

# Volunteering for Queensland survey



## Highlights Report

### Purpose

This Highlights report presents key results from the **2021 Volunteering for Queensland survey**, which was conducted from 1 September to 29 September 2021. Results reflect the views of QFES volunteers.

### 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.

This report contains survey results for:

*Queensland Fire and Emergency Services*

### Factors

Factors by question

Workplace climate

Workplace climate by question

Most changed since 2020, by question

QFES agency-specific questions

Domestic and family violence

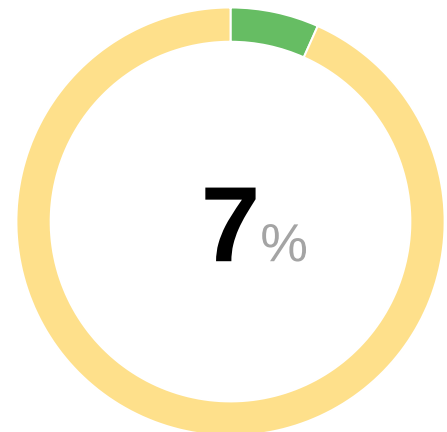
Bullying, violence and harassment

Satisfaction and retention

Information and communication

New volunteers' views

How to interpret this report



Responses  
2333 of 34933

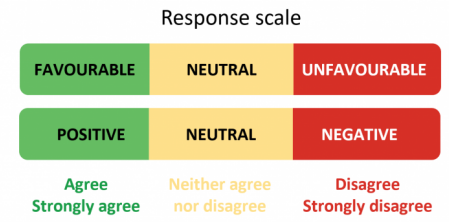




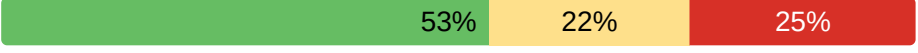







Queensland Government

## Factors

This section provides an overview of the 2021 factor results.

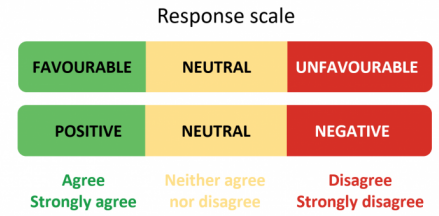
*Note:* Comparison to 2020 results is not available for all factors as questions have been added or removed.



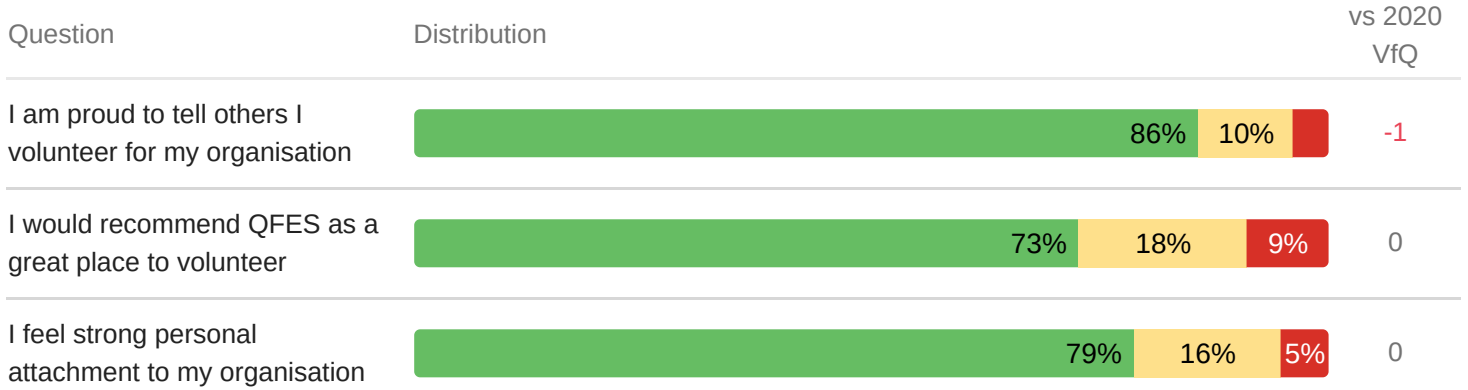
Name	Distribution	vs 2020 VfQ
Engagement	 79% 15% 6%	0
Anti-discrimination	 71% 21% 8%	-
Innovation	 53% 22% 25%	-1
Job empowerment	 59% 20% 21%	-
Learning and development	 60% 20% 20%	-
My leader	 76% 12% 12%	-
My workgroup	 82% 11% 7%	-
Organisational fairness	 64% 20% 16%	-1
Organisational leadership	 63% 21% 16%	+1
Workload and health*	 63% 25% 12%	-

## Factors by question

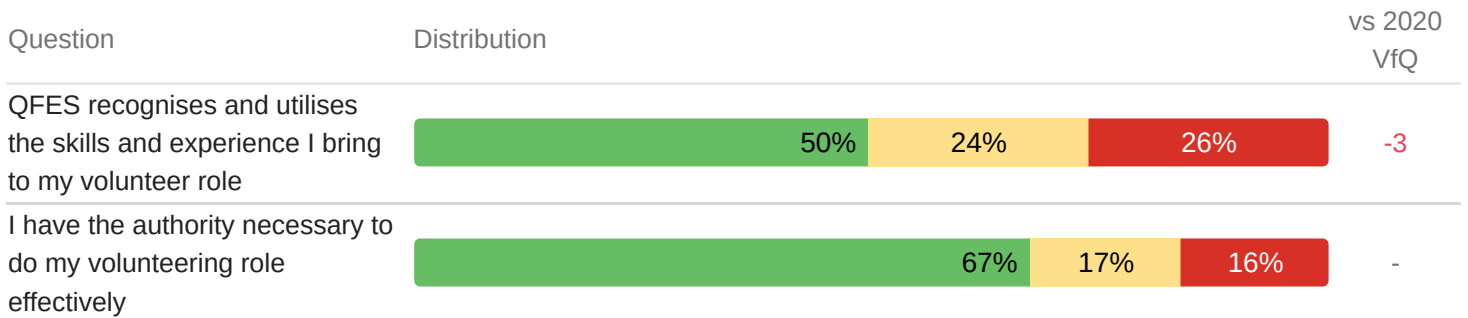
This section provides an overview of the 2021 factor results, by question. The % positive score is benchmarked against the 2020 score where available.



