

2020 Volunteering for Queensland survey



Highlights report

Purpose

This Highlights report presents key results from the **2020 Volunteering for Queensland survey**, which was conducted from 2 September to 28 September 2020. Results reflect the views of volunteers across QFES.

Reporting framework

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

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

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

Content

Factors

Factors by question

Workplace climate

Workplace climate by question

Most changed since 2019, by question

QFES agency-specific questions

Flexible work options

Domestic and family violence

Bullying and sexual harassment

Satisfaction with volunteering

Inclusion and communication

New volunteers' views

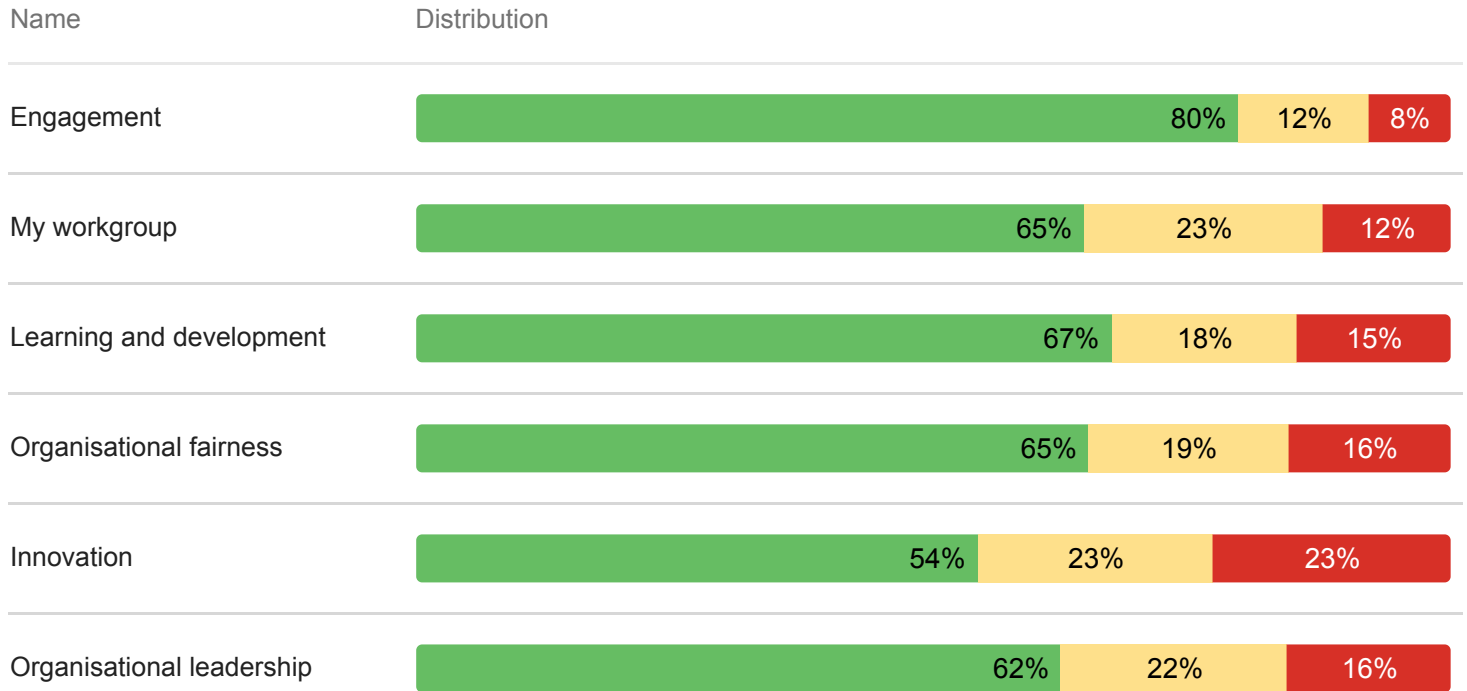
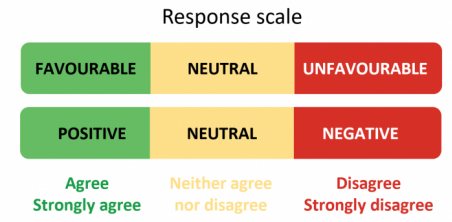
How to interpret this report

Response count: 2,502

Factors

Purpose

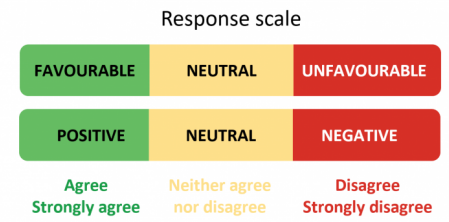
This section provides an overview of the 2020 factor results.



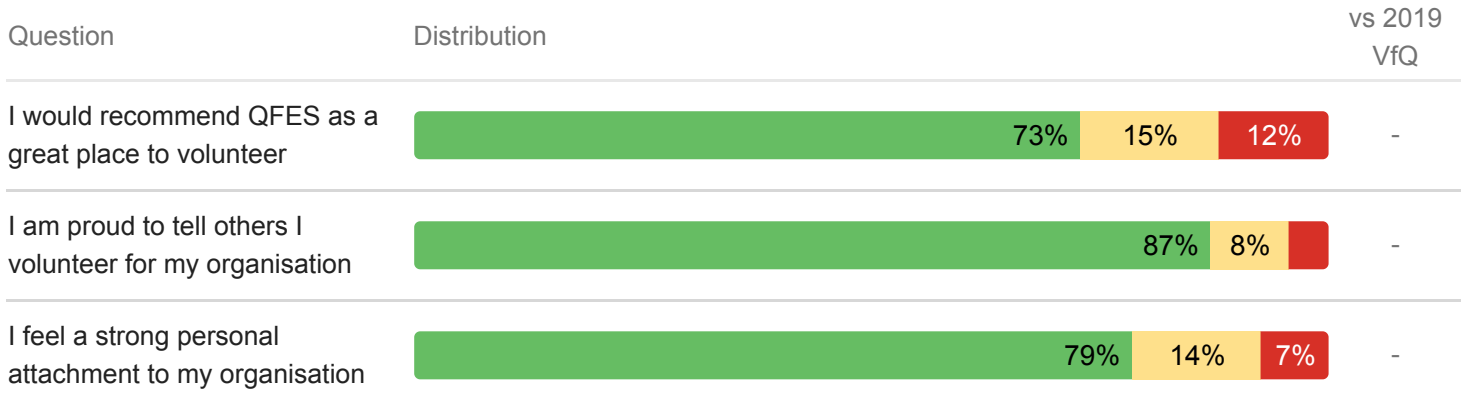
Factors by question

Purpose

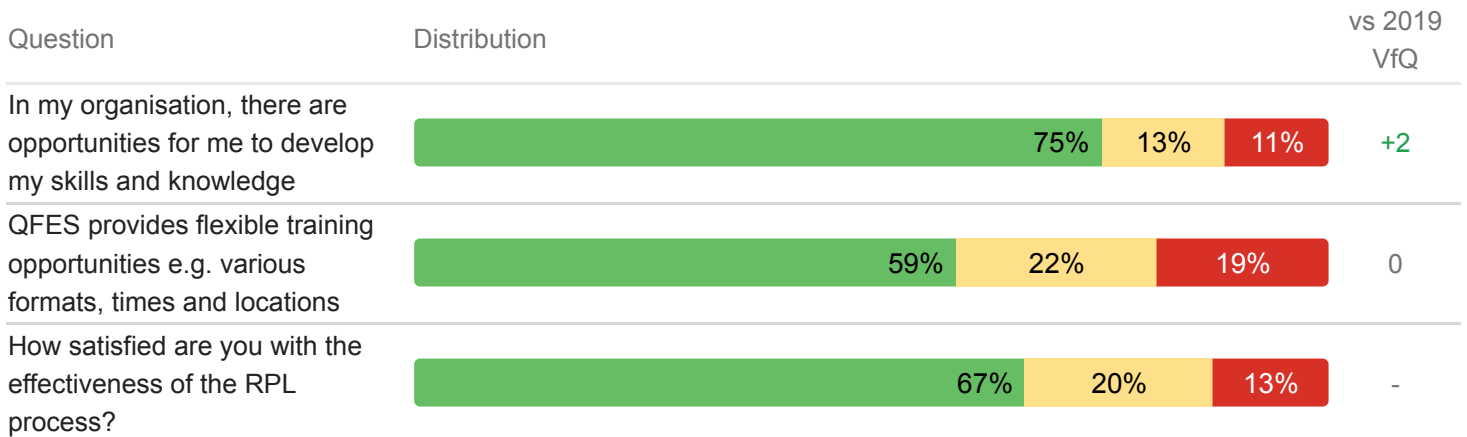
This section provides an overview of the 2020 factor results, by question. The % positive score is benchmarked against the 2019 score, where available.



