provides your agency's workplace climate index results by item. This data is benchmarked against the Queensland public sector and is compared with the previous year's results.

New items were added to this index in 2017.

Fairness and trust (cont.)

My responsibilities outside of work restrict my opportunities for promotion* % positive indicates those who "strongly disagree" or "disagree" with this statement

Item	Response scale (%)	% positive	vs 2016	vs Qld public sector
Q321	57 / 26 / 17	57%	-	+4
Q32a	70 / 21 / 10	70%	-6	+4
Q32b	77 / 17 / 6	77%	-1	+8
Q32c	70 / 24 / 5	70%	-2	+14
Q32d	74 / 21 / 5	74%	-1	+5
Q32e	76 / 21 / 3	76%	-2	+6
Q32f	65 / 19 / 16	65%	-4	+11
Q32g	76 / 18 / 6	76%	-	+9

* New in 2017, no trend

COMPARISONS: At least 5 percent GREATER At least 5 percent LESS
 RESPONSE SCALE: POSITIVE NEUTRAL NEGATIVE

06 Workplace climate by item (cont.)



	Response scale (%)		% positive	vs 2016	vs Qld public sector
Purpose	This section provides your agency's workplace climate index results by item. This data is benchmarked against the Queensland public sector and is compared with the previous year's results.				
Performance and development					
Q28a	67	19	14	67%	+1
	I receive useful feedback on my performance				
Q28b	54	30	16	54%	0
	My performance is assessed against clear criteria				
Q28c	71	18	11	71%	+3
	In my organisation, there are opportunities for me to develop my skills and knowledge				
Q28d	46	35	19	46%	+2
	I am encouraged to pursue developmental opportunities in other workplaces				
Q28e	73	19	8	73%	-2
	I am able to access relevant learning and development opportunities				
Q28f	61	28	11	61%	+2
	Learning and development activities I have completed in the past 12 months have helped to improve my performance				
Q28g	52	27	21	52%	+4
	I am satisfied with the opportunities available for career development				
Q28h	65	20	15	65%	-2
	I have had productive conversations with my manager on my performance in the past 12 months				
Q28i	79	13	8	79%	+1
	I develop new knowledge and skills through undertaking tasks at work				
Q31b	67	24	9	67%	0
	My organisation is committed to developing its employees				

06 Workplace climate by item (cont.)

COMPARISONS: At least 5 percent GREATER At least 5 percent LESS

RESPONSE SCALE: POSITIVE NEUTRAL NEGATIVE

Purpose	Response scale (%)	% positive	vs 2016	vs Qld public sector
Leadership and engagement				
Q29a My manager treats employees with dignity and respect	85 5 7	85%	-2	+7
Q29b My manager listens to what I have to say	84 9 7	84%	-3	+7
Q29c My manager keeps me informed about what's going on	75 14 11	75%	-6	+8
Q29d My manager understands my work	83 10 7	83%	0	+10
Q29e My manager creates a shared sense of purpose	76 15 9	76%	-1	+9
Q29f My manager demonstrates honesty and integrity	85 10 5	85%	-2	+9
Q29g My manager draws the best out of me	70 18 12	70%	+1	+12
Q31a In my organisation, the leadership is of high quality	69 21 10	69%	+4	+16









Purpose

This section provides your agency's workplace climate index results by item. This data is benchmarked against the Queensland public sector and is compared with the previous year's results.

06 Workplace climate by item (cont.)

COMPARISONS:  At least 5 percent GREATER At least 5 percent LESS

RESPONSE SCALE:  POSITIVE NEUTRAL NEGATIVE

Purpose	Item	Response scale (%)	% positive	vs 2016	vs Qld public sector	
<p>This section provides your agency's workplace climate index results by item. This data is benchmarked against the Queensland public sector and is compared with the previous year's results.</p>	Q31c		61%	0	+11	
	Q31d		69%	+3	+15	
	Q31f		63%	+3	+15	
	Q33a		69%	+1	+8	
	Q33b		76%	-1	+9	
	Q33c		61%	-2	+3	
	Q33d		61%	-2	+8	
	Q33e		62%	-1	+9	

06 Workplace climate by item (cont.)

Purpose

This section provides your agency's workplace climate index results by item. This data is benchmarked against the Queensland public sector and is compared with the previous year's results.

My job

	Response scale (%)		% positive	vs 2016	vs Qld public sector
Q21a I understand what is expected of me to do well in my job	90	6	4	90%	+1
Q21b I understand how my work contributes to my organisation's objectives	93	5	2	93%	+2
Q22a I have a choice in deciding how I do my work	75	15	10	75%	+7
Q22e My job gives me opportunities to utilise my skills	78	14	8	78%	+3
Q22f I enjoy the work in my current job	78	14	7	78%	+3
Q22g My job gives me a feeling of personal accomplishment	71	19	11	71%	+1
Q34a The degree to which your work is interesting/challenging <i>% positive indicates those who responded with "very satisfied" or "satisfied"</i>	78	13	9	78%	+2
Q34b Your ability to work on your own initiative <i>% positive indicates those who responded with "very satisfied" or "satisfied"</i>	82	11	7	82%	+2
Q35 All things considered, how satisfied are you with your current job? <i>% positive indicates those who responded with "very satisfied" or "satisfied"</i>	76	15	9	76%	+3

07 Most changed since 2016, by item

Purpose	Index	% positive 2017	vs 2016
The survey items with the most positive change			
This section identifies your agency's areas of improvement and highlights good news stories, while also identifying areas that may need attention.	Non factorial item	60%	+3
<i>NOTE: Survey items in scope for this section were single response non-demographic questions that were asked of all respondents in 2017 as well as in 2016 and that excluded a 'na' option. My workplace has undergone significant change in the past 12 months' has not been included in the analysis.</i>	Effectiveness and innovation	76%	+7
I intend to leave my organisation within the next 12 months	Effectiveness and innovation	54%	+5
Your physical working environment % positive indicates those who responded with "very satisfied" or "satisfied"	My job	78%	+4
I feel my job is secure	My job	75%	+4
My job gives me opportunities to utilise my skills			
I have a choice in deciding how I do my work			
The survey items with the most negative change			
Disruptions and/or noise at my workplace make it hard to get things done % positive indicates those who "strongly disagree" or "disagree" with this statement i.e. limited to no issues with disruptions and/or noise	Effectiveness and innovation	41%	-12
The location of your work % positive indicates those who responded with "very satisfied" or "satisfied"	Effectiveness and innovation	76%	-9
Your work-life balance % positive indicates those who responded with "very satisfied" or "satisfied"	Safety, health and wellness	62%	-8
My workplace culture supports people to achieve a good work/life balance	Safety, health and wellness	61%	-6
Age is not a barrier to success in my organisation	Fairness and trust	70%	-6

08 Leadership behaviour in your agency: Team Leader

Purpose

This section focuses on leadership behaviours as outlined in the Queensland Public Service Workforce Capability Success Profile.

The leadership behaviours change depending on the leadership level of the respondent's manager or direct supervisor.

Leadership levels are defined as follows:

- **Team leader:** manages individuals
- **Program manager:** manages multiple teams/projects
- **Senior officer:** manages program managers
- **Executive:** salary over \$150,000

Please indicate the three leadership behaviours, displayed by your direct manager, that have the greatest positive impact on engaging you in your work

SUCCESSION

Which three of the following leadership behaviours do you think are MOST important for YOU to demonstrate your readiness for promotion?