### Agency engagement

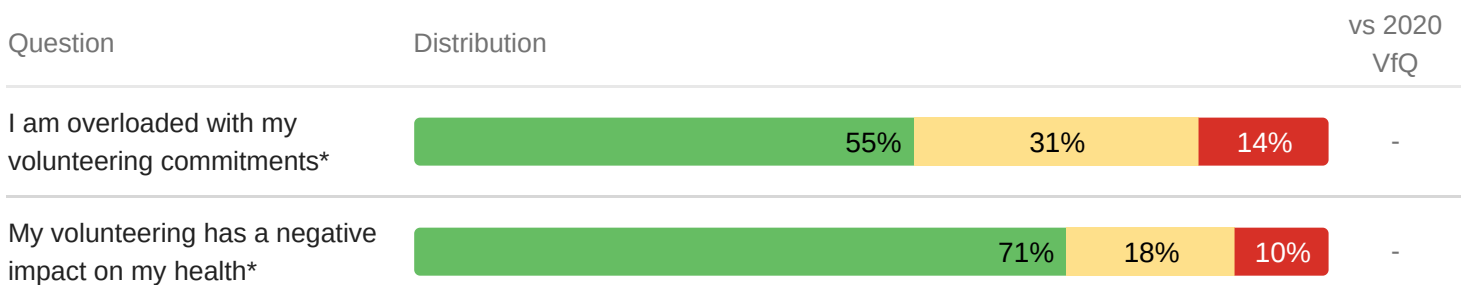


### Job empowerment



### Workload and health\*

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



## Learning and development

Question	Distribution	vs 2020 VfQ
In my organisation, there are opportunities for me to develop my skills and knowledge		-4
QFES provides flexible training opportunities e.g. various formats, times and locations		-6
I am able to access relevant learning and development opportunities		-

## My workgroup

Question	Distribution	vs 2020 VfQ
There is a strong commitment to team work in my local area		0
People in my team treat each other with respect		-
People in my team are committed to delivering excellent service to customers and the community		+3



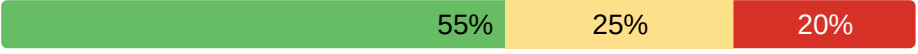
## My leader

Question	Distribution	vs 2020 VfQ
My leader treats volunteers with dignity and respect		-
My leader keeps me informed about what's going on		-
My leader creates a shared sense of purpose		-



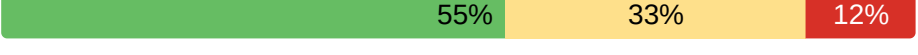


## Organisational leadership

Question	Distribution	vs 2020 VfQ
Leaders model the behaviours expected of all volunteers		0
In QFES, the leadership operates with a high level of integrity		+3

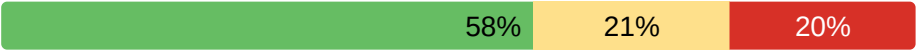

## Organisational fairness

Question	Distribution	vs 2020 VfQ
People are treated fairly and consistently in my workplace	 71% 15% 14%	+1
People take responsibility for their decisions and actions in my workplace	 65% 21% 14%	-3
I am confident that poor performance will be appropriately addressed in my workplace	 55% 25% 20%	-1

## Anti-discrimination

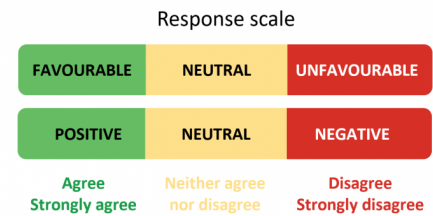
Question	Distribution	vs 2020 VfQ
Age is not a barrier to success in my organisation	 73% 16% 11%	-
Gender is not a barrier to success in my organisation	 77% 14% 8%	-
Disability is not a barrier to success in my organisation	 55% 33% 12%	-
Cultural background is not a barrier to success in my organisation	 76% 20%	-
Sexual orientation is not a barrier to success in my organisation	 73% 22%	-








## Innovation

Question	Distribution	vs 2020 VfQ
Leaders are willing to act on suggestions to improve how things are done	 58% 21% 20%	-8
Volunteers are effectively consulted and involved in decision-making at my local area level	 48% 22% 29%	+6

## Workplace climate

This section provides an overview of the 2021 workplace climate index results. The % positive score is benchmarked against the 2020 score.

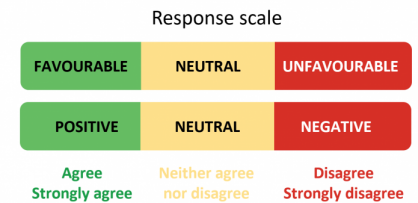


Name	Distribution	vs 2020 VfQ
Learning and development		-
Effectiveness and innovation		-
Fairness and trust		-
Leadership and engagement		-
My role		-
People and relationships		-
Safety, health and wellness		-

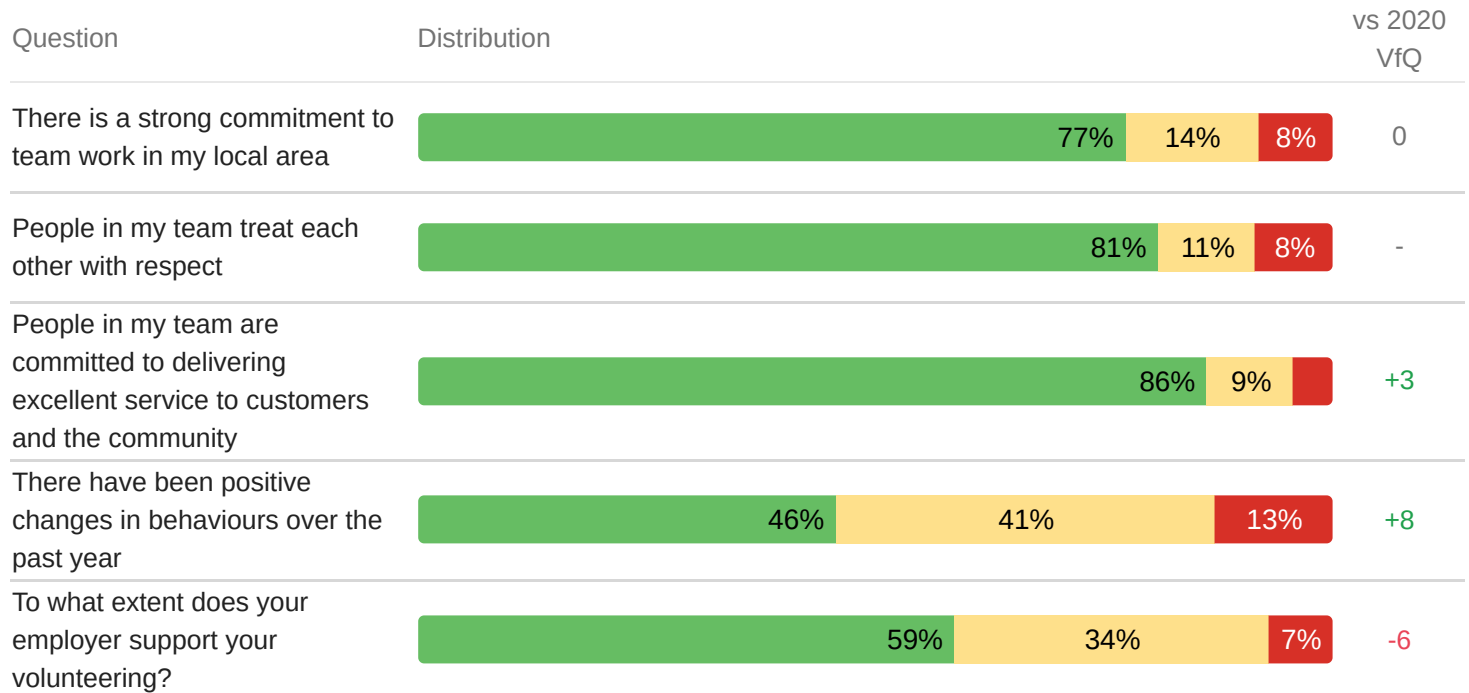
**Note** that there is no comparison of the overall scores to last year as new questions have been added this year.