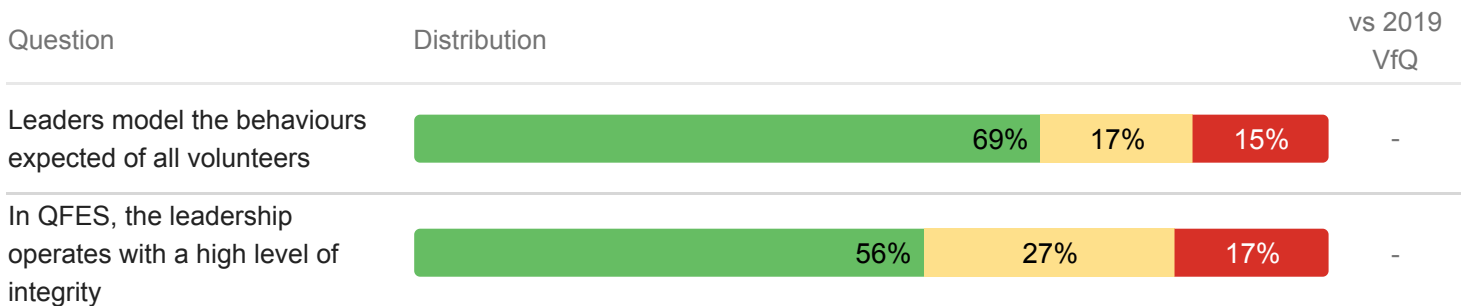
Engagement



Learning and development



Organisational leadership



My workgroup

Question	Distribution	vs 2019 VfQ
There is a strong culture of teamwork in my local area		-6
There is a strong culture of teamwork in QFES		-9
People in my team are committed to delivering excellent service to customers and the community		-
There is a strong culture of teamwork in my region		-18
There is a strong culture of teamwork in my service		-17

Organisational fairness

Question	Distribution	vs 2019 VfQ
People are treated fairly and consistently in my workplace		-
People take responsibility for their decisions and actions in my workplace		-
I am confident that poor performance will be appropriately addressed in my workplace		-

Innovation

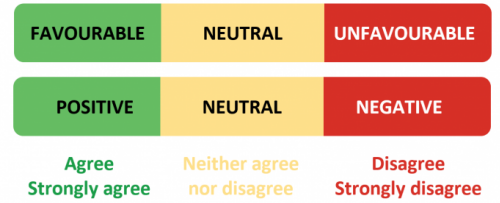
Question	Distribution	vs 2019 VfQ
Volunteers are effectively consulted and involved in decision-making at my local area level		-13
Leaders are willing to act on suggestions to improve how things are done		-

Workplace climate

Purpose

This section provides an overview of the 2020 workplace climate index results.

Response scale

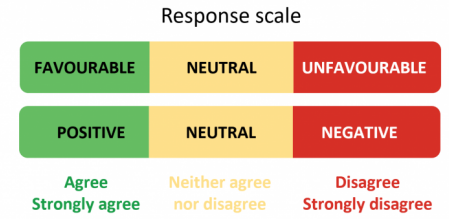


Name	Distribution			
Fairness and trust	<table border="1"> <tr> <td>68%</td> <td>18%</td> <td>14%</td> </tr> </table>	68%	18%	14%
68%	18%	14%		
Effectiveness and innovation	<table border="1"> <tr> <td>41%</td> <td>30%</td> <td>29%</td> </tr> </table>	41%	30%	29%
41%	30%	29%		
Leadership and engagement	<table border="1"> <tr> <td>69%</td> <td>18%</td> <td>13%</td> </tr> </table>	69%	18%	13%
69%	18%	13%		
My job	<table border="1"> <tr> <td>78%</td> <td>12%</td> <td>10%</td> </tr> </table>	78%	12%	10%
78%	12%	10%		
People and relationships	<table border="1"> <tr> <td>60%</td> <td>26%</td> <td>14%</td> </tr> </table>	60%	26%	14%
60%	26%	14%		
Performance and development	<table border="1"> <tr> <td>67%</td> <td>18%</td> <td>15%</td> </tr> </table>	67%	18%	15%
67%	18%	15%		
Safety, health and wellness	<table border="1"> <tr> <td>78%</td> <td>14%</td> <td>9%</td> </tr> </table>	78%	14%	9%
78%	14%	9%		

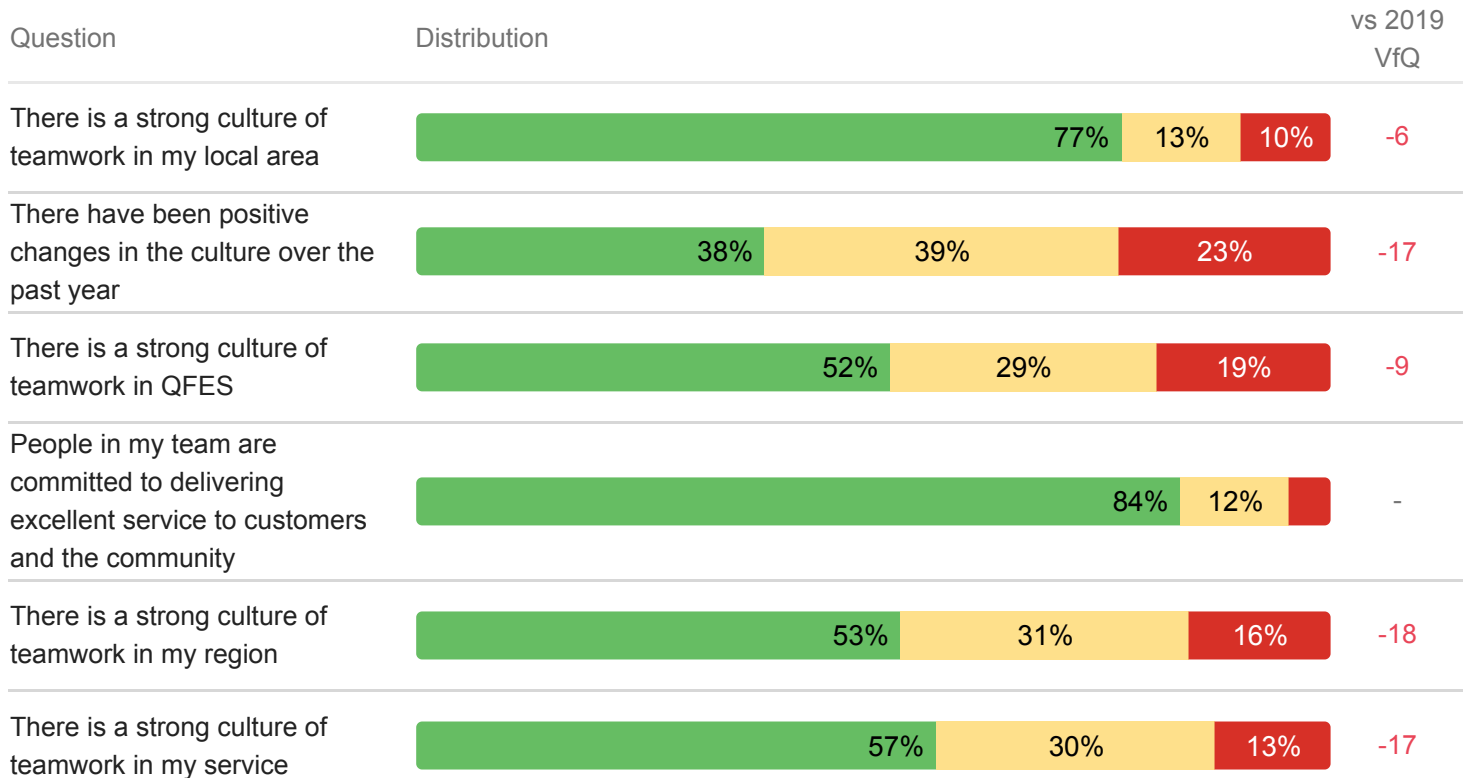
Workplace climate by question

Purpose

This section provides an overview of the 2020 workplace climate index results, by question. The % positive score is benchmarked against the 2019 score, where available.