	Proportion	vs Qld public sector
Demonstrates sound judgment	39%	+12
Empowers their team to perform at their best	39%	+8
Builds effective working relationships with others	35%	+6
Responds confidently when faced with uncertainty	31%	+6
Encourages a strong customer and stakeholder focus	27%	+1
Delegates work effectively and monitors performance	26%	+3
Upholds ethical standards and principles	26%	-6
Implements improved ways of doing things	21%	+1
Supports their team to adapt to change	19%	-9
Applies sound business management skills	12%	-2
Describes how their team's work aligns to organisational objectives	10%	-8
Takes responsibility for team development	9%	-7
Actively seeks feedback for personal development	3%	-5
Builds effective working relationships with others	47%	+8
Responds confidently when faced with uncertainty	39%	+13
Demonstrates sound judgment	36%	+7
Implements improved ways of doing things	31%	+6
Empowers their team to perform at their best	27%	-8
Actively seeks feedback for personal development	21%	0
Upholds ethical standards and principles	21%	-7
Delegates work effectively and monitors performance	18%	0
Encourages a strong customer and stakeholder focus	17%	-2
Applies sound business management skills	14%	0
Supports their team to adapt to change	12%	-6
Takes responsibility for team development	11%	-7
Describes how their team's work aligns to organisational objectives	5%	-4

08 Leadership behaviour in your agency: Team Leader (cont.)

Purpose	Proportion	vs Qld public sector
<p>This section focuses on leadership behaviours as outlined in the Queensland Public Service Workforce Capability Success Profile.</p> <p>The leadership behaviours change depending on the leadership level of the respondent's manager or direct supervisor.</p> <p>Leadership levels are defined as follows:</p> <ul style="list-style-type: none"> Team leader: manages individuals Program manager: manages multiple teams/projects Senior officer: manages program managers Executive: salary over \$150,000 	<p>Builds effective working relationships with others</p> <p>Demonstrates sound judgment</p> <p>Responds confidently when faced with uncertainty</p> <p>Empowers their team to perform at their best</p> <p>Encourages a strong customer and stakeholder focus</p> <p>Delegates work effectively and monitors performance</p> <p>Upholds ethical standards and principles</p> <p>Implements improved ways of doing things</p> <p>Supports their team to adapt to change</p> <p>Applies sound business management skills</p> <p>Takes responsibility for team development</p> <p>Describes how their team's work aligns to organisational objectives</p> <p>Actively seeks feedback for personal development</p>	<p>+12</p> <p>+7</p> <p>+9</p> <p>+2</p> <p>+2</p> <p>+5</p> <p>-4</p> <p>-2</p> <p>-11</p> <p>-4</p> <p>-4</p> <p>-7</p> <p>-4</p> <p>+4</p> <p>-2</p> <p>+2</p> <p>+2</p> <p>+1</p> <p>-5</p> <p>+4</p> <p>-3</p> <p>0</p> <p>0</p> <p>-3</p> <p>-2</p> <p>-2</p> <p>2</p>
<p>DEMONSTRATED</p> <p>Please indicate the three leadership behaviours that you see most frequently demonstrated by your direct manager</p>	<p>40%</p> <p>37%</p> <p>34%</p> <p>29%</p> <p>29%</p> <p>28%</p> <p>27%</p> <p>18%</p> <p>15%</p> <p>13%</p> <p>13%</p> <p>12%</p> <p>3%</p>	<p>21%</p> <p>19%</p> <p>14%</p> <p>10%</p> <p>10%</p> <p>9%</p>
<p>NOT DEMONSTRATED</p> <p>Please indicate the three leadership behaviours that you would like to see demonstrated more frequently by your direct manager</p>	<p>35%</p> <p>33%</p> <p>33%</p> <p>32%</p> <p>27%</p> <p>26%</p> <p>24%</p> <p>21%</p> <p>19%</p> <p>14%</p> <p>10%</p> <p>10%</p> <p>9%</p>	<p>+4</p> <p>-2</p> <p>+2</p> <p>+2</p> <p>+1</p> <p>-5</p> <p>+4</p> <p>-3</p> <p>0</p> <p>0</p> <p>-3</p> <p>-2</p> <p>-2</p> <p>2</p>

08 Leadership behaviour in your agency: Program Manager

Purpose

This section focuses on leadership behaviours as outlined in the Queensland Public Service Workforce Capability Success Profile.

The leadership behaviours change depending on the leadership level of the respondent's manager or direct supervisor.

Leadership levels are defined as follows:

- **Team leader:** manages individuals
- **Program manager:** manages multiple teams/projects
- **Senior officer:** manages program managers
- **Executive:** salary over \$150,000

Please indicate the three leadership behaviours, displayed by your direct manager, that have the greatest positive impact on engaging you in your work

Which three of the following leadership behaviours do you think are MOST important for YOU to demonstrate your readiness for promotion?

	Proportion	vs Qld public sector
Encourages collaboration and inclusion across workgroups	39%	+10
Takes a 'big picture' view of issues or problems	39%	+3
Demonstrates sound judgment	32%	+3
Encourages innovative ideas and solutions	32%	+6
Builds effective networks across the organisation and sector	24%	+3
Empowers individuals and teams to build capability	24%	-3
Manages and prioritises resources to achieve the best outcomes	24%	-8
Manages ambiguity and politics effectively	20%	+3
Takes responsibility for upholding ethical standards and principles	20%	-4
Motivates others to perform at their best	19%	0
Demonstrates sound business acumen	17%	+1
Leads change and culture initiatives	8%	-7
Actively seeks feedback for personal development	2%	-5
Takes a 'big picture' view of issues or problems	40%	+13
Manages and prioritises resources to achieve the best outcomes	39%	+3
Demonstrates sound judgment	32%	+5
Motivates others to perform at their best	29%	-7
Manages ambiguity and politics effectively	24%	+10
Leads change and culture initiatives	22%	0
Builds effective networks across the organisation and sector	20%	0
Empowers individuals and teams to build capability	20%	-12
Takes responsibility for upholding ethical standards and principles	18%	-2
Encourages innovative ideas and solutions	17%	-4
Actively seeks feedback for personal development	16%	-2
Encourages collaboration and inclusion across workgroups	11%	-6
Demonstrates sound business acumen	10%	0

08 Leadership behaviour in your agency: Program Manager (cont.)

Purpose	Proportion	vs Qld public sector	
<p>This section focuses on leadership behaviours as outlined in the Queensland Public Service Workforce Capability Success Profile.</p> <p>The leadership behaviours change depending on the leadership level of the respondent's manager or direct supervisor.</p> <p>Leadership levels are defined as follows:</p> <ul style="list-style-type: none"> Team leader: manages individuals Program manager: manages multiple teams/projects Senior officer: manages program managers Executive: salary over \$150,000 	<p>Demonstrates sound judgment</p> <p>Builds effective networks across the organisation and sector</p> <p>Takes a 'big picture' view of issues or problems</p> <p>Empowers individuals and teams to build capability</p> <p>Encourages innovative ideas and solutions</p> <p>Manages and prioritises resources to achieve the best outcomes</p> <p>Encourages collaboration and inclusion across workgroups</p> <p>Takes responsibility for upholding ethical standards and principles</p> <p>Manages ambiguity and politics effectively</p> <p>Motivates others to perform at their best</p> <p>Demonstrates sound business acumen</p> <p>Leads change and culture initiatives</p> <p>Actively seeks feedback for personal development</p>	<p>36%</p> <p>32%</p> <p>31%</p> <p>30%</p> <p>29%</p> <p>27%</p> <p>23%</p> <p>22%</p> <p>20%</p> <p>17%</p> <p>17%</p> <p>7%</p> <p>2%</p>	<p>+5</p> <p>+8</p> <p>-4</p> <p>+7</p> <p>+6</p> <p>-6</p> <p>-3</p> <p>-1</p> <p>+2</p> <p>-2</p> <p>-1</p> <p>-8</p> <p>-5</p>
<p>Please indicate the three leadership behaviours that you see most frequently demonstrated by your direct manager</p>	<p>Empowers individuals and teams to build capability</p> <p>Motivates others to perform at their best</p> <p>Actively seeks feedback for personal development</p> <p>Manages and prioritises resources to achieve the best outcomes</p> <p>Leads change and culture initiatives</p> <p>Manages ambiguity and politics effectively</p> <p>Encourages innovative ideas and solutions</p> <p>Encourages collaboration and inclusion across workgroups</p> <p>Takes a 'big picture' view of issues or problems</p> <p>Takes responsibility for upholding ethical standards and principles</p> <p>Builds effective networks across the organisation and sector</p> <p>Demonstrates sound business acumen</p> <p>Demonstrates sound judgment</p>	<p>36%</p> <p>36%</p> <p>34%</p> <p>34%</p> <p>31%</p> <p>31%</p> <p>21%</p> <p>19%</p> <p>13%</p> <p>13%</p> <p>8%</p> <p>8%</p> <p>6%</p>	<p>+1</p> <p>+2</p> <p>+5</p> <p>+8</p> <p>+5</p> <p>+4</p> <p>-5</p> <p>-4</p> <p>-6</p> <p>0</p> <p>-9</p> <p>-1</p> <p>7</p>
<p>NOT DEMONSTRATED</p> <p>Please indicate the three leadership behaviours that you would like to see demonstrated more frequently by your direct manager</p>	<p>Empowers individuals and teams to build capability</p> <p>Motivates others to perform at their best</p> <p>Actively seeks feedback for personal development</p> <p>Manages and prioritises resources to achieve the best outcomes</p> <p>Leads change and culture initiatives</p> <p>Manages ambiguity and politics effectively</p> <p>Encourages innovative ideas and solutions</p> <p>Encourages collaboration and inclusion across workgroups</p> <p>Takes a 'big picture' view of issues or problems</p> <p>Takes responsibility for upholding ethical standards and principles</p> <p>Builds effective networks across the organisation and sector</p> <p>Demonstrates sound business acumen</p> <p>Demonstrates sound judgment</p>	<p>36%</p> <p>36%</p> <p>34%</p> <p>34%</p> <p>31%</p> <p>31%</p> <p>21%</p> <p>19%</p> <p>13%</p> <p>13%</p> <p>8%</p> <p>8%</p> <p>6%</p>	<p>+1</p> <p>+2</p> <p>+5</p> <p>+8</p> <p>+5</p> <p>+4</p> <p>-5</p> <p>-4</p> <p>-6</p> <p>0</p> <p>-9</p> <p>-1</p> <p>7</p>