## Workplace climate by question

This section provides an overview of the 2021 workplace climate index results, by question. The % positive score is benchmarked against the 2020 score where available.

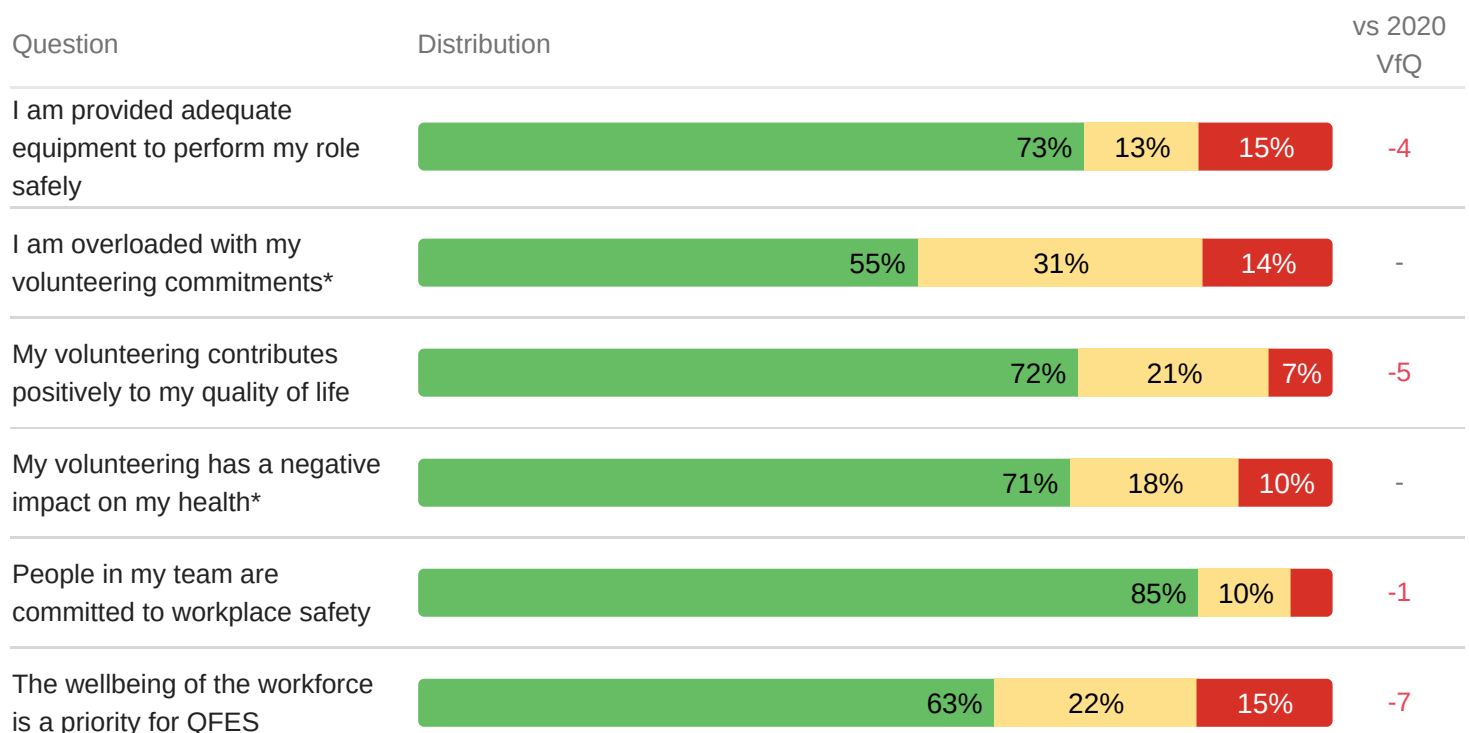


### People and relationships



### Safety, health and wellness

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



## Effectiveness and innovation

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

Question	Distribution	vs 2020 VfQ
There is too much 'red tape' in my volunteering (e.g. regulatory or administrative processes)*		-
I have the authority necessary to do my volunteering role effectively		-
People take responsibility for their decisions and actions in my workplace		-3
I have the opportunity to provide feedback on change processes that directly affect me		-
Approval processes at my workplace are excessive*		+5
Leaders are willing to act on suggestions to improve how things are done		-8
Volunteers are effectively consulted and involved in decision-making at my local area level		+6

## Learning and development










Question	Distribution	vs 2020 VfQ
In my organisation, there are opportunities for me to develop my skills and knowledge		-4
QFES provides flexible training opportunities e.g. various formats, times and locations		-6
I am able to access relevant learning and development opportunities		-



## Fairness and trust

Question	Distribution	vs 2020 VfQ
I am able to speak up and share a different view to my colleagues and leader	<p>78% 11% 11%</p>	+1
My workplace has an inclusive culture where diversity is valued and respected	<p>76% 16% 8%</p>	+1
People are treated fairly and consistently in my workplace	<p>71% 15% 14%</p>	+1
People take responsibility for their decisions and actions in my workplace	<p>65% 21% 14%</p>	-3
I am confident that poor performance will be appropriately addressed in my workplace	<p>55% 25% 20%</p>	-1
Age is not a barrier to success in my organisation	<p>73% 16% 11%</p>	-
Gender is not a barrier to success in my organisation	<p>77% 14% 8%</p>	-
Disability is not a barrier to success in my organisation	<p>55% 33% 12%</p>	-
If I raised a complaint, I feel confident that it would be taken seriously	<p>63% 17% 20%</p>	+3
Cultural background is not a barrier to success in my organisation	<p>76% 20% 4%</p>	-
Sexual orientation is not a barrier to success in my organisation	<p>73% 22% 5%</p>	-

## Leadership and engagement

Question	Distribution	vs 2020 VfQ
QFES consistently and proactively promotes public understanding of the role and professionalism of volunteers		+11
My leader treats volunteers with dignity and respect		-
My leader keeps me informed about what's going on		-
My leader creates a shared sense of purpose		-
I am proud to tell others I volunteer for my organisation		-1
I would recommend QFES as a great place to volunteer		0
I feel strong personal attachment to my organisation		0
Leaders model the behaviours expected of all volunteers		0
In QFES, the leadership operates with a high level of integrity		+3

## My role

Question	Distribution	vs 2020 VfQ
I understand what is expected of me to effectively do my volunteer role	<p>89% 6% 5%</p>	-4
I understand how I contribute to QFES' objectives	<p>84% 11% 6%</p>	-1
I understand how the Human Rights Act 2019 applies to my work	<p>70% 19% 12%</p>	-
QFES recognises and utilises the skills and experience I bring to my volunteer role	<p>50% 24% 26%</p>	-3
My volunteering gives me a feeling of personal accomplishment	<p>84% 11% 5%</p>	-2
All things considered, how satisfied are you with your volunteering?	<p>76% 13% 11%</p>	+2






## Most changed since 2020, by question

### Purpose

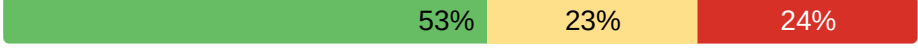
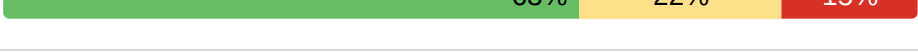



This section identifies areas of improvement and strength, while also identifying areas that may need attention.