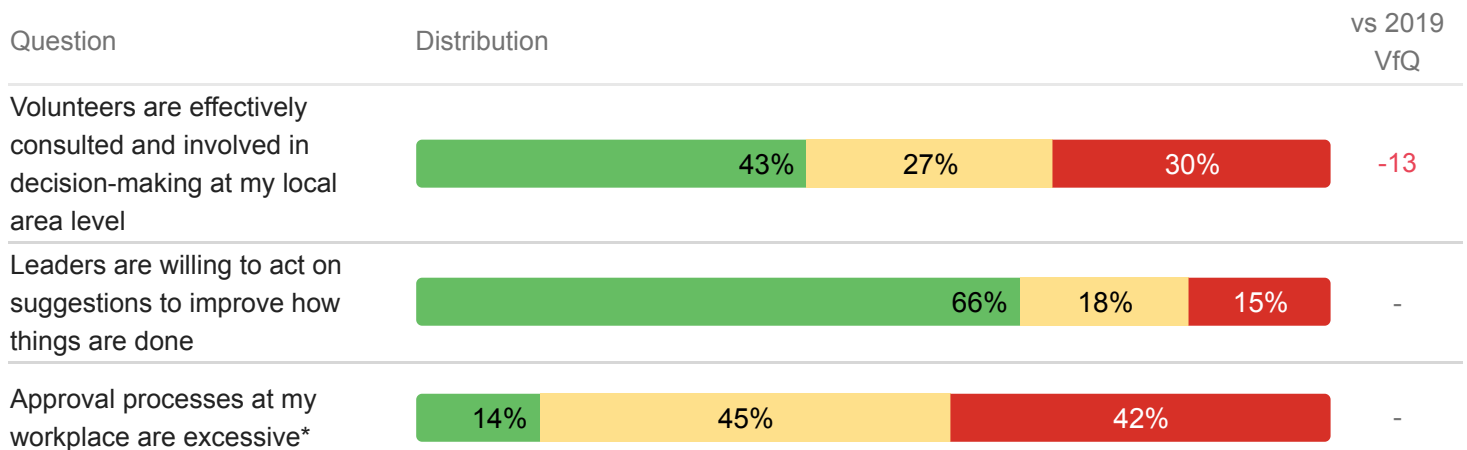


People and relationships







Effectiveness and innovation

**indicates a negatively worded question that has been reversed*









Safety, health and wellness




**indicates a negatively worded question that has been reversed*

Question	Distribution	vs 2019 VfQ
My volunteering contributes positively to my quality of life	 77% 17% 6%	-
I am provided adequate equipment to perform my role safely	 77% 11% 12%	0
The wellbeing of the workforce is a priority for QFES	 70% 17% 13%	-
People in my team are committed to workplace safety	 86% 10%	-





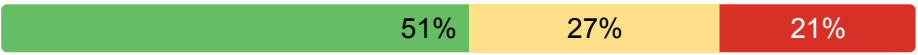
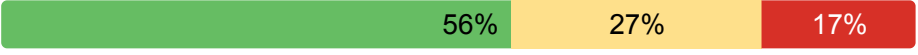
Fairness and trust

Question	Distribution	vs 2019 VfQ
I am able to speak up and share a different view to my colleagues and leader	 76% 13% 11%	-
People are treated fairly and consistently in my workplace	 70% 15% 14%	-
People take responsibility for their decisions and actions in my workplace	 68% 20% 11%	-
I am confident that poor performance will be appropriately addressed in my workplace	 56% 22% 22%	-
My workplace has an inclusive culture where diversity is valued and respected	 75% 16% 9%	-5
If I raised a complaint, I feel confident that it would be taken seriously	 61% 20% 20%	-6




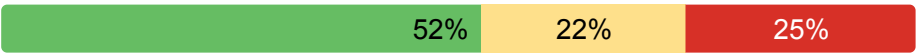

Performance and development

Question	Distribution	vs 2019 VfQ
In my organisation, there are opportunities for me to develop my skills and knowledge	 75% 13% 11%	+2
QFES provides flexible training opportunities e.g. various formats, times and locations	 59% 22% 19%	0
How satisfied are you with the effectiveness of the RPL process?	 67% 20% 13%	-

Leadership and engagement

Question	Distribution	vs 2019 VfQ
I would recommend QFES as a great place to volunteer	 73% 15% 12%	-
I am proud to tell others I volunteer for my organisation	 87% 8%	-
I feel a strong personal attachment to my organisation	 79% 14% 7%	-
Leaders model the behaviours expected of all volunteers	 69% 17% 15%	-
QFES consistently and proactively promotes public understanding of the role and professionalism of volunteers	 51% 27% 21%	-9
In QFES, the leadership operates with a high level of integrity	 56% 27% 17%	-

My job

Question	Distribution	vs 2019 VfQ
My volunteering gives me a feeling of personal accomplishment	 86% 9%	-
All things considered, how satisfied are you with your volunteering?	 74% 14% 12%	-1
I understand what is expected of me to effectively do my volunteer role	 94%	+5
QFES recognises and utilises the skills and experience I bring to my volunteer role.	 52% 22% 25%	-5
I understand how I contribute to QFES' objectives	 85% 11%	-






Most changed since 2019, by question

Purpose

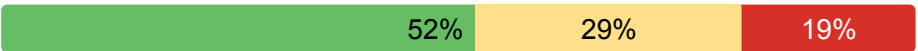



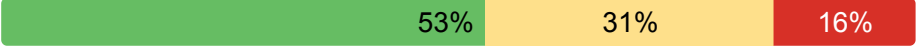
This section identifies areas of improvement and strength, while also identifying areas that may need attention.

NOTE: Survey questions in scope for this section were single response non-demographic questions that were asked of all respondents in 2020 as well as in 2019.

Survey questions with the most positive change

Question	Distribution	vs 2019 VfQ
I can easily access the information I need to make informed, evidence-based decisions	 60% 23% 17%	+7
I understand what is expected of me to effectively do my volunteer role	 94% 4% 2%	+5
People within QFES are generally understanding and accepting of people affected by mental health challenges	 61% 30% 8%	+5
If I have a mental health concern, I feel comfortable discussing it with my manager/leader	 60% 26% 14%	+3
In my organisation, there are opportunities for me to develop my skills and knowledge	 75% 13% 11%	+2

Survey questions with the most negative change

There is a strong culture of teamwork in QFES	 52% 29% 19%	-9
QFES actions and culture demonstrate respect and value for volunteer contributions	 52% 23% 25%	-14
There have been positive changes in the culture over the past year	 38% 39% 23%	-17
There is a strong culture of teamwork in my service	 57% 30% 13%	-17
There is a strong culture of teamwork in my region	 53% 31% 16%	-18

QFES agency-specific questions

Purpose




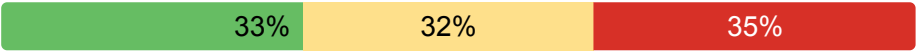


This page shows results for the QFES agency-specific questions that were selected for the 2020 *Working for Queensland* survey, and were included in the *Volunteering for Queensland* survey.