08 Leadership behaviour in your agency: Senior Officer

Purpose

This section focuses on leadership behaviours as outlined in the Queensland Public Service Workforce Capability Success Profile.

The leadership behaviours change depending on the leadership level of the respondent's manager or direct supervisor.

Leadership levels are defined as follows:

- **Team leader:** manages individuals
- **Program manager:** manages multiple teams/projects
- **Senior officer:** manages program managers
- **Executive:** salary over \$150,000

Please indicate the three leadership behaviours, displayed by your direct manager, that have the greatest positive impact on engaging you in your work

Which three of the following leadership behaviours do you think are MOST important for YOU to demonstrate your readiness for promotion?

	Proportion	vs Qld public sector
Navigates complex issues, politics and ambiguous situations effectively	51%	+15
Models high levels of ethical and professional behaviour	37%	-1
Builds strong relationships that influence organisational and sector outcomes	31%	+3
Directs and prioritises resources to achieve the best outcomes	30%	0
Creates a culture of continuous improvement	27%	+4
Stands behind their decisions in the face of adversity	25%	-4
Adopts a system-wide view of issues to inform action	20%	0
Leads change with agility	17%	+4
Demonstrates commercial acumen in managing corporate risk	15%	+1
Inspires others to perform at their best	15%	-7
Seeks feedback to strengthen leadership approach	13%	0
Nurtures a learning and development culture	10%	-6
Is compelling when communicating the organisational strategy	8%	-6
Navigates complex issues, politics and ambiguous situations effectively	49%	+19
Builds strong relationships that influence organisational and sector outcomes	41%	+6
Inspires others to perform at their best	41%	-2
Directs and prioritises resources to achieve the best outcomes	32%	+6
Models high levels of ethical and professional behaviour	28%	-10
Creates a culture of continuous improvement	25%	0
Seeks feedback to strengthen leadership approach	18%	-2
Leads change with agility	17%	-4
Is compelling when communicating the organisational strategy	14%	+1
Adopts a system-wide view of issues to inform action	11%	-2
Stands behind their decisions in the face of adversity	10%	-5
Demonstrates commercial acumen in managing corporate risk	7%	-1
Nurtures a learning and development culture	7%	-7

08 Leadership behaviour in your agency: Senior Officer (cont.)

Purpose	Proportion	vs Qld public sector
<p>This section focuses on leadership behaviours as outlined in the Queensland Public Service Workforce Capability Success Profile.</p> <p>The leadership behaviours change depending on the leadership level of the respondent's manager or direct supervisor.</p> <p>Leadership levels are defined as follows:</p> <ul style="list-style-type: none"> • <i>Team leader:</i> manages individuals • <i>Program manager:</i> manages multiple teams/projects • <i>Senior officer:</i> manages program managers • <i>Executive:</i> salary over \$150,000 	<p>49%</p> <p>35%</p> <p>32%</p> <p>31%</p> <p>22%</p> <p>22%</p> <p>19%</p> <p>19%</p> <p>17%</p> <p>16%</p> <p>13%</p> <p>13%</p> <p>12%</p> <p>39%</p> <p>39%</p> <p>30%</p> <p>27%</p> <p>24%</p> <p>24%</p> <p>21%</p> <p>19%</p> <p>19%</p> <p>15%</p> <p>10%</p> <p>10%</p>	<p>+13</p> <p>+7</p> <p>+2</p> <p>-5</p> <p>-5</p> <p>-1</p> <p>-3</p> <p>+3</p> <p>-4</p> <p>+2</p> <p>-2</p> <p>-4</p> <p>-3</p> <p>+3</p> <p>+3</p> <p>+4</p> <p>0</p> <p>+3</p> <p>+6</p> <p>0</p> <p>-5</p> <p>-2</p> <p>0</p> <p>-2</p> <p>-8</p> <p>0</p>
<p>REPRESENTED</p> <p>Please indicate the three leadership behaviours that you see most frequently demonstrated by your direct manager)</p>	<p>Navigates complex issues, politics and ambiguous situations effectively</p> <p>Builds strong relationships that influence organisational and sector outcomes</p> <p>Directs and prioritises resources to achieve the best outcomes</p> <p>Models high levels of ethical and professional behaviour</p> <p>Stands behind their decisions in the face of adversity</p> <p>Adopts a system-wide view of issues to inform action</p> <p>Creates a culture of continuous improvement</p> <p>Demonstrates commercial acumen in managing corporate risk</p> <p>Inspires others to perform at their best</p> <p>Seeks feedback to strengthen leadership approach</p> <p>Nurtures a learning and development culture</p> <p>Is compelling when communicating the organisational strategy</p> <p>Leads change with agility</p>	<p>Inspires others to perform at their best</p> <p>Seeks feedback to strengthen leadership approach</p> <p>Creates a culture of continuous improvement</p> <p>Directs and prioritises resources to achieve the best outcomes</p> <p>Leads change with agility</p> <p>Adopts a system-wide view of issues to inform action</p> <p>Builds strong relationships that influence organisational and sector outcomes</p> <p>Nurtures a learning and development culture</p> <p>Is compelling when communicating the organisational strategy</p> <p>Stands behind their decisions in the face of adversity</p> <p>Navigates complex issues, politics and ambiguous situations effectively</p> <p>Models high levels of ethical and professional behaviour</p> <p>Demonstrates commercial acumen in managing corporate risk</p>
<p>NOT REPRESENTED</p> <p>Please indicate the three leadership behaviours that you would like to see demonstrated more frequently by your direct manager</p>	<p>Inspires others to perform at their best</p> <p>Seeks feedback to strengthen leadership approach</p> <p>Creates a culture of continuous improvement</p> <p>Directs and prioritises resources to achieve the best outcomes</p> <p>Leads change with agility</p> <p>Adopts a system-wide view of issues to inform action</p> <p>Builds strong relationships that influence organisational and sector outcomes</p> <p>Nurtures a learning and development culture</p> <p>Is compelling when communicating the organisational strategy</p> <p>Stands behind their decisions in the face of adversity</p> <p>Navigates complex issues, politics and ambiguous situations effectively</p> <p>Models high levels of ethical and professional behaviour</p> <p>Demonstrates commercial acumen in managing corporate risk</p>	<p>Inspires others to perform at their best</p> <p>Seeks feedback to strengthen leadership approach</p> <p>Creates a culture of continuous improvement</p> <p>Directs and prioritises resources to achieve the best outcomes</p> <p>Leads change with agility</p> <p>Adopts a system-wide view of issues to inform action</p> <p>Builds strong relationships that influence organisational and sector outcomes</p> <p>Nurtures a learning and development culture</p> <p>Is compelling when communicating the organisational strategy</p> <p>Stands behind their decisions in the face of adversity</p> <p>Navigates complex issues, politics and ambiguous situations effectively</p> <p>Models high levels of ethical and professional behaviour</p> <p>Demonstrates commercial acumen in managing corporate risk</p>

08 Leadership behaviour in your agency: Exec. Perceptions of Senior Leaders

Purpose

This section focuses on leadership behaviours as outlined in the Queensland Public Service Workforce Capability Success Profile.