NOTE: Survey questions in scope for this section were single response non-demographic questions that were asked of all respondents in 2021 as well as in 2020.

Survey questions with the most positive change

Question	Distribution	vs 2020 VfQ
QFES consistently and proactively promotes public understanding of the role and professionalism of volunteers	 62% 20% 18%	+11
QFES' actions and culture demonstrate respect and value for volunteer contributions	 58% 22% 20%	+7
Volunteers are effectively consulted and involved in decision-making at my local area level	 48% 22% 29%	+6
Approval processes at my workplace are excessive*	 19% 47% 34%	+5
QFES' objectives and goals are clear and effectively communicated, and our people have a strong unity of purpose	 62% 25% 13%	+3

Survey questions with the most negative change

QFES provides flexible training opportunities e.g. various formats, times and locations	 53% 23% 24%	-6
The wellbeing of the workforce is a priority for QFES	 63% 22% 15%	-7
Leaders are willing to act on suggestions to improve how things are done	 58% 21% 20%	-8
I am well informed about what is happening in QFES	 49% 28% 22%	-10
How satisfied are you with the effectiveness of the RPL process?	 56% 28% 16%	-11

## QFES agency-specific questions

### Purpose

This page shows results for the QFES agency-specific questions that were selected for the 2021 *Working for Queensland* survey, and were included in the *Volunteering for Queensland* survey.

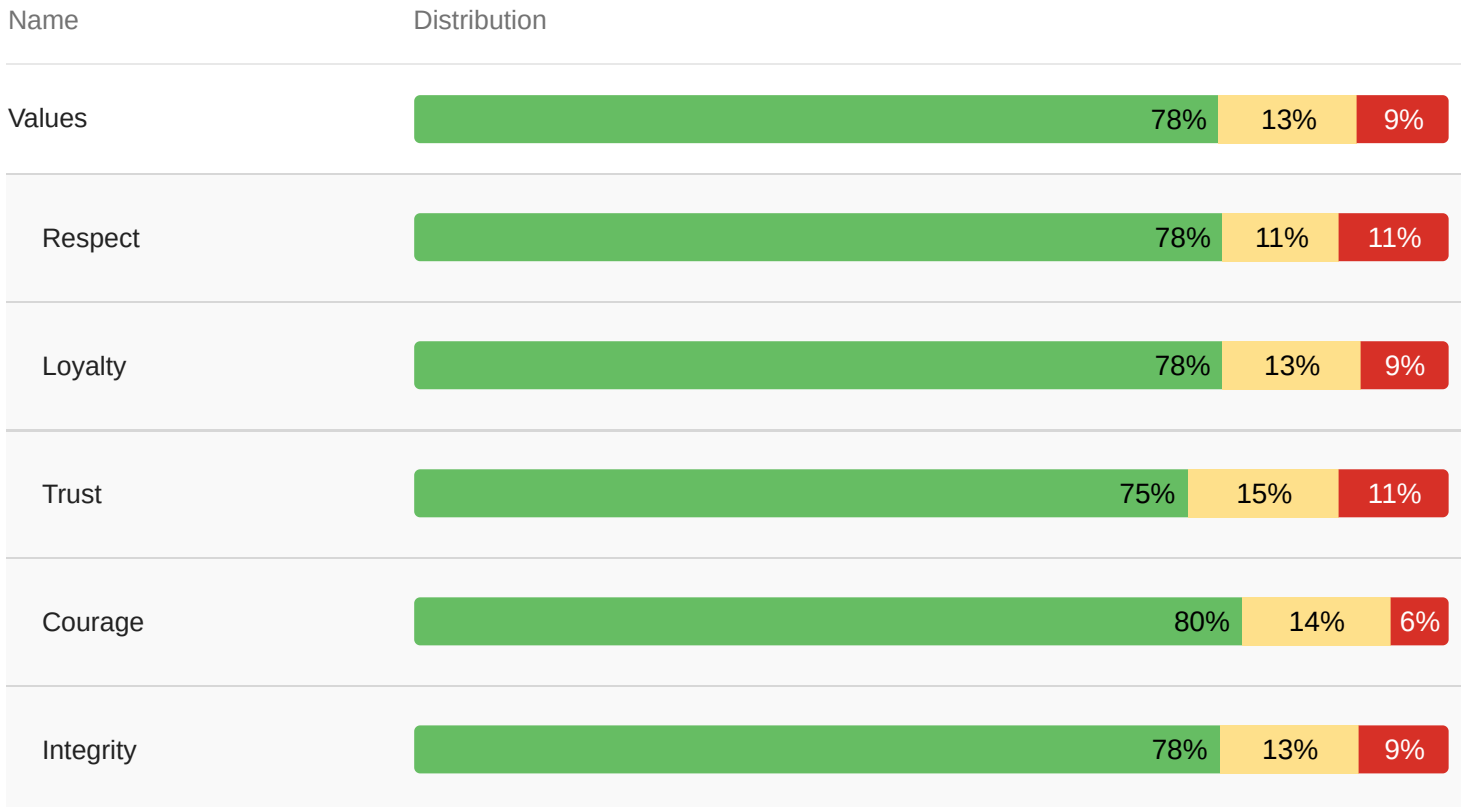
The % positive score is benchmarked against the 2020 score, where available.