The % positive score is benchmarked against the 2019 score, where available.

Agency-specific questions

Question	Distribution	vs 2019 VfQ
QFES actions and culture demonstrate respect and value for volunteer contributions		-14
QFES objectives and goals are clearly communicated, and we have strong unity of purpose		-
Workplace behaviour reflects the QFES values		-7
I understand the importance of behaving in a manner aligned to the QFES values and incorporating them into all aspects of my work		-
If I have a problem or concern, I feel comfortable discussing it with my manager/leader		+1
I can easily access the information I need to make informed, evidence-based decisions		+7
QFES respects and values the contribution of all QFES' services		-
People within QFES are generally understanding and accepting of people affected by mental health challenges		+5
I am confident in the sustainability of QFES' operational capacity and capability to meet future needs		-
If I have a mental health concern, I feel comfortable discussing it with my manager/leader		+3

Agency-specific questions (cont)



Question	Distribution	vs 2019 VfQ
I have confidence in how to access workforce support networks in QFES	 74% 18% 8%	-
QFES is proactive in leveraging lessons learnt and opportunities	 45% 35% 21%	-
QFES is actively engaged with the community on mitigation, prevention, preparedness, response and recovery	 67% 22% 11%	-
I am aware of the contents and guiding principles of Strategy 2030 plan and the Toward 2030 approach	 33% 32% 35%	-
I am well informed about what is happening in QFES	 59% 26% 15%	-
I have an interoperable approach to QFES service delivery	 44% 48% 9%	-

Domestic and family violence

Purpose

This section is focused on understanding the confidence levels of QFES volunteers in dealing with domestic and family violence (DFV) in the workplace.

DFV

Question	Distribution			
I am confident that I could sensitively communicate with/refer a colleague affected by domestic and family violence	 <table border="1"> <tr> <td>73%</td> <td>21%</td> <td>7%</td> </tr> </table>	73%	21%	7%
73%	21%	7%		
I am aware of policies, in my workplace, designed to support people affected by domestic and family violence in the workplace or community	 <table border="1"> <tr> <td>74%</td> <td>19%</td> <td>7%</td> </tr> </table>	74%	19%	7%
74%	19%	7%		

Bullying and sexual harassment

Purpose

This section focuses on understanding the prevalence and sources of bullying and sexual harassment as well as the rate of reporting and barriers to reporting such incidences. The comparison columns show the score each question received in 2019.

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

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

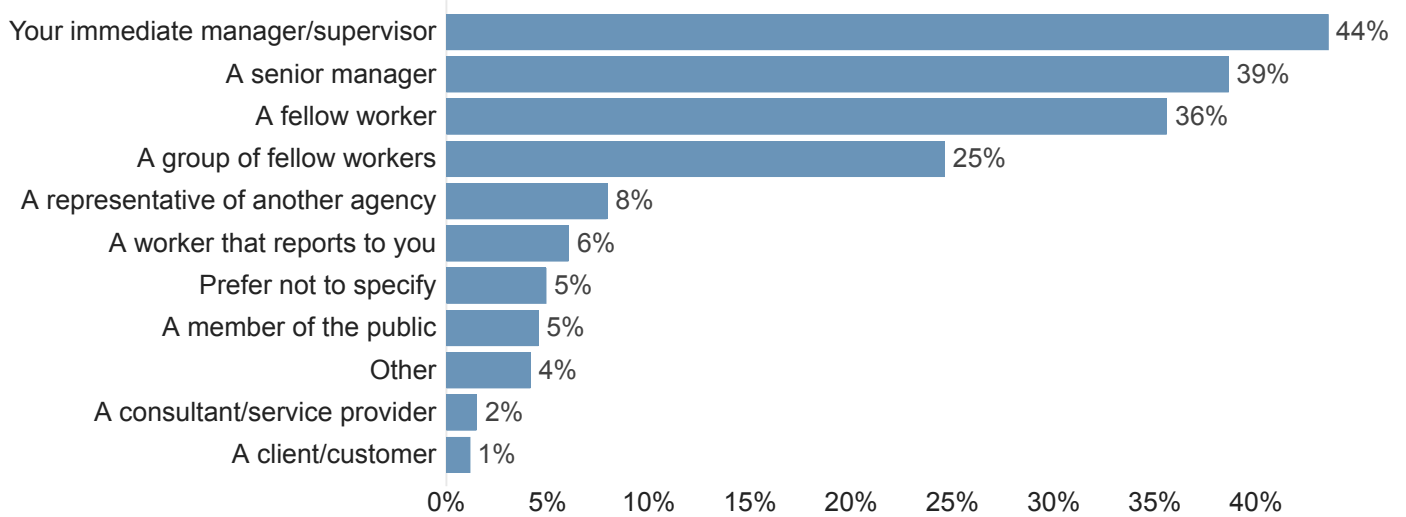
Survey:	Yes	Don't know	No
2020 VfQ	18%	4%	78%
2019 VfQ	24%	4%	71%

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

Survey:	No	Bullying	Don't know	Sexual harassment
2020 VfQ	85%	12%	3%	0%
2019 VfQ	82%	15%	3%	1%

If you were subjected to bullying, who were you bullied by?

264 Responses



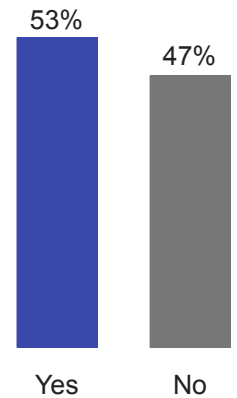
What type of bullying did you experience?

265 Responses

Verbal abuse (e.g. offensive language, derogatory remarks, shouting or screaming)	65%
Other	23%
Physical behaviour (e.g. assault or aggressive body language)	14%
'Initiations' or pranks	9%
Inappropriate and unfair application of work policies or rules (e.g. performance management, access to leave, access to learning and development)	50%
Cyber bullying (e.g. by email)	12%
Interference with your personal property or work equipment	10%

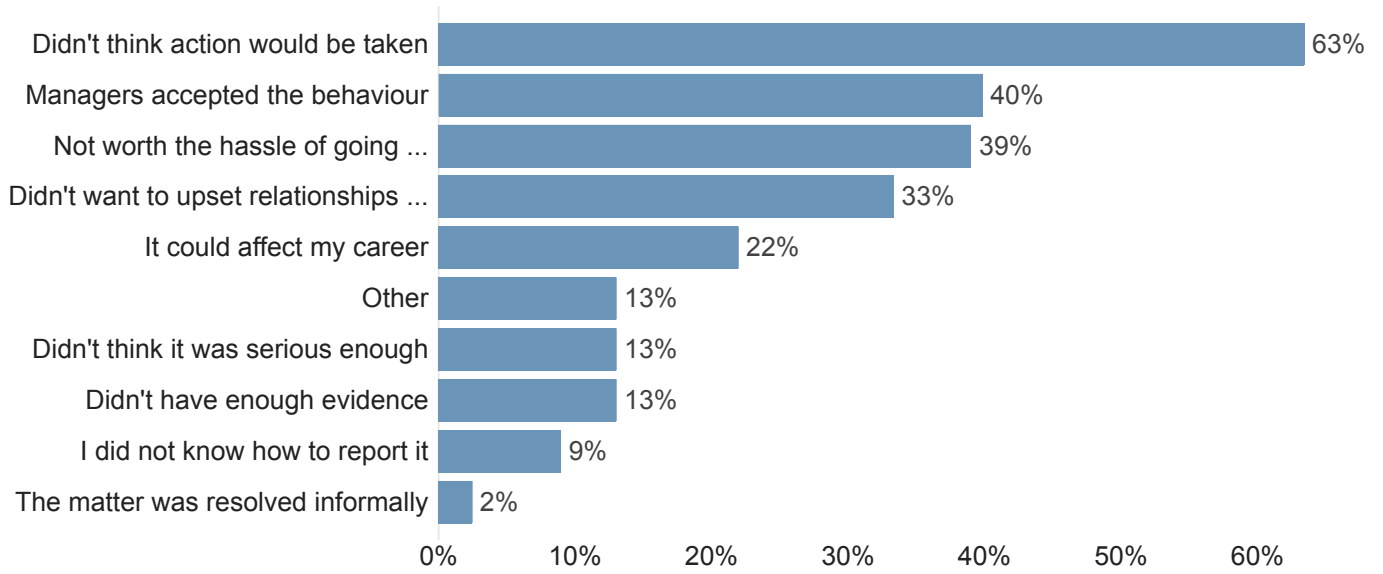
Did you report the bullying?