The leadership behaviours change depending on the leadership level of the respondent's manager or direct supervisor.

Leadership levels are defined as follows:

- **Team leader:** manages individuals
- **Program manager:** manages multiple teams/projects
- **Senior officer:** manages program managers
- **Executive:** salary over \$150,000

RELEVANCE
 In your experience, which three leadership behaviours have the greatest positive impact on engaging people in their work?

PROFESSION
 Which of the following leadership behaviours do you think are MOST important for your direct reports to demonstrate their readiness for promotion to the Executive level or a more complex leadership role (if they're already executive)?

	Proportion	vs Qld public sector
Buils strong relationships that influence organisational and sector outcomes	52%	+20
Inspires others to perform at their best	52%	+1
Navigates complex issues, politics and ambiguous situations effectively	52%	+25
Creates a culture of continuous improvement	33%	+3
Models high levels of ethical and professional behaviour	33%	-16
Directs and prioritises resources to achieve the best outcomes	19%	-1
Is compelling when communicating the organisational strategy	15%	+1
Nurtures a learning and development culture	15%	-7
Adopts a system-wide view of issues to inform action	7%	0
Leads change with agility	7%	-5
Seeks feedback to strengthen leadership approach	7%	-8
Stands behind their decisions in the face of adversity	7%	-10
Demonstrates commercial acumen in managing corporate risk	0%	-2
Buils strong relationships that influence organisational and sector outcomes	62%	+28
Navigates complex issues, politics and ambiguous situations effectively	62%	+26
Inspires others to perform at their best	31%	-9
Adopts a system-wide view of issues to inform action	27%	+9
Models high levels of ethical and professional behaviour	23%	-15
Creates a culture of continuous improvement	19%	-6
Directs and prioritises resources to achieve the best outcomes	19%	-5
Is compelling when communicating the organisational strategy	15%	+3
Demonstrates commercial acumen in managing corporate risk	12%	+5
Seeks feedback to strengthen leadership approach	12%	-9
Nurtures a learning and development culture	8%	-7
Stands behind their decisions in the face of adversity	8%	-5
Leads change with agility	4%	-16

08 Leadership behaviour in your agency: Exec. Perceptions of Senior Leaders (cont.)

Purpose	Proportion	vs Qld public sector
<p>This section focuses on leadership behaviours as outlined in the Queensland Public Service Workforce Capability Success Profile.</p> <p>The leadership behaviours change depending on the leadership level of the respondent's manager or direct supervisor.</p> <p>Leadership levels are defined as follows:</p> <ul style="list-style-type: none"> Team leader: manages individuals Program manager: manages multiple teams/projects Senior officer: manages program managers Executive: salary over \$150,000 	<p>Navigates complex issues, politics and ambiguous situations effectively</p> <p>Builds strong relationships that influence organisational and sector outcomes</p> <p>Directs and prioritises resources to achieve the best outcomes</p> <p>Models high levels of ethical and professional behaviour</p> <p>Adopts a system-wide view of issues to inform action</p> <p>Inspires others to perform at their best</p> <p>Stands behind their decisions in the face of adversity</p> <p>Demonstrates commercial acumen in managing corporate risk</p> <p>Nurtures a learning and development culture</p> <p>Seeks feedback to strengthen leadership approach</p> <p>Creates a culture of continuous improvement</p> <p>Is compelling when communicating the organisational strategy</p> <p>Leads change with agility</p>	<p>+38</p> <p>+19</p> <p>+9</p> <p>+4</p> <p>-3</p> <p>+11</p> <p>-7</p> <p>-7</p> <p>-5</p> <p>-6</p> <p>-21</p> <p>-16</p> <p>-11</p>
<p>DEMONSTRATED</p> <p>Please indicate the three leadership behaviours that you see most frequently demonstrated by your organisation's senior the Executive team</p>	<p>Is compelling when communicating the organisational strategy</p> <p>Directs and prioritises resources to achieve the best outcomes</p> <p>Creates a culture of continuous improvement</p> <p>Inspires others to perform at their best</p> <p>Nurtures a learning and development culture</p> <p>Adopts a system-wide view of issues to inform action</p> <p>Seeks feedback to strengthen leadership approach</p> <p>Models high levels of ethical and professional behaviour</p> <p>Navigates complex issues, politics and ambiguous situations effectively</p> <p>Builds strong relationships that influence organisational and sector outcomes</p> <p>Demonstrates commercial acumen in managing corporate risk</p> <p>Leads change with agility</p> <p>Stands behind their decisions in the face of adversity</p>	<p>+31</p> <p>+8</p> <p>+5</p> <p>0</p> <p>+10</p> <p>+3</p> <p>-9</p> <p>-7</p> <p>-1</p> <p>-11</p> <p>+3</p> <p>-18</p> <p>-13</p>
<p>NOT DEMONSTRATED</p> <p>Please indicate the three leadership behaviours that you would like to see demonstrated more frequently by your organisation's Executive team.</p>	<p>Is compelling when communicating the organisational strategy</p> <p>Directs and prioritises resources to achieve the best outcomes</p> <p>Creates a culture of continuous improvement</p> <p>Inspires others to perform at their best</p> <p>Nurtures a learning and development culture</p> <p>Adopts a system-wide view of issues to inform action</p> <p>Seeks feedback to strengthen leadership approach</p> <p>Models high levels of ethical and professional behaviour</p> <p>Navigates complex issues, politics and ambiguous situations effectively</p> <p>Builds strong relationships that influence organisational and sector outcomes</p> <p>Demonstrates commercial acumen in managing corporate risk</p> <p>Leads change with agility</p> <p>Stands behind their decisions in the face of adversity</p>	<p>+31</p> <p>+8</p> <p>+5</p> <p>0</p> <p>+10</p> <p>+3</p> <p>-9</p> <p>-7</p> <p>-1</p> <p>-11</p> <p>+3</p> <p>-18</p> <p>-13</p>

09 Flexible work options

Purpose	Do you currently use any of the following flexible work options?	Proportion	vs 2016	vs Qld public sector
Flexible work arrangements are a very important element of contemporary workplaces. Well executed and managed flexible work arrangements improve employee engagement, retention and attraction. This section outlines the types of flexible work arrangements being used and highlights some potential barriers to their take-up.	Used no flexible work option	27%	-24	-17
	Used flexible workplace option <i>% proportion indicates those that used at least one of the 13 work place options</i>	73%	+24	+17
NOTE: Multi-select questions may not add up to 100 per cent.	Flexible work hours for example accumulated hours as 'flexitime'*	54%	-	+25
	None of the above	27%	-24	-17
	Flexible work hours for example start late or early to meet responsibilities external to work*	21%	-	+9
	Part time work	17%	-1	0
	Telecommuting	9%	+4	+5
	Leave at half pay	7%	+2	+3
	Job sharing	2%	+1	+1
	Compressed work hours	1%	0	-1
	Hot desks	1%	+1	-2
	Casual/on call	1%	-3	-2
	Purchased leave/extended leave/deferred salary schemes	1%	0	0
	Other, please specify	1%	-1	-2
	Part-year work/annualised hours	0%	0	0
	Term-time working	0%	0	0

* New in 2017, no trend

09 Flexible work options (cont.)

Purpose

Flexible work arrangements are a very important element of contemporary workplaces. Well executed and managed flexible work arrangements improve employee engagement, retention and attraction. This section outlines the types of flexible work arrangements being used and highlights some potential barriers to their take-up.

NOTE: Multi-select questions may not add up to 100 per cent.

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

	Proportion	vs 2016	vs Qld public sector
Yes, I requested flexibility	21%	0	+2
No, I have not made a request but I am content with my current arrangements	67%	-3	-2
No, I have not made a request but I am not content with my current arrangements	12%	+3	0

If yes to having made a request regarding flexible work arrangements, was your request for flexible work arrangements*:

	Proportion	vs 2016	vs Qld public sector
Fully granted	67%		+1
Partially granted	13%		-2
Declined – no reason given	4%		-3
Declined – reason provided	8%		+1
I have not received a reply as yet	8%		+3

* New in 2017, no trend

If no to having made a request and not content with your current arrangements, why haven't you made a request to change your work arrangements**?