### Agency-specific questions

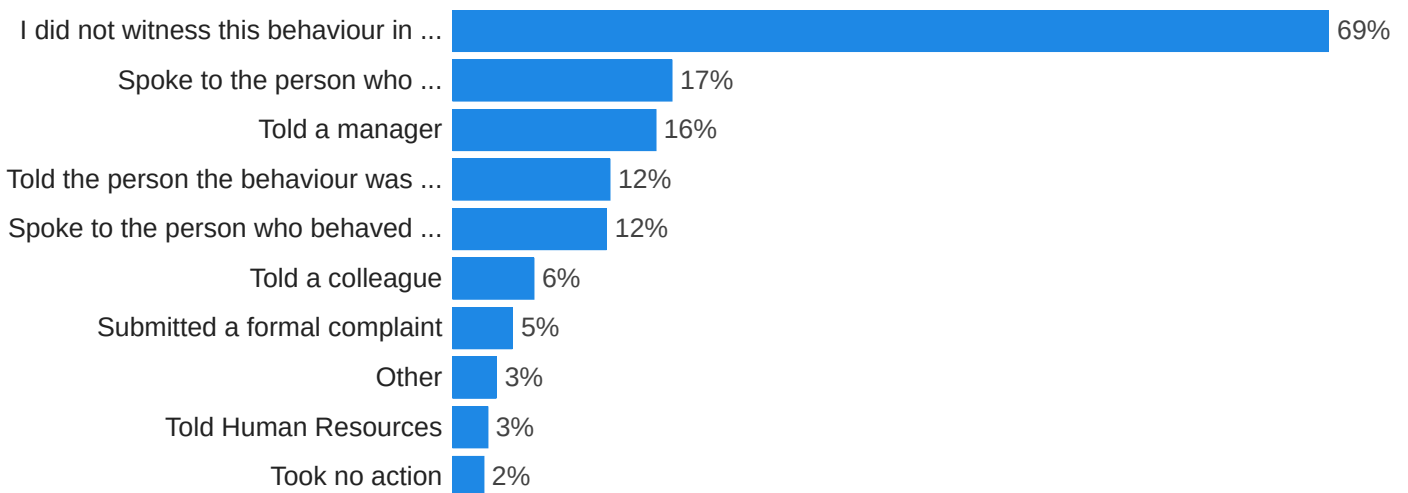
Question	Distribution	vs 2020 VfQ
I understand the importance of behaving in a manner aligned to the QFES values and incorporating them into all aspects of my work	 93% 5%	+2
I understand what is expected of me in terms of workplace behaviour as outlined in the Code of Conduct for the Queensland Public Service	 91% 7%	-
If I have a problem or concern, I feel comfortable discussing it with my manager/leader	 75% 10% 14%	-2
I have had a conversation with my team about the results of last year's Volunteering for Queensland survey results	 17% 38% 45%	-
QFES' objectives and goals are clear and effectively communicated, and our people have a strong unity of purpose	 62% 25% 13%	+3
QFES' actions and culture demonstrate respect and value for volunteer contributions	 58% 22% 20%	+7
I respect and value the contribution of all QFES' services	 86% 11%	-
People within QFES are generally understanding and accepting of people affected by mental health challenges	 60% 31% 9%	-1

## QFES values

Workplace behaviour reflects each of the QFES values

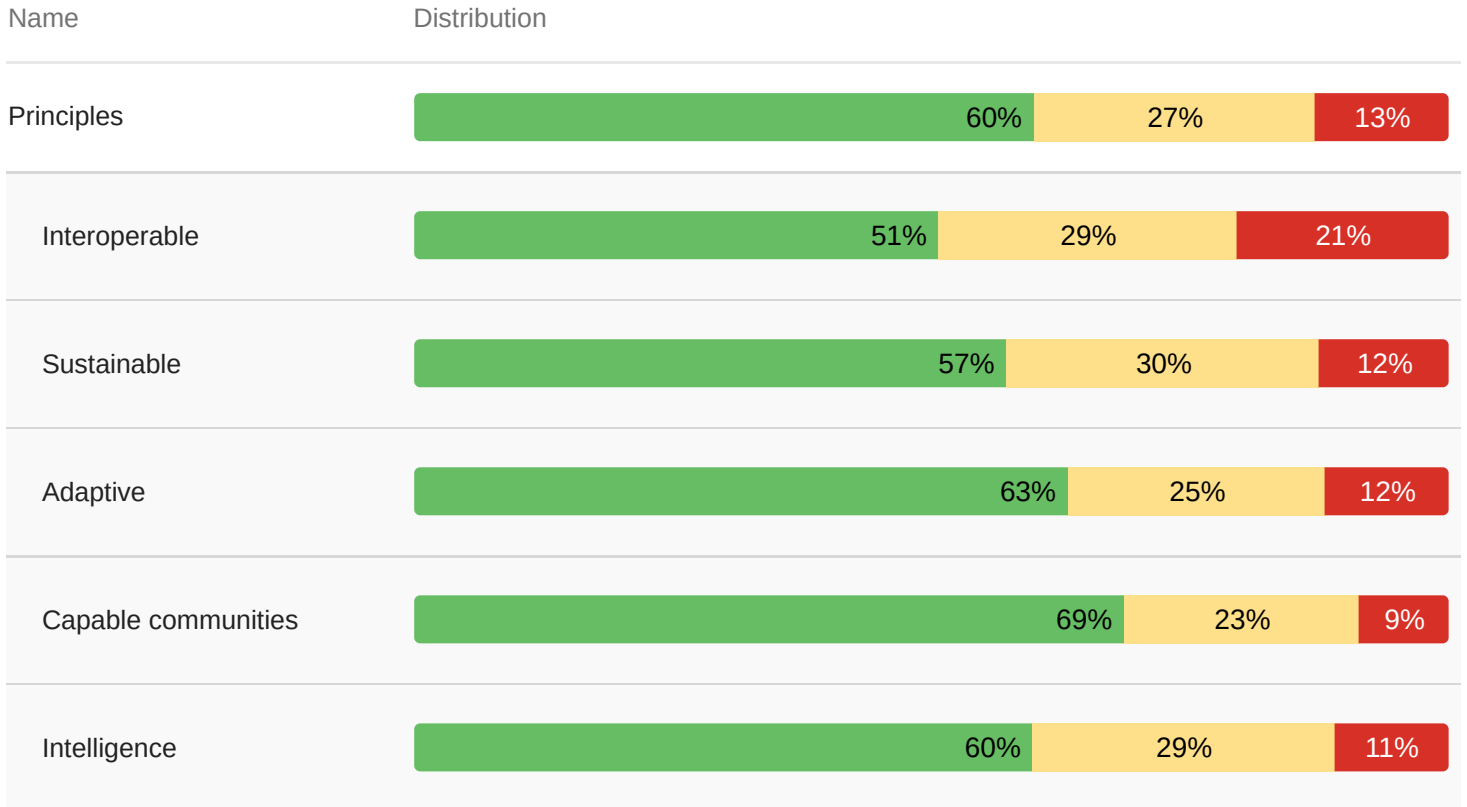


If you witnessed bullying, sexual harassment, discrimination, or aggressive behaviour in your workplace, did you do any of the following?



## Strategy 2030 guiding principles

Each of the Strategy 2030 guiding principles are demonstrated in my workplace



# Domestic and family violence

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

Are you aware of any policies, in your workplace, designed to support employees affected by DFV in the workplace or the community?



● Yes ● No ● Don't know

Question	Responses	Distribution								
I am confident that I could sensitively communicate with colleagues affected by domestic and fami...	2,032	<table border="1"><thead><tr><th>Response</th><th>Percentage</th></tr></thead><tbody><tr><td>Yes</td><td>67%</td></tr><tr><td>No</td><td>25%</td></tr><tr><td>Don't know</td><td>8%</td></tr></tbody></table>	Response	Percentage	Yes	67%	No	25%	Don't know	8%
Response	Percentage									
Yes	67%									
No	25%									
Don't know	8%									



## Bullying, violence and harassment

### Purpose

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

**Workplace bullying** is repeated and unreasonable behaviour by someone you work with directed towards a worker or group of workers that creates a risk to health and safety.