265 Responses



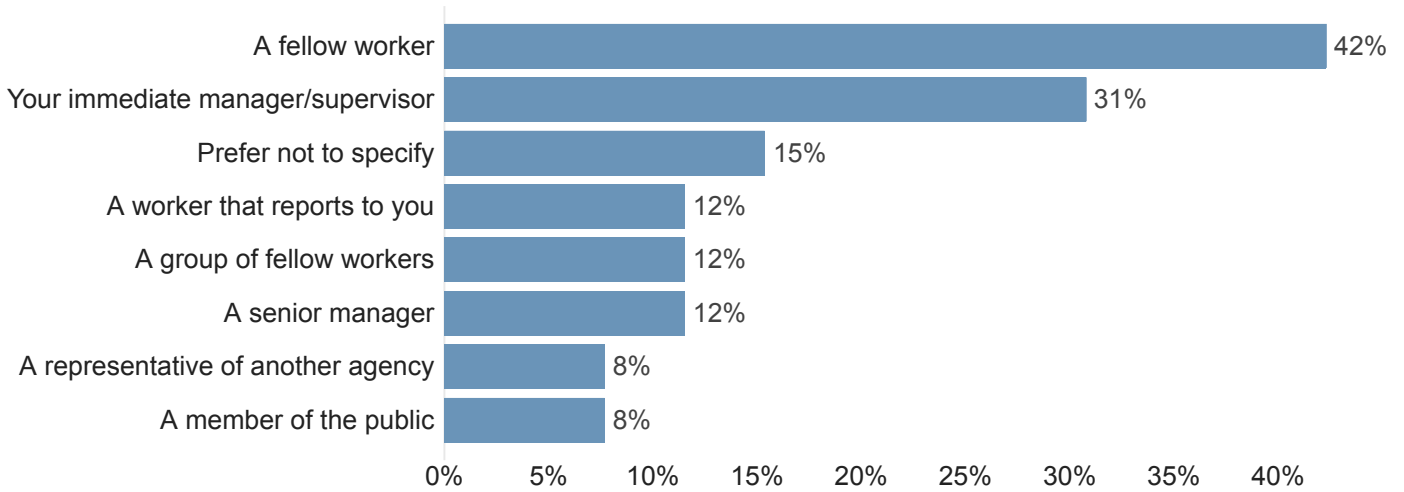
Why did you not report the bullying?

123 Responses



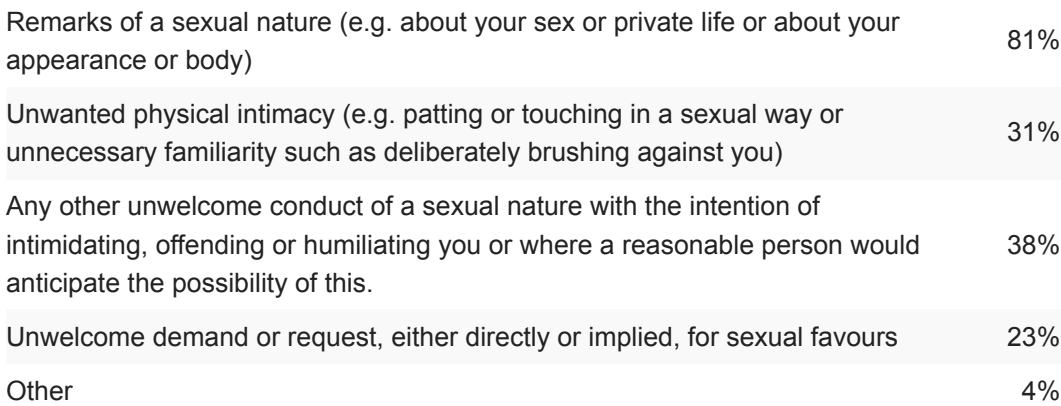
If you were subjected to sexual harassment, who were you harassed by?

26 Responses



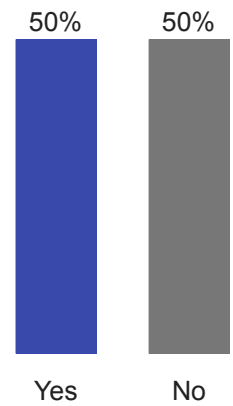
What type of sexual harassment did you experience?

26 Responses



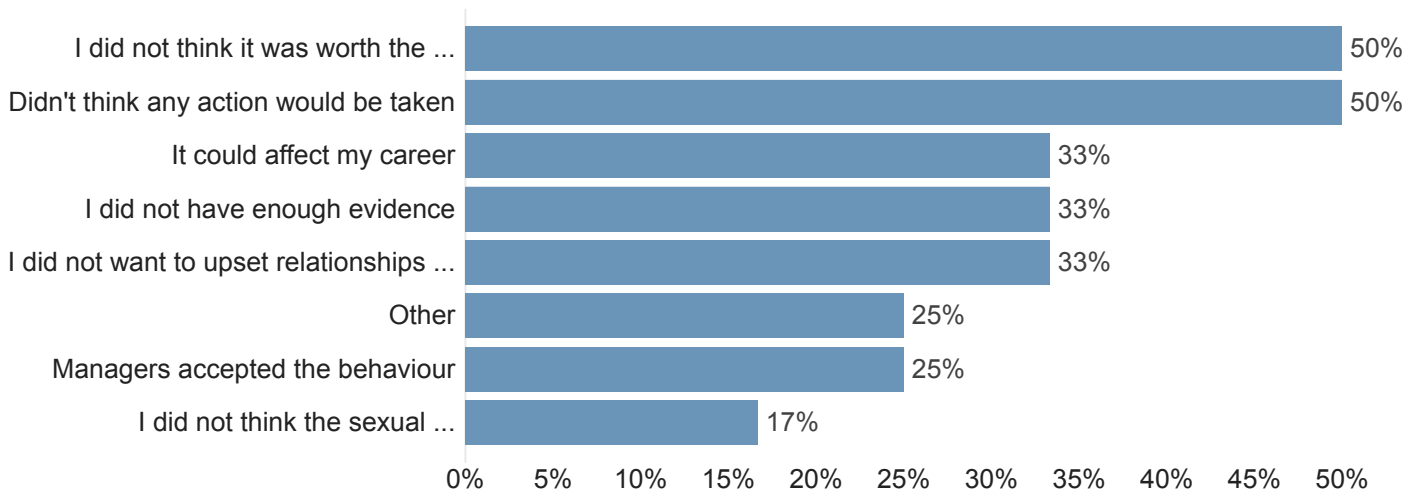
Did you report the sexual harassment?

24 Responses



Why did you not report the sexual harassment?