	Proportion	vs 2016	vs Qld public sector
Flexible working is frowned upon/not supported by my workplace culture	40%	+5	+10
I feel flexibility is not possible in my current job	31%	+6	+1
I was concerned that it may negatively impact my team	28%	-1	+9
I didn't feel confident presenting my case or negotiating arrangements with my manager	25%	-11	+3
I felt it would limit my career	18%	-19	-1
None of the Above*	15%	-	-8
I didn't feel I had the right to	12%	-4	-4
I don't feel confident in my manager's ability to manage staff working flexibly	8%	+1	-4
I feel the technology I currently have access to does not support flexible working	6%	-6	0
I felt it would limit my access to training and development	3%	-3	-4

** New in 2017, no trend

10 Domestic and family violence

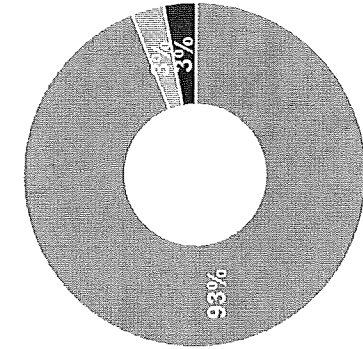
RESPONSE SCALE:

POSITIVE NEUTRAL NEGATIVE

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?

Purpose

The Government has committed to a 15 year reform agenda with respect to domestic and family violence. This section is focused on understanding the confidence levels of Queensland public sector employees in dealing with domestic and family violence in the workplace.



Overall	% proportion	vs 2016	vs Qld public sector
Yes	93%	+23	+18
No	3%	-10	-9
Don't know	3%	-12	-9

Managers <i>Manage one or more employees</i>	% proportion	vs 2016	vs Qld public sector
Yes	97%	+18	+10
No	2%	-10	-6
Don't Know	2%	-8	-5

Non-managers <i>Manage no employees</i>	% proportion	vs 2016	vs Qld public sector
Yes	92%	+24	+20
No	4%	-10	-9
Don't Know	4%	-14	-10

10 Domestic and family violence (cont.)

Purpose	Managers <i>Manage one or more employees</i>	% positive	vs 2016	vs Qld public sector	Non-managers <i>Manage no employees</i>	% positive	vs 2016	vs Qld public sector
The Government has committed to a 15 year reform agenda with respect to domestic and family violence. This section is focused on understanding the confidence levels of Queensland public sector employees in dealing with domestic and family violence in the workplace.	i am confident that I could sensitively communicate with employees affected by domestic and family violence	92%	+13	+10	I am confident that I could sensitively communicate with colleagues affected by domestic and family violence	77%	+11	+6
	If I was approached directly by an employee affected by domestic and family violence, I am confident in my ability to provide appropriate levels of support	92%	+15	+10	I am confident that I could effectively refer a colleague affected by domestic and family violence to appropriate support	85%	+17	+13
	If I was made aware (e.g. by other colleagues) that domestic and family violence was affecting an employee, I am confident that I could respond appropriately	91%	+14	+9				

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?*

Managers <i>Manage one or more employees</i>	% proportion	vs Qld public sector	Non-managers <i>Manage no employees</i>	% proportion	vs Qld public sector
Yes	7%	-8	Yes	3%	-4
No	88%	+8	No	93%	+5
Don't Know	2%	0	Don't Know	2%	-1
Prefer not to say	3%	0	Prefer not to say	3%	0

* New in 2017, no trend

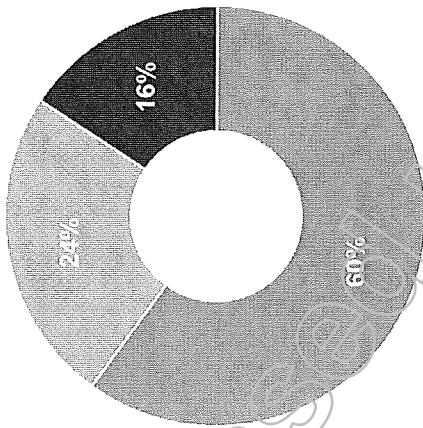
* New in 2017, no trend

11 Intention to leave your organisation

Purpose

The purpose of this section is to show the intention of employees to leave the organisation and their reasons for leaving.

NOTE: Multi-select questions may not add up to 100 per cent.



% positive change since 2016 vs Qld public sector

60%

+8

-7

of employees agreed with the statement:

I intend to stay in my organisation within the next 12 months.

Reasons for leaving	Proportion	vs Qld public sector
Career or job opportunities	58%	+6
The workplace culture	40%	0
Professional/personal development	37%	+2
Stress/Health	33%	0
Balancing work and life commitments	27%	+5
Pay and conditions	27%	-1
Family/carer responsibilities	20%	+7
Job security	20%	+1
Work hours	19%	+5
Contract expiring	19%	+7
The location of your workplace or the time spent commuting	18%	0
Your relationship with your manager	18%	-5
Fit between work and your interests	15%	+4
Your relationship with your colleagues	10%	0
Other (please specify)	8%	-2
Travel plans	7%	+1
Retirement	5%	-3

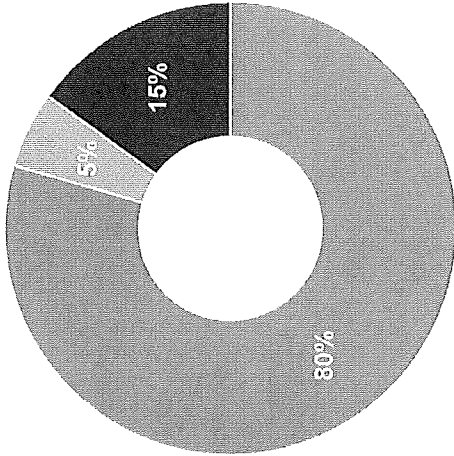
12 Bullying and sexual harassment

Purpose

This section is focused on understanding the prevalence and sources of bullying and sexual harassment as well as the rate of reporting and barriers to reporting such incidences.

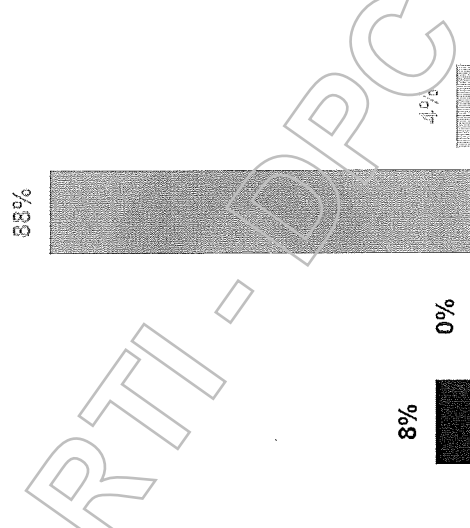
NOTE: Multi-select questions may not add up to 100 per cent.

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



	Proportion	vs 2016	vs Qld public sector
Yes	15%	0	-13
No	80%	0	+13
Don't know	5%	0	0

During the last 12 months, have you been subjected to any of the following in your workplace?



	Proportion	vs 2016	vs Qld public sector
Bullying	88%	-1	-9
Sexual Harassment	0%	0	-1
No	88%	+2	+10
Don't Know	4%	-1	-1

12 Bullying and sexual harassment (cont.)

Purpose

This section is focused on understanding the prevalence and sources of bullying and sexual harassment as well as the rate of reporting and barriers to reporting such incidences.

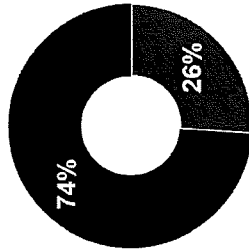
NOTE: Multi-select questions may not add up to 100 per cent.