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

**Work-related violence and aggression** is any incident where an employee is abused, harassed, threatened or assaulted by clients/customers, patients, visitors or members of the public, in circumstances arising out of, or in the course of their employment, irrespective of the intent for harm. This does not include sexual harassment, which is captured separately.

During the last 12 months have you **witnessed** any of the following in your workplace?

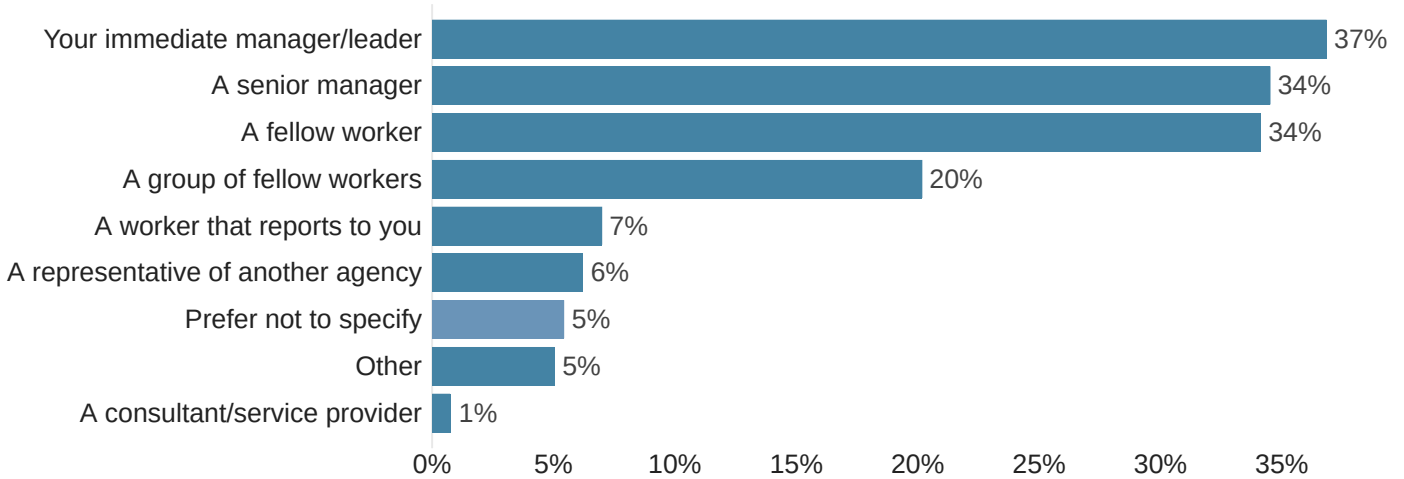
	Yes	Don't know	No
Witnessed bullying	21%	7%	72%
Witnessed work-related violence and aggression	9%	5%	86%
Witnessed sexual harassment	4%	5%	91%

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

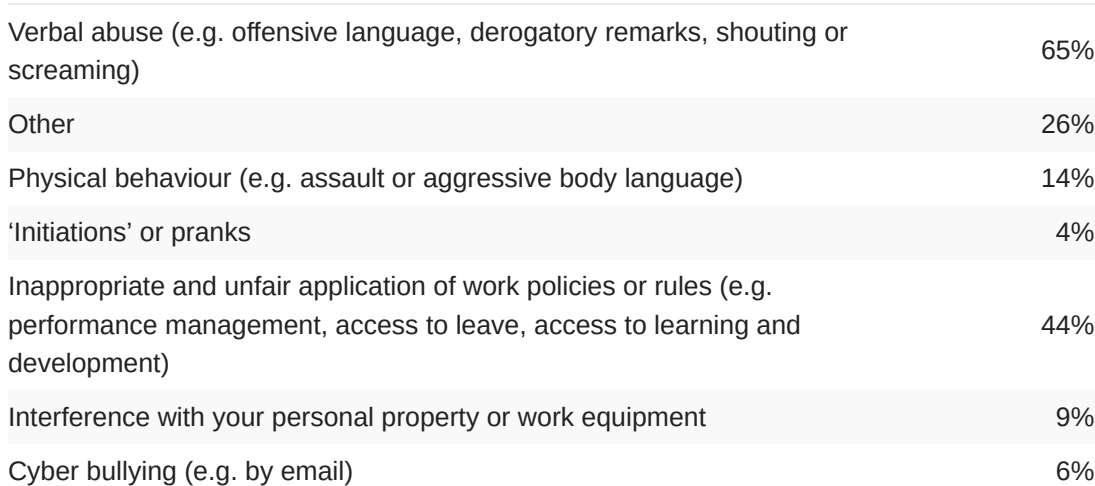
	Yes	Don't know	No
Experienced workplace bullying	13%	4%	83%
Experienced work-related violence and aggression	5%	3%	92%
Experienced sexual harassment	1%	2%	96%

Questions on this page were asked only of people who identified being subjected to workplace bullying

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



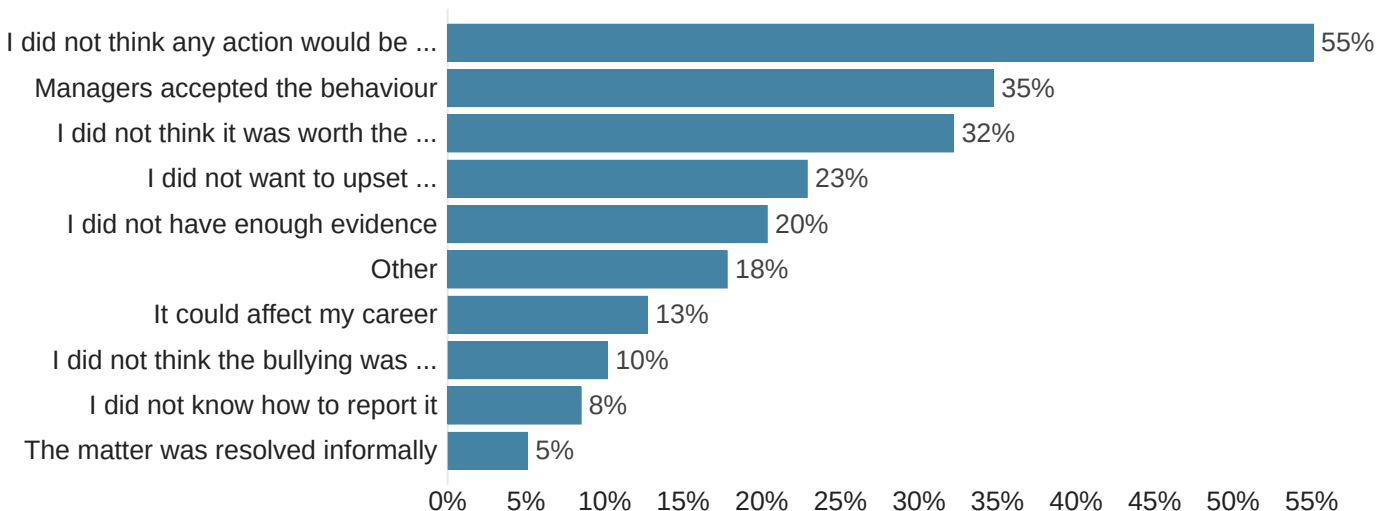
### What type of bullying did you experience?