12 Responses



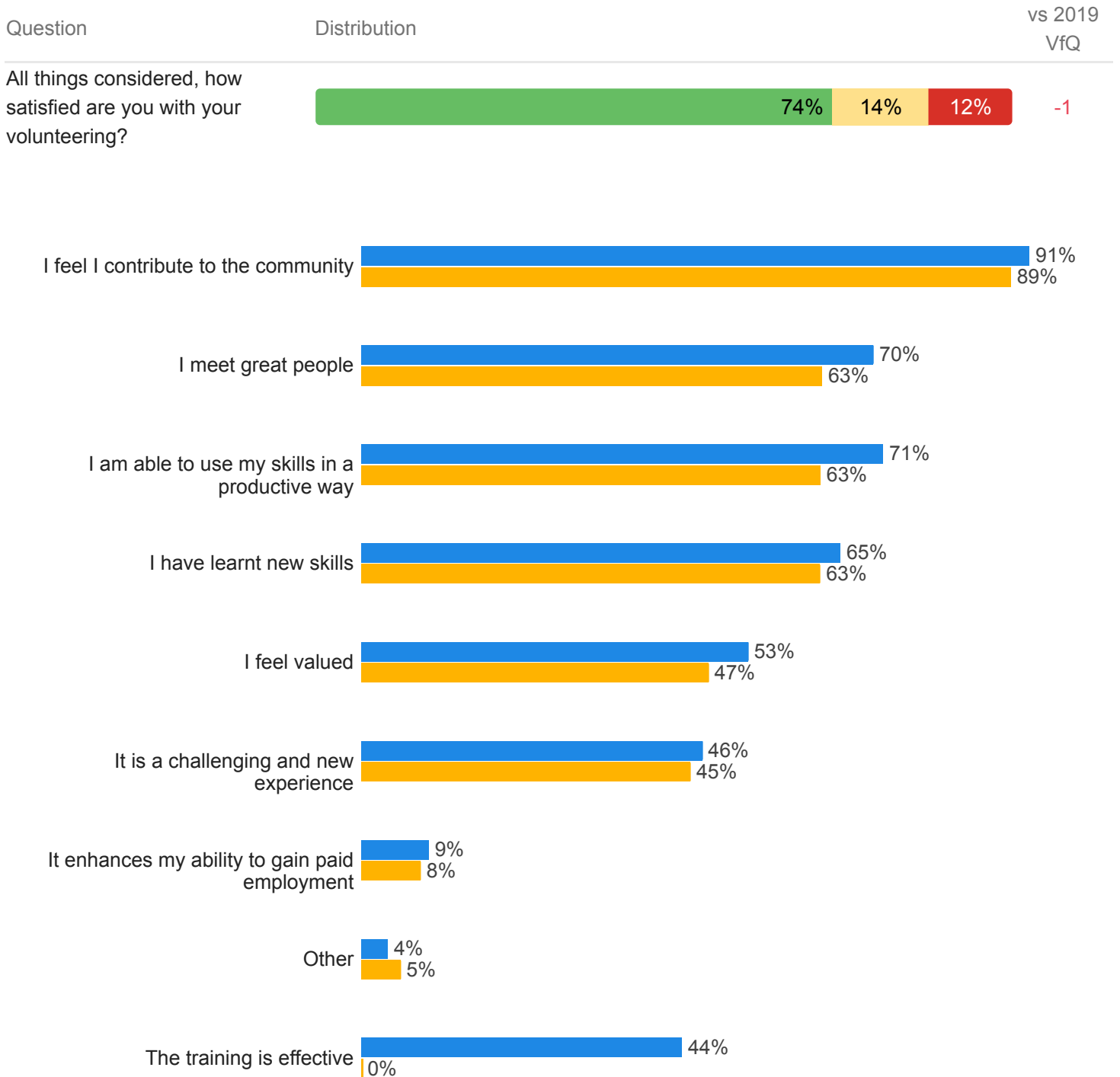
Satisfaction with volunteering

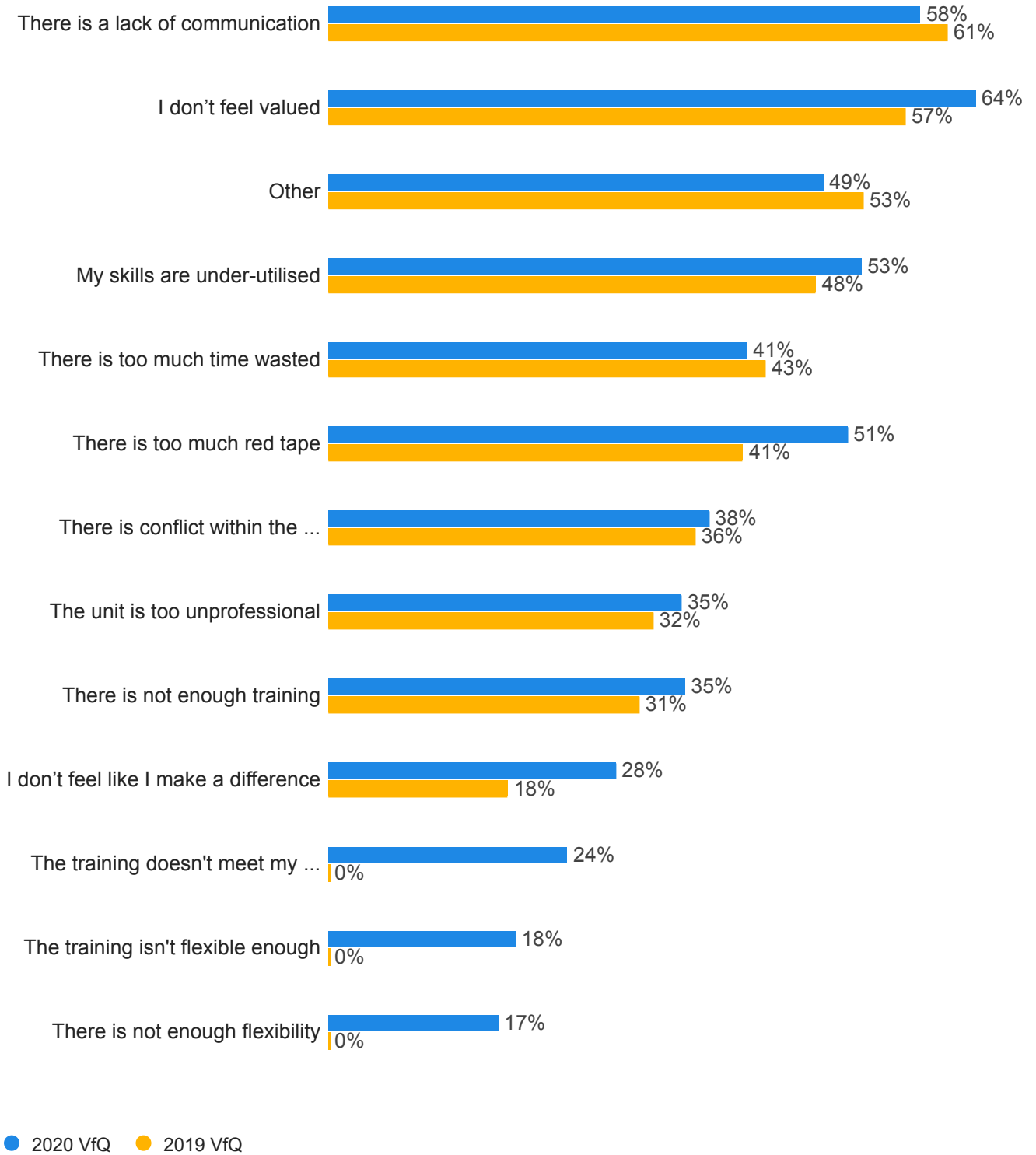
Purpose

This section provides results related to volunteers' satisfaction with their volunteering experience. Results are benchmarked against the 2019 score, where available.