Who were you BULLIED by?	Proportion	vs 2016	vs Qld public sector
A senior manager	40%	-3	+9
A fellow worker	29%	-3	-14
Your immediate manager/supervisor	29%	-1	-5
Prefer not to specify	11%	-7	+3
A worker that reports to you	7%	+3	+2
A client/customer	4%	+4	-3
A group of fellow workers	4%	-1	-9
A representative of another agency	4%	+3	+3
A consultant/service provider	0%	0	-2
A member of the public	0%	-2	-5
Other	0%	-2	-2

What type of BULLYING did you experience?	Proportion	vs 2016	vs Qld public sector
Inappropriate and unfair application of work policies or rules	49%	+4	+7
Verbal abuse	38%	-10	-20
Other	33%	-4	+7
Cyber bullying	9%	+7	+3
Physical behaviour (e.g. assault or aggressive body language)	4%	-1	-7
'Initiations' or pranks	2%	0	-5
Interference with your personal property or work equipment	0%	-4	-8

Did you report the BULLYING?

No



Yes

Why did you not report the BULLYING?	Proportion	vs 2016	vs Qld public sector
I did not think any action would be taken	58%	+8	+2
It could affect my career	48%	+6	+3
I did not want to upset relationships in the workplace	39%	+1	-1
I did not think it was worth the hassle of going through the report process	29%	-11	-8
Managers accepted the behaviour	26%	+1	-7
I did not have enough evidence	23%	+15	+2
I did not think the bullying was serious enough	16%	-1	0
Other	10%	-5	-1
The matter was resolved informally	6%	-1	-1
I did not know how to report it	3%	+3	-2

13 Your view

RESPONSE SCALE: POSITIVE NEUTRAL NEGATIVE

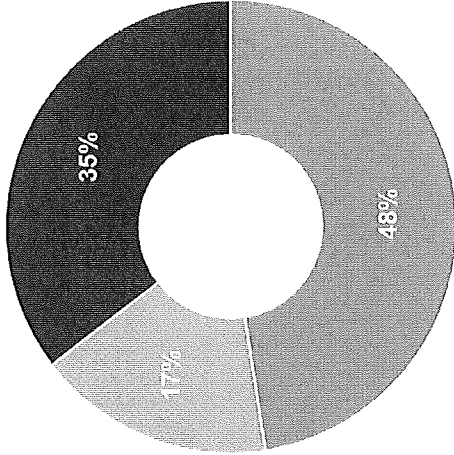
Have you noticed any action your organisation has taken as a result of last year's Working for Queensland survey?

Purpose

This section is focused on understanding workplace improvement.

This section refers to the visibility of change attributable to past Working for Queensland surveys as well as satisfaction with the change implemented.

	Proportion	vs 2016	vs Qld public sector
Yes	48%	+3	+17
No	35%	0	-21
No, but I have not worked long in my organisation	17%	-3	+3



How satisfied are you with your organisation's action in response to last year's Working for Queensland survey?

	Proportion	vs 2016	vs Qld public sector
Positive	73%	+5	+11
Neutral	23%	+1	-9
Negative	4%	-7	-2



14 Agency specific questions

COMPARISONS:  At least 5 percent GREATER  At least 5 percent LESS

RESPONSE SCALE:  POSITIVE  NEUTRAL  NEGATIVE

Purpose	Response scale (%)			% positive 2017	vs 2016
	82	15	3		
The purpose of agency specific questions is to provide agencies with an opportunity to explore issues that are of interest in their unique context.	69	23	8	69%	0
In my organisation, we put customers first	61	27	12	61%	0
In my organisation, we are encouraged to unleash our potential	52	33	15	52%	-4
In my organisation, we are encouraged to be courageous	59	27	14	59%	+3

Released under RTI - DPC

15 Appendix A – Strategic priorities by demographics

Purpose

This section enables you to understand the perceptions of the varying demographic groups of your workforce for each of the strategic priorities (agency engagement, organisational leadership and innovation).

"Restricted" indicates a group with less than 10 respondents

Department of the Premier and Cabinet	Number of respondents	Agency engagement (% positive)	Organisational leadership (% positive)	Innovation (% positive)
Department of the Premier and Cabinet	578	66%	65%	69%
Managerial status				
Yes	179	73%	71%	76%
No	394	63%	63%	65%
Employment status				
Permanent	420	64%	64%	68%
Non-permanent	155	71%	70%	71%
Full-time status				
Full-time basis	479	65%	65%	68%
Part-time basis	93	74%	66%	75%
FTE Salary				
Under \$50,000	16	61%	63%	67%
\$50,000 - \$69,999	92	61%	64%	61%
\$70,000 - \$89,999	162	64%	61%	67%
\$90,000 or over	293	70%	70%	73%
Time in agency				
Less than 2 years	182	72%	72%	71%
2 to less than 6 years	148	63%	62%	69%
6 to less than 10 years	99	67%	68%	70%
10 to less than 14 years	75	61%	59%	66%
14 to less than 16 years	21	64%	61%	64%
16 to less than 20 years	21	68%	54%	70%
20 years or more	23	62%	66%	67%

15 Appendix A – Strategic priorities by demographics (cont.)

Purpose	Number of respondents	Agency engagement (% positive)	Organisational leadership (% positive)	Innovation (% positive)
<i>"Restricted" indicates a group with less than 10 respondents</i>				
Department of the Premier and Cabinet				
Age				
34 years or younger	152	69%	70%	73%
35 to 44 years	173	68%	66%	70%
45 to 54 years	161	62%	62%	67%
55 years or older	74	63%	65%	62%
Gender*				
Female	402	68%	65%	69%
Male	163	64%	68%	68%
X	3	Restricted	Restricted	Restricted
Type of work				
Direct service delivery	21	49%	53%	44%
Corporate services and administrative support/clerical	318	66%	65%	72%
Other	237	67%	67%	67%
Shiftwork				
Yes	10	44%	45%	30%
No	568	66%	66%	69%

*Please note that from 2017 gender is a multi-tick question and, as such may not add up to 100%

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16 Appendix B – Strategic priorities and factors by item

Purpose		% positive vs 2016	% neutral vs 2016	% negative vs 2016
Strategic priorities Agency engagement This section provides detailed information for each strategic priority and factor to enable in-depth discussions, action planning and workshopping.	Q33a I would recommend my organisation as a great place to work	69%	+1	21%
	Q33b I am proud to tell others I work for my organisation	76%	-1	18%
	Q33c I feel strong personal attachment to my organisation	61%	-2	27%
	Q33d My organisation motivates me to help it achieve its objectives	61%	-2	26%
	Q33e My organisation inspires me to do the best in my job	62%	-1	25%
	Organisational leadership			
Innovation	Q31a In my organisation, the leadership is of high quality	69%	+4	21%
	Q31c Management model the behaviours expected of all employees	61%	0	23%
	Q31d In my organisation, the leadership operates with a high level of integrity	69%	+3	22%
	Q31f My organisation is well managed	63%	+3	25%
	Q27a I get the opportunity to develop new and better ways of doing my job	66%	+1	24%
	Q27b I am encouraged to make suggestions about improving work processes and/or services	76%	0	16%
	Q27c Management is willing to act on suggestions to improve how things are done	62%	-5	25%
Q27d My workgroup uses research and expertise to identify better practice	65%	+1	25%	
Q27e My workgroup always tries to improve its performance	80%	0	15%	
Q27f My organisation is open to new ideas	64%	-2	24%	

16 Appendix B – Strategic priorities and factors by item (cont.)

Factors	% positive vs 2016	% neutral vs 2016	% negative vs 2016
Job empowerment			
Purpose This section provides detailed information for each strategic priority and factor to enable in-depth discussions, action planning and workshops.			
Q22a I have a choice in deciding how I do my work	75% +4	15% -5	10% +1
Q22b I have the tools I need to do my job effectively	81% +1	11% -1	8% 0
Q22c I get the information I need to do my job well	70% 0	19% +3	11% -3
Q22d I have the authority necessary to do my job effectively	70% -3	20% +5	10% -2
Q22e My job gives me opportunities to utilise my skills	78% +4	14% -1	8% -3
Q34b Your ability to work on your own initiative	82% +2	11% -2	7% 0
Workload and health			
Q23a I am overloaded with work % positive indicates those who "strongly disagree" or "disagree" with this statement i.e. limited to no issues with overload	38% -5	36% +3	27% +2
Q23b I feel burned out by my work % positive indicates those who "strongly disagree" or "disagree" with this statement i.e. limited to no issues with burn out	55% -1	25% -1	20% +2
Q23e My work has a negative impact on my health % positive indicates those who "strongly disagree" or "disagree" with this statement i.e. limited to no issues with negative health impacts	55% -5	27% +2	18% +3
Learning and development			
Q28c In my organisation, there are opportunities for me to develop my skills and knowledge	71% +3	18% 0	11% -3
Q28e I am able to access relevant learning and development opportunities	73% -2	19% +3	8% -1
Q28f Learning and development activities I have completed in the past 12 months have helped to improve my performance	61% +2	28% -1	11% -1
Q28g I am satisfied with the opportunities available for career development	52% +4	27% -2	21% -2
Q31b My organisation is committed to developing its employees	67% 0	24% +5	9% -5