### Did you report the bullying?

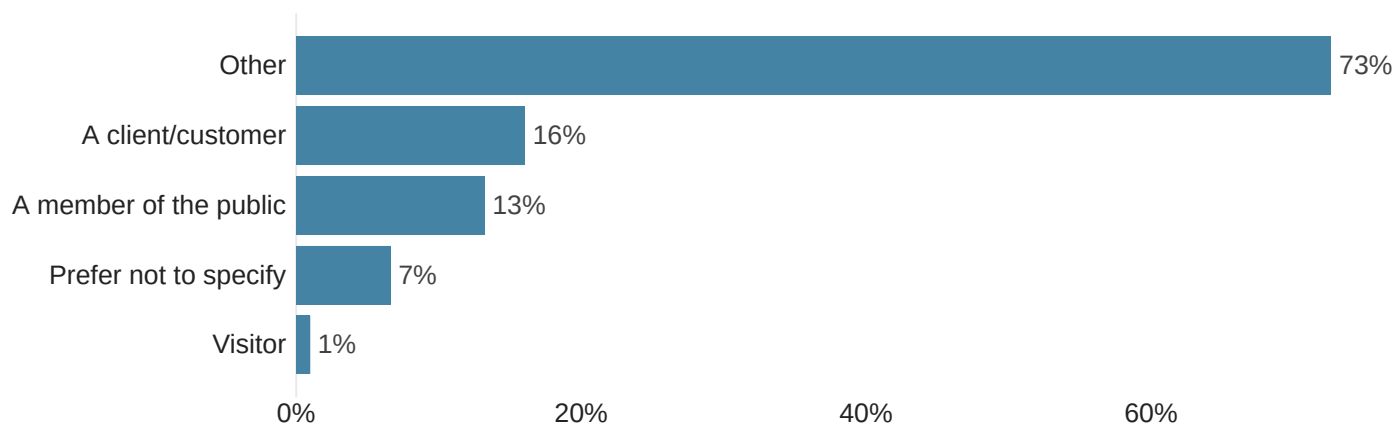


### Why did you not report the bullying?



**Questions on this page were asked only of people who identified being subjected to workplace violence or aggression**

**If you were subjected to workplace violence or aggression, who was the aggressor?**

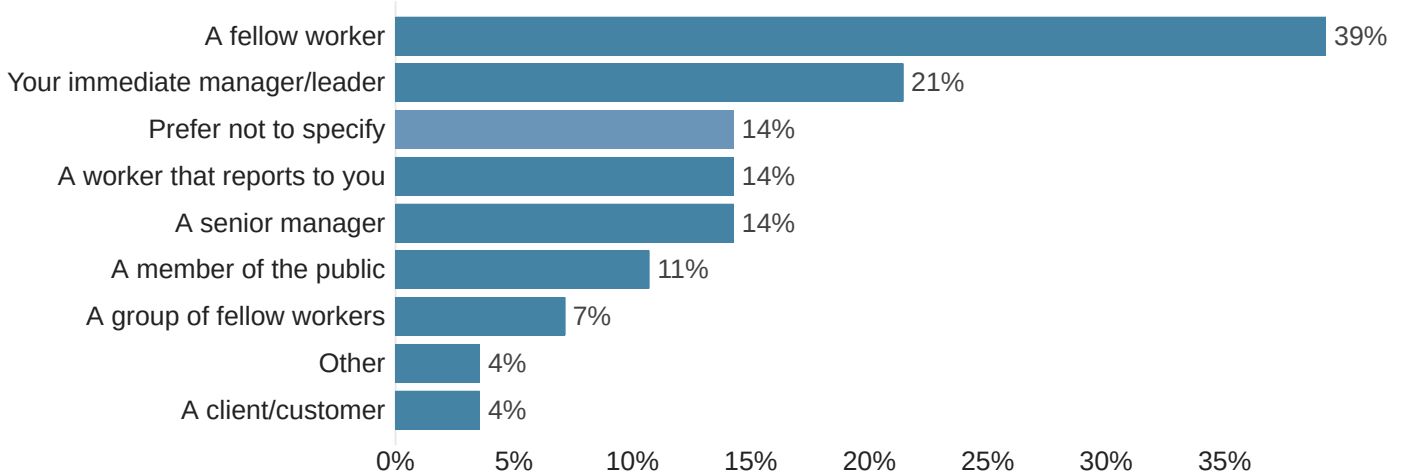


**What type of workplace violence or aggression did you experience?**

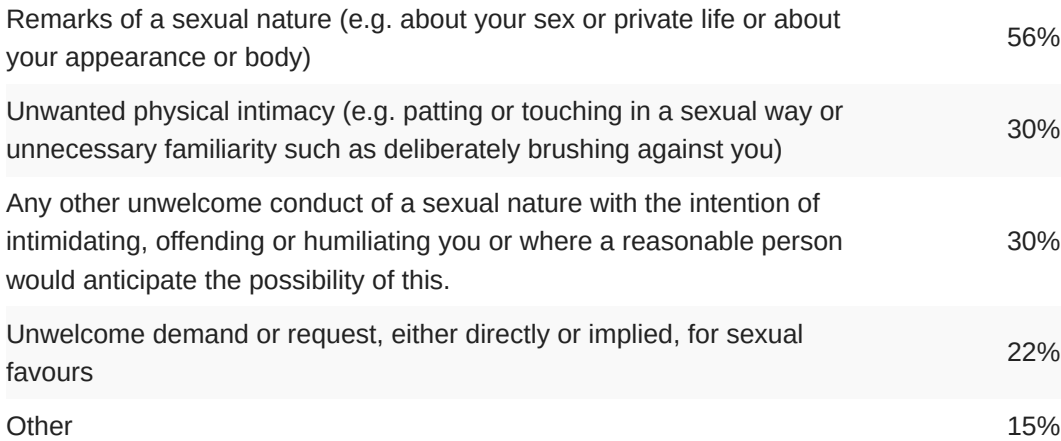
Type of aggress	Percentage of Responses
Angry or hostile behaviour	83%
Intimidation and insults	69%
Shouting and swearing	48%
Verbal threats	36%
Antagonism and jeering	31%
Someone encroaching on your personal space	26%
Other	7%
Pushing, shoving, tripping or grabbing	5%
Banging, kicking or hitting items	5%
Throwing objects	4%
Physical assault (e.g. punching or kicking)	3%
Attacked with any type of weapon	1%
Biting, spitting, scratching	1%

Questions on this page were asked only of people who identified being subjected to sexual harassment

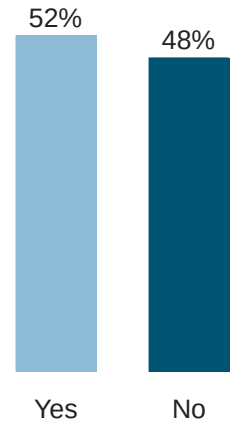
### If you were subjected to sexual harassment, who were you harassed by?