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

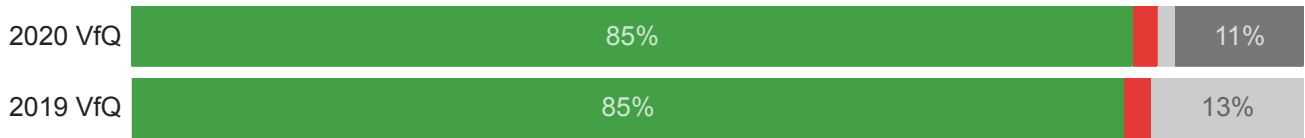
Level of satisfaction



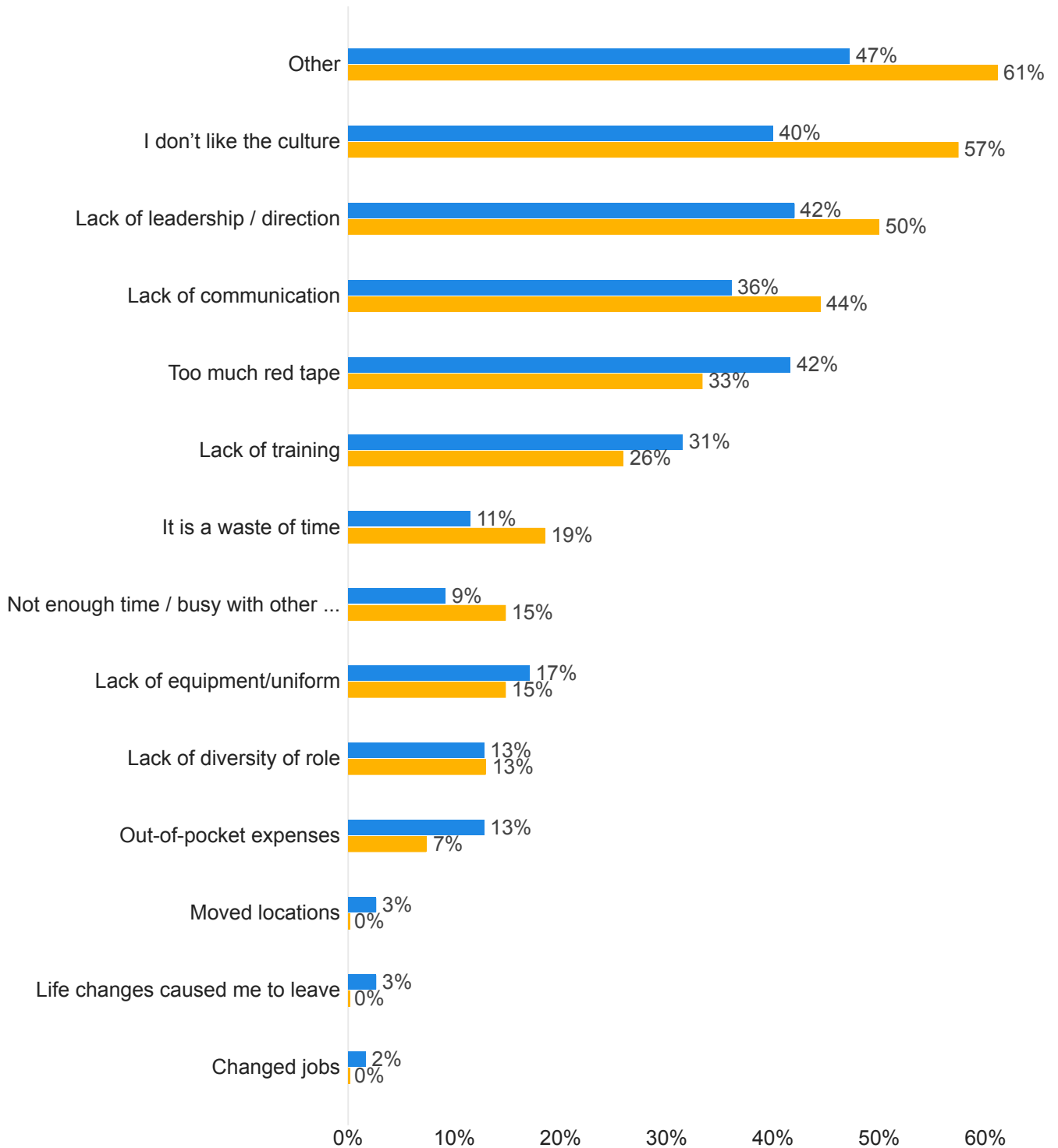


Employer support of volunteering

Question	Responses	Distribution	vs 2019 VfQ
To what extent does your employer support your volunteering?	1,914		-4



● Yes ● No ● Prefer not to say ● Don't know



● 2020 VfQ ● 2019 VfQ

Have you gained Recognition of Prior Learning with QFES?



● Yes ● No

Are you aware of the QFES Learning Cache that is accessible through the Gateway and Nexus?



● Yes ● No

Are you aware of the Emergency Services Cadets, QFES Cadet program in partnership with PCYC Queensland?