16 Appendix B – Strategic priorities and factors by item (cont.)

Purpose	Factors	% positive	vs 2016	% neutral	vs 2016	% negative	vs 2016
<p>Purpose</p> <p>This section provides detailed information for each strategic priority and factor to enable in-depth discussions, action planning and workshops.</p>	<p>My workgroup</p> <p>Q24a People in my workgroup treat each other with respect</p> <p>Q24b I receive help and support from other people in my workgroup</p> <p>Q24c People in my workgroup are honest, open and transparent in their dealings</p> <p>Q24d People in my workgroup use their time and resources efficiently</p> <p>Q24e People in my workgroup treat customers with respect</p> <p>Q24f People in my workgroup are committed to delivering excellent service to customers</p> <p>Q24g People in my workgroup do their jobs effectively</p>	85%	-2	9%	+1	6%	+1
		89%	-1	8%	+1	3%	0
		80%	-3	13%	+2	7%	+1
		78%	+1	15%	0	7%	-2
		92%	-2	7%	+1	2%	0
		92%	-1	6%	0	2%	0
		84%	+1	11%	-1	5%	+1
	<p>My manager</p> <p>Q29a My manager treats employees with dignity and respect</p> <p>Q29b My manager listens to what I have to say</p> <p>Q29c My manager keeps me informed about what's going on</p> <p>Q29d My manager understands my work</p> <p>Q29e My manager creates a shared sense of purpose</p> <p>Q29f My manager demonstrates honesty and integrity</p> <p>Q29g My manager draws the best out of me</p>	85%	-2	8%	0	7%	+2
		84%	-3	9%	+2	7%	+1
		75%	-6	14%	+5	11%	+1
	83%	0	10%	0	7%	-1	
	76%	-1	15%	+1	9%	+1	
	85%	-2	10%	+1	5%	+1	
	70%	+1	18%	-2	12%	+1	

16 Appendix B – Strategic priorities and factors by item (cont.)

Factors	% positive vs 2016	% neutral vs 2016	% negative vs 2016
Organisational fairness			
Purpose This section provides detailed information for each strategic priority and factor to enable in-depth discussions, action planning and workshops.			
Q25f Performance is assessed and rewarded fairly in my workplace	45% +1	31% -3	24% +2
Q25g I am confident that poor performance will be appropriately addressed in my workplace	44% -4	30% +3	26% 0
Q25h People are treated fairly and consistently in my workplace	59% -1	22% +2	19% -1
Q25i People take responsibility for their decisions and actions in my workplace	63% -2	25% +1	12% +1
Q31e Recruitment and promotion decisions in this organisation are fair	50% 0	29% -1	21% +1
Anti-discrimination			
Q32a Age is not a barrier to success in my organisation	70% -6	21% +3	10% +3
Q32b Gender is not a barrier to success in my organisation	77% -1	17% +1	6% 0
Q32c Disability is not a barrier to success in my organisation	70% -2	24% -1	5% +3
Q32d Cultural background is not a barrier to success in my organisation	74% -1	21% 0	5% +1
Q32e Sexual orientation is not a barrier to success in my organisation	76% -2	21% +1	3% +1

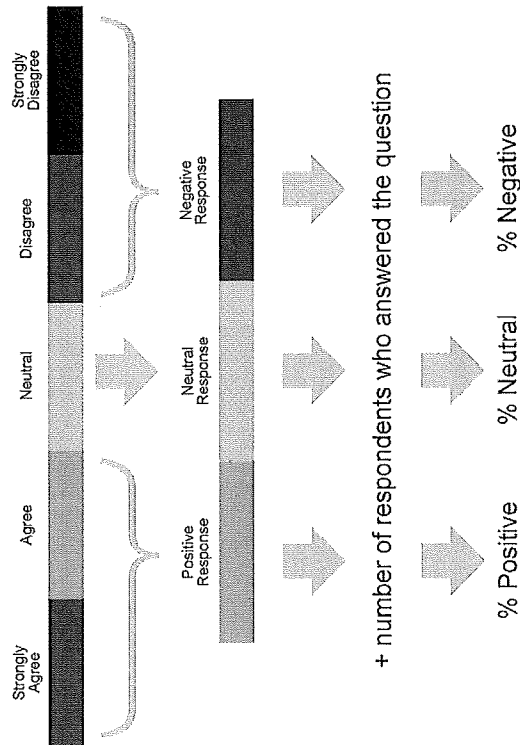
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17 Appendix C – How to interpret this report

% Positive, neutral and negative scores

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

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



Negatively Worded Questions: An example

What are negatively worded questions?
Negatively worded questions are items in the questionnaire that are phrased in a negative way e.g. "Approval processes at my work are excessive".

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

What does this mean for interpreting the % positive score for negatively worded questions?
The % positive score combines the negative responses as they are the "preferred" responses to this item.

EXAMPLE

In the table below the % positive score for "Approval processes at my work are excessive" is 82%. This result can be expressed by stating that:

82% disagreed that their "Approval processes at my work are excessive"

OR

82% felt that the approval processes at their work are not excessive.

Conversely, the % negative score means that 8% of the employees perceive that the approval processes at their work are excessive.

	% positive	vs 2016	% neutral	vs 2016	% negative	vs 2016
Q25 d Approval processes at my work are excessive.	82%	+4	10%	-2	8%	-5

How will I know if I am interpreting this correctly?

To assist in the interpretation, all negatively worded questions are accompanied by an explanatory statement.

17 Appendix C – How to interpret this report (cont.)

Rounding

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

Factor scores

Factor measures combine information from multiple survey items 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.

The report depicts three strategic priorities and makes use of seven factor measures.

Workplace climate index scores

Workplace climate indices have been created by grouping together survey items by theme. Like factor scores, 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.

% Change and division comparisons

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

- the 2016 and 2017 % positive, negative and neutral scores, or
- the 2017 agency and Qld Public Sector % scores.

The % score is highlighted green when the 2017 work area result is five or more percentage points higher than the 2016 score. The % score is highlighted red where the 2017 work area result is five or more percentage points lower.

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

Quintile

Indicates the position of your agency when the 62 participating agencies are ranked against individual workplace factors and workplace outcomes.

Quintile	Interpretation
1	Among first 20% of agencies OR Among top eleven ranked agencies
2	Among second 20% of agencies OR Between 12th and 22nd ranked agencies
3	Among third 20% of agencies OR Between 23rd and 33rd ranked agencies
4	Among fourth 20% of agencies OR Between 34th and 44th ranked agencies
5	Among last 20% of agencies OR Between 45th and 62nd ranked agencies

Quintile positions 1 and 2 are indicated in green font, the third quintile is indicated in yellow font, and quintile positions 4 and 5 are indicated in red font.

PLEASE NOTE: While the coloured highlighting of both the % scores and the quintiles helps differentiate results, it does not necessarily indicate a statistically significant difference.

Definitions

The following definitions were used in the survey:

Your workgroup - The group or team where you spend most of your time. If you are a manager your workgroup is the people you manage.

Your workplace - The place where you work, such as a school, hospital or office location as well as the places you visit as part of your work. Questions about your workplace concern the experiences you have in this environment.

Your organisation

For Health agencies - The Hospital and Health Service (HHS), in which you work, or the Queensland Ambulance Service or the Department of Health.

For non-Health agencies - The Government department or public service office you work for in your current job (e.g. Department of Transport and Main Roads for staff employed in RoadTek, The Public Trustee for staff working for The Public Trustee).

Your manager - The person you usually report to.

Your senior manager - The person your manager usually reports to.