● Yes ● No

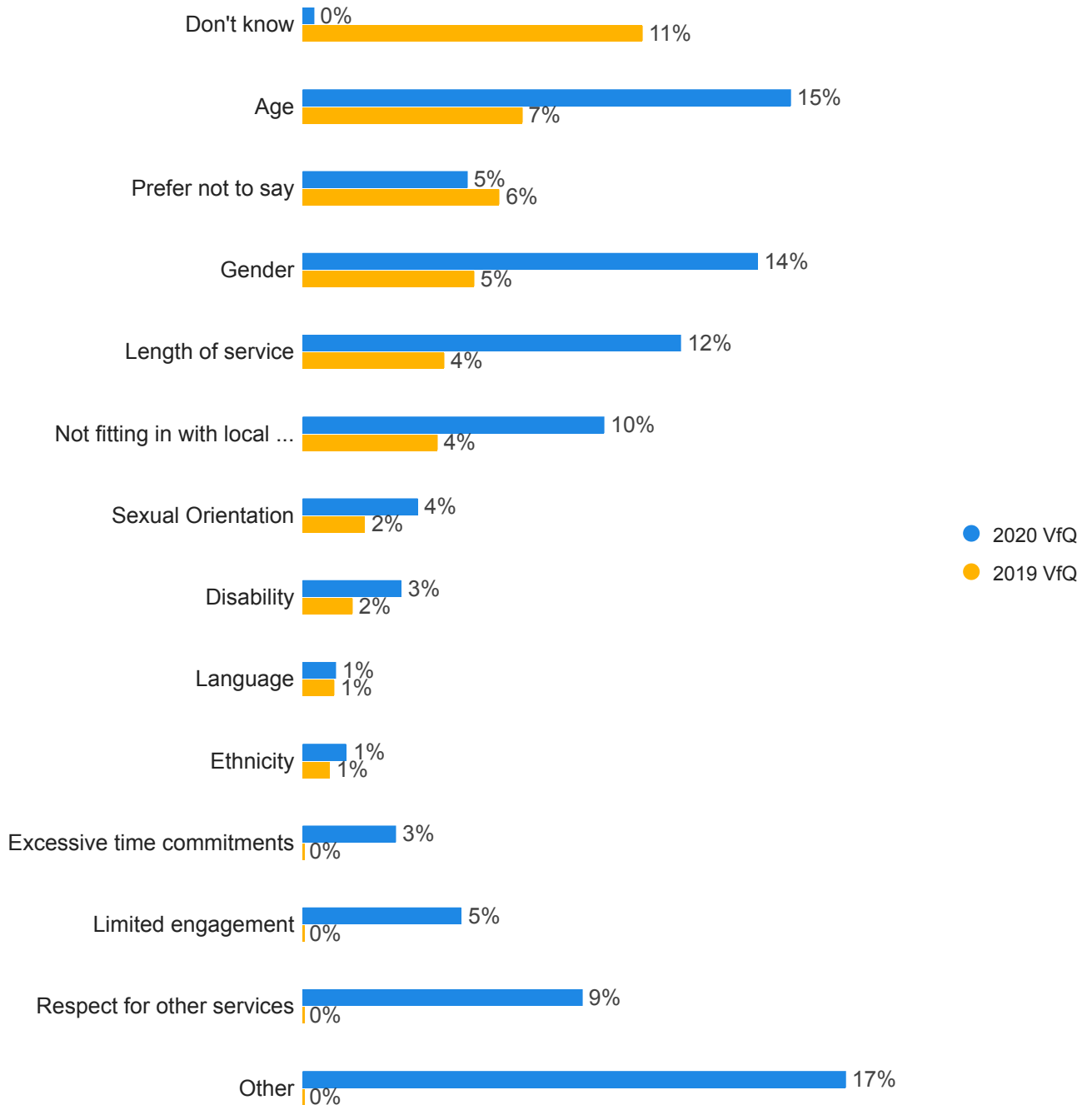
Inclusion and communication

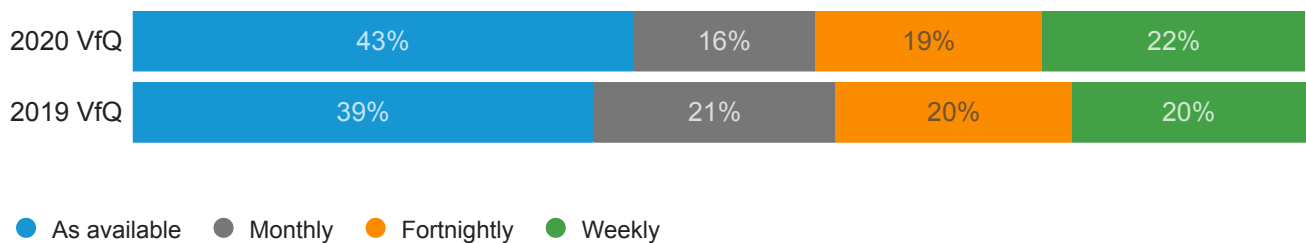
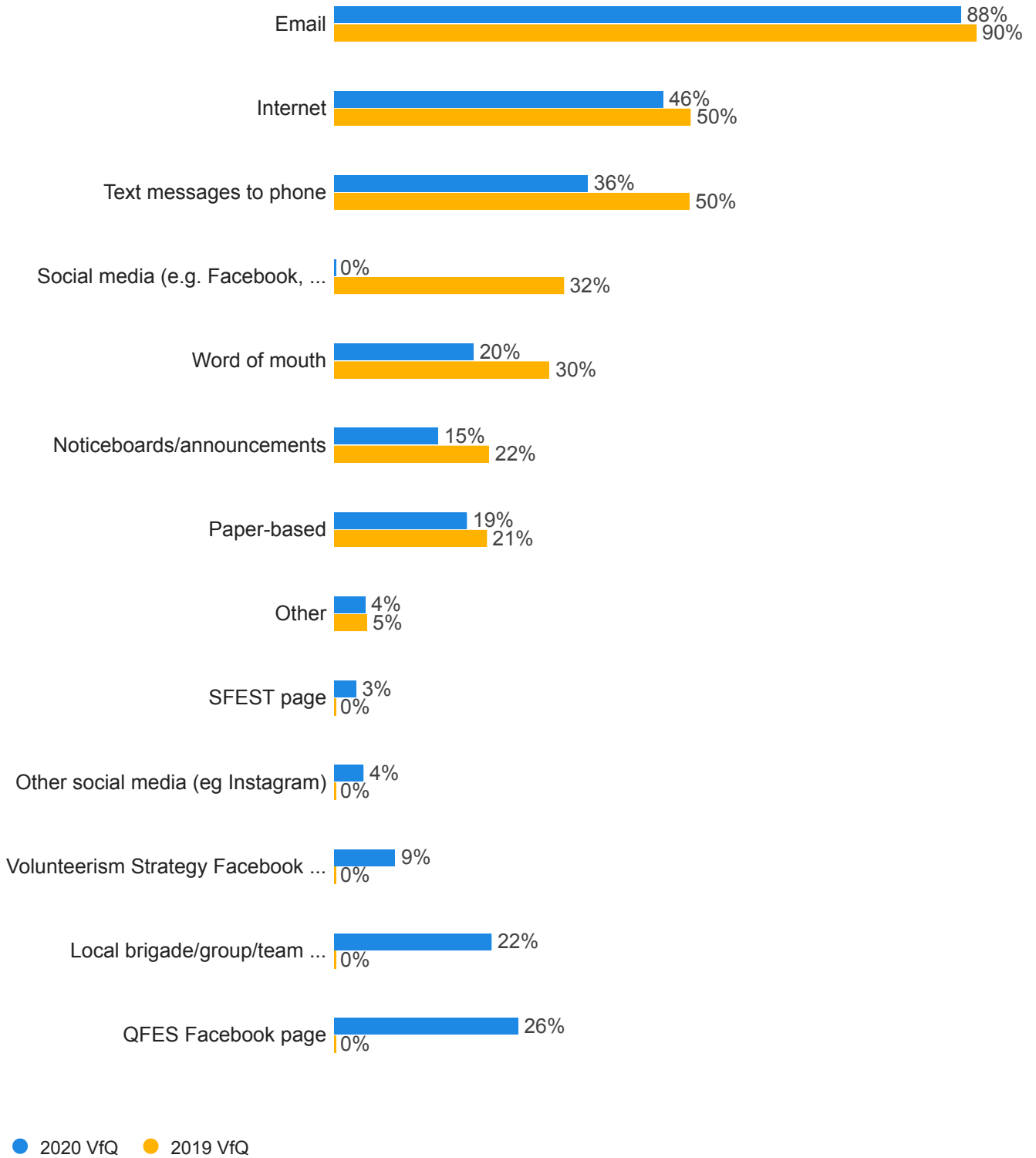
Purpose

This section provides results related to inclusion and communication. Results are benchmarked against the 2019 score, where available.

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

Do you feel there are any barriers to your inclusion?





New volunteers' views

Purpose

This section provides results for a number of questions that were asked only of respondents who had volunteered for QFES for less than 2 years.

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

Question	Responses	Distribution
New volunteers are actively encouraged to participate in volunteer activities/tasks within a reasonable time of joining QFES	429	71% 14% 16%
Onboarding processes for new volunteers are efficient	431	45% 22% 33%
There are innovative, place-based recruitment strategies to attract new volunteers to QFES	428	30% 43% 26%

What factors motivated you to volunteer with QFES?

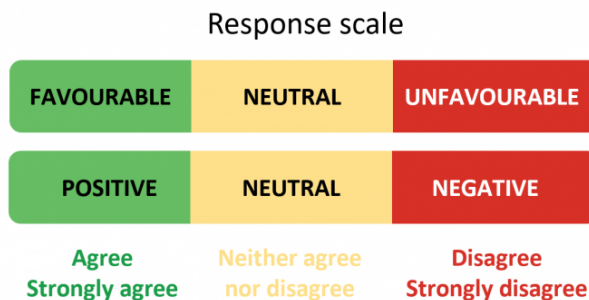
Field	Percentage of Responses
I wanted to contribute to my community, to 'give back'	84%
I wanted to help people	71%
I saw it as an opportunity to make a difference	68%
I wanted to learn something new	54%
I felt it was my duty as a citizen	33%
I wanted to work with people	32%
I wanted to expand my social contacts	25%
I wanted to occupy my free time	17%
Other – please specify:	8%
I wanted to improve my resume	5%
It was a requirement / expectation by school, church, work or another agency	0%

10. How to interpret this report

% Positive, neutral and negative scores

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

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



Negatively worded questions

What are negatively worded questions?

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

How are the negatively worded responses scored?

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

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

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

Rounding

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

Factor scores

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

Workplace climate index scores

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

Number of respondents

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

% Change comparisons

Throughout this report, the % change figure is frequently reported. The % change score related to the differences between the 2019 and 2020 % positive scores, for questions that were included in the 2019 Volunteering for Queensland survey.

Definitions

The following definitions were used in the survey:

- **Your workplace:** the place where you work or volunteer, such as an office location, station or depot, 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:** QFES
- **Workforce:** Everyone who works/volunteers for QFES, in every work status: permanent, temporary, casual, volunteer, contractor.
- **Your manager/leader:** the person you usually report to.
- **Senior manager:** the person your manager/leader usually reports to.
- **Your customer(s):** the person(s) you provide advice or service to, whether internal or external to QFES (e.g. clients, customers, patients, stakeholders, 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.