Your customer(s) - The person(s) you provide advice or service to, whether internal or external to the Queensland Public Sector (e.g. students, clients, customers, stakeholders, patients, members of the community).

Sexual harassment - an unwelcome sexual advance, unwelcome request for sexual favours or other unwelcome conduct of a sexual nature which makes a person feel offended, humiliated or intimidated, and where that reaction is reasonable in the circumstances. Sexual harassment does not need to be deliberate or repeated to be illegal.

Bullying - repeated and unreasonable behaviour directed towards a worker or group of workers that creates a risk to health and safety.

Number of respondents

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

Base size for Working for Queensland 2017

The base size for Working for Queensland refers to the number of people included in the data collection phase of the survey.

Please note, that key elements of the 2017 Working for Queensland survey have been incorporated into the School Opinion Survey. As such, school-based employees are not included in the WfQ base size for 2017, but data for this group will be incorporated at a later date. This will lead to fluctuations in response rate and, possibly, to Queensland public sector benchmarks in 2017 Working for Queensland reporting.

Jessica Barge

From: Anna Zilli
Sent: Wednesday, 25 January 2017 1:10 PM
To: Julia Sheedy; Filly Morgan
Cc: Katie Noonan
Subject: RE: 2017 DPC Health and Wellbeing Survey
Attachments: HWB survey.docx

Hi Julia

Sure do, please find attached.



Queensland
Government

Anna Zilli

Director, Organisational Culture
Corporate and Government Services
Department of the Premier and Cabinet

P 07 3003 9283 M [REDACTED]
1 William Street, Level 28, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

From: Julia Sheedy
Sent: Wednesday, 25 January 2017 1:09 PM
To: Anna Zilli <Anna.Zilli@premiers.qld.gov.au>; Filly Morgan <filly.morgan@premiers.qld.gov.au>
Cc: Katie Noonan <katie.noonan@premiers.qld.gov.au>
Subject: RE: 2017 DPC Health and Wellbeing Survey

Hi Anna,

Do you have these questions in a word doc please?

Thanks,
Julia

From: Anna Zilli
Sent: Wednesday, 25 January 2017 9:53 AM
To: Filly Morgan <filly.morgan@premiers.qld.gov.au>
Cc: Julia Sheedy <julia.sheedy@premiers.qld.gov.au>; Katie Noonan <katie.noonan@premiers.qld.gov.au>
Subject: 2017 DPC Health and Wellbeing Survey

Hi Filly

Please see below link to preview the survey (only) and a draft email for you to send out to DPC, Arts, OQPC on Monday 30th January.

https://www.surveymonkey.net/r/?sm=F4egHfEs5Lm4jdfkcZqONuAsRreA_2B3FOzPooBAHlvR4_3D

I will send a draft Newsflash article to Jackie today to accompany your email.

Julia – as requested, a copy of the survey is available via the preview link above.

Regards

Anna

+++++

Subject: 2017 DPC Health and Wellbeing Survey

Good morning/afternoon

Recently, the Queensland Government Leadership Board formally committed to improving the health, safety and wellbeing of our people – providing work environments and practices that help our people live productive working lives. In light of this, DPC has developed a short survey that we invite you to take part in.

I encourage you to complete the survey as the information obtained will help us learn about your interest in health promotion and health related activities and the results will shape our Health and Wellbeing Program and Corporate Social Responsibility Plan for 2017.

Our aim is to help DPC employees build healthier lives by fostering a workplace culture that supports people to make healthy lifestyle choices.

The survey takes approximately 5 - 10 minutes to complete and closes on Monday 13 February 2017. The survey does not request employees email address or postal address. All information collected will be treated as private and confidential, in accordance with current privacy legislation.

For more information contact Anna Zilli (Organisational Culture) on 3003 9283.

+++++



Anna Zilli
Director, Organisational Culture
Corporate and Government Services
Department of the Premier and Cabinet

P 07 3003 9283 M [REDACTED]
1 William Street, Level 28, Brisbane QLD 4000
PO Box 15185, City East, QLD 4002

1WS Health and Wellbeing Survey

Thank you for participating in the DPC health and wellbeing survey.

It should only take you approximately 5 - 10 minutes to complete.

Your participation is voluntary, but we encourage you to participate as it will provide important information on the health and wellbeing interests of employees and will help shape our 1WS Health and Wellbeing Program for 2017.

The survey does not request your email address or postal address. All information collected will be treated as private and confidential, in accordance with current privacy legislation.

1. What is your Age?

- 17 or younger
- 18-20
- 21-29
- 30-39
- 40-49
- 50-59
- 60 or older

2. What is your gender?

- Female
- Male
- Non-binary/ third gender
- Prefer to self-describe _____
- Prefer not to say

3. What are the top five unhealthy lifestyle behaviours you would like to change to enhance your health and wellbeing? (please tick five boxes only)

- Eating unhealthy meals or snacks at work
- Eating unhealthy meals or snacks at home
- Unhealthy weight
- Not meeting the recommended guidelines of eating 5 serves of vegetables and 2 serves of fruit a day
- Not meeting the recommended guidelines of at least 30 minutes of moderate-intensity physical activity a day (moderate-intensity will cause a slight, noticeable increase in your breathing and heart rate)
- Spending a lot of time sitting at work
- Spending a lot of time sitting or lying down (awake) at home
- Smoking
- Consuming alcohol on a daily basis
- Consuming large amounts of alcohol on any one occasion (e.g. binge drinking)
- Prolonged or excessive stress responses at work or outside of work
- Other, for example, sun safety, fatigue, work-life balance (please list suggestions)

4. What health and wellbeing activities interest you? (please tick five boxes only) Note: it will not be possible to implement all chosen activities but your response will help identify areas of interest.

- Information sessions on healthy eating
- Information on local fresh food venues or nutrition initiatives
- Information sessions on physical activity
- Information sessions on social and emotional health and wellbeing
- Information session on financial wellbeing
- Information on transitioning to retirement
- Healthy cooking demonstrations
- Joining a weight management group
- Fitness activities e.g. walking challenge/ stair climbing
- Company sponsorship and/or involvement in charity events (fun runs, Corporate Games etc.)
- Subsidised membership to gym facilities
- Flexible time to participate in exercise
- Workplace health assessments
- Relaxation activities e.g. Yoga, workplace massages
- Flu vaccinations
- Other suggestion: Please specify

5. I would be interested in attending workplace seminars.

Yes / No

If yes, please select the seminars you are interested in – all that apply

- Information sessions on quitting smoking
- Information sessions on alcohol management
- Information sessions on emotional health and wellbeing
- Information sessions on energy at work
- Information sessions on healthy eating topics
- Other (please list suggestions)

6. I would be interested in supporting department sponsorship and involvement in community events.

Yes / No

If yes, please select the charities or activities you would be interested in – **(please tick five boxes only)**

- Volunteering program
- Women's Health (e.g. Breast cancer)
- Cancer (e.g. Shave for a cure)
- Men's Health (e.g. Movember)
- Domestic and Family Violence (DVConnect)
- Mental illness (e.g. Beyond Blue)
- Children's charity (e.g. Kids helpline, Brisbane Youth)
- Australian Blood drives
- Aboriginal and Torres Strait Islander (e.g. Recognise)
- Environment (e.g. Conservation QLD)
- Other (please list suggestions)

7. What is your commitment to participating in health and wellbeing activities at work (e.g. holding lunchtime seminars, volunteering before or after work,

bringing in healthy food for morning teas/celebrations)? Please select your answer below.

- Very committed
- Somewhat committed
- Not committed at all
- I prefer to undertake healthy activities in my own time

8. If you are committed to participating in workplace fitness activities, when would you prefer these activities to occur?

- Before work
- During lunch time
- After work
- During tool box talks/staff meetings

9. What items or systems in the workplace could be used or modified that would support healthy behaviours at work? (e.g. policies, culture, physical infrastructure)

10. Are there any barriers in the workplace that you think prevents you or your work colleagues from undertaking healthy behaviours?

11. Would you be willing to contribute to workplace health and wellbeing being activities?

- Yes
- No

12. If YES, how could you contribute? (E.g. paying for activity sessions, volunteering time, have a special skill, being a local champion etc.)

13. We value your opinion and the time you have taken to complete the survey. If you have any other comments or suggestions that will help to make our workplace healthier, please list below. Thank you.