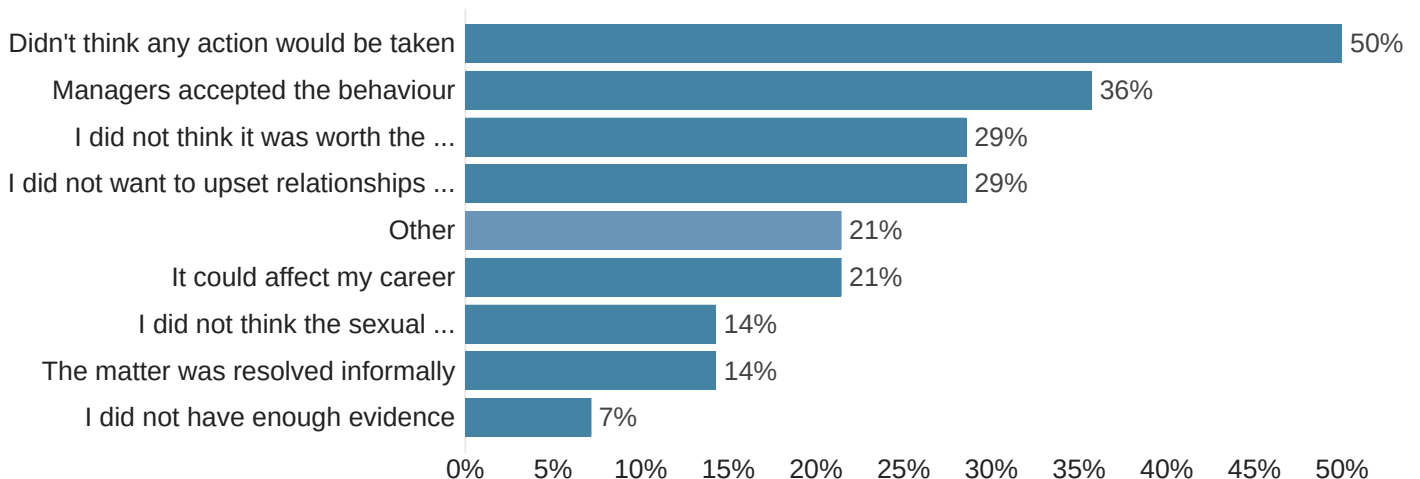
### What type of sexual harassment did you experience?



### Did you report the sexual harassment?



### Why did you not report the sexual harassment?




# Satisfaction and retention

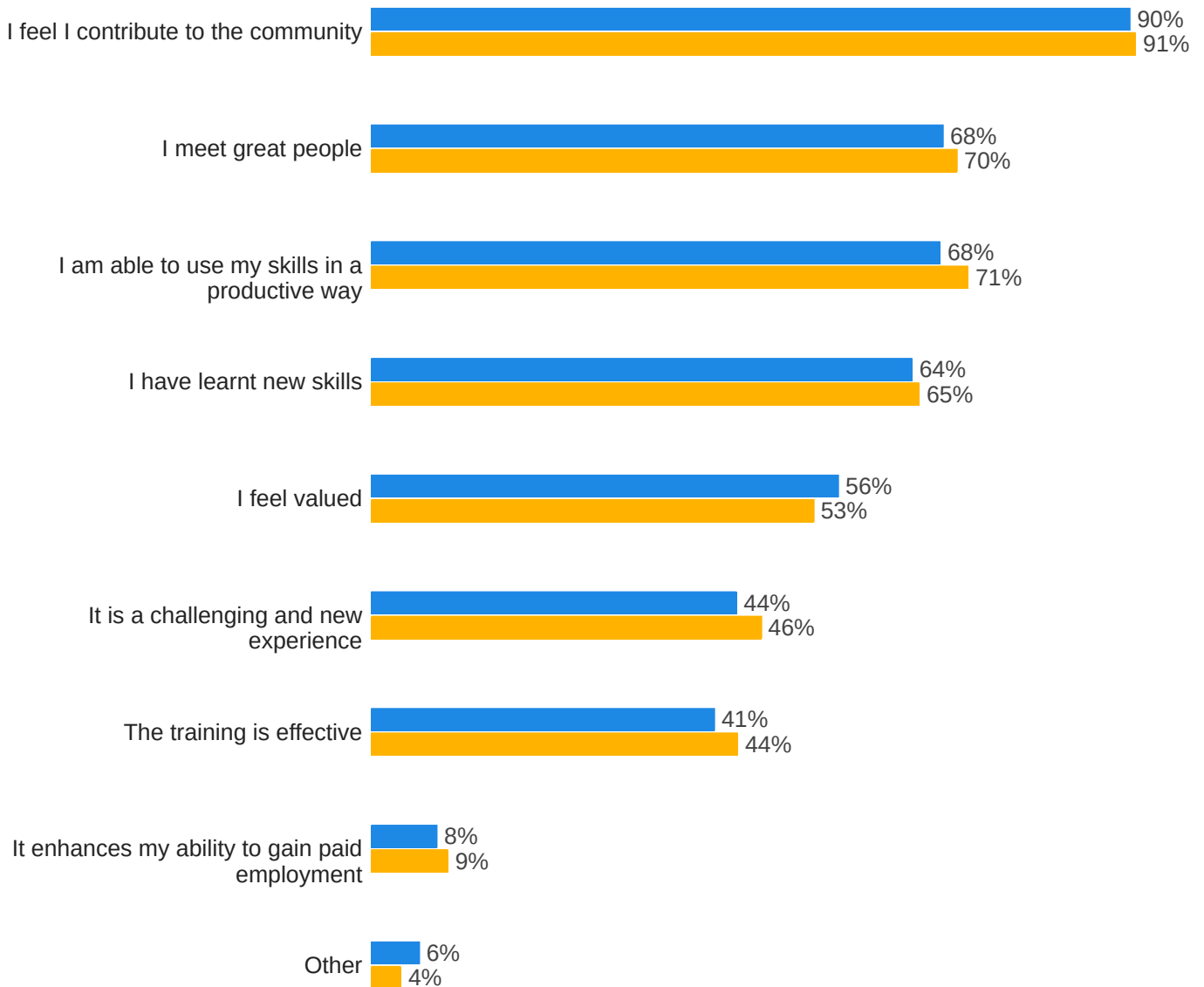
## Purpose

This section provides results related to volunteers' satisfaction with their volunteering experience and intention to stay. Results are benchmarked against the 2020 score, where available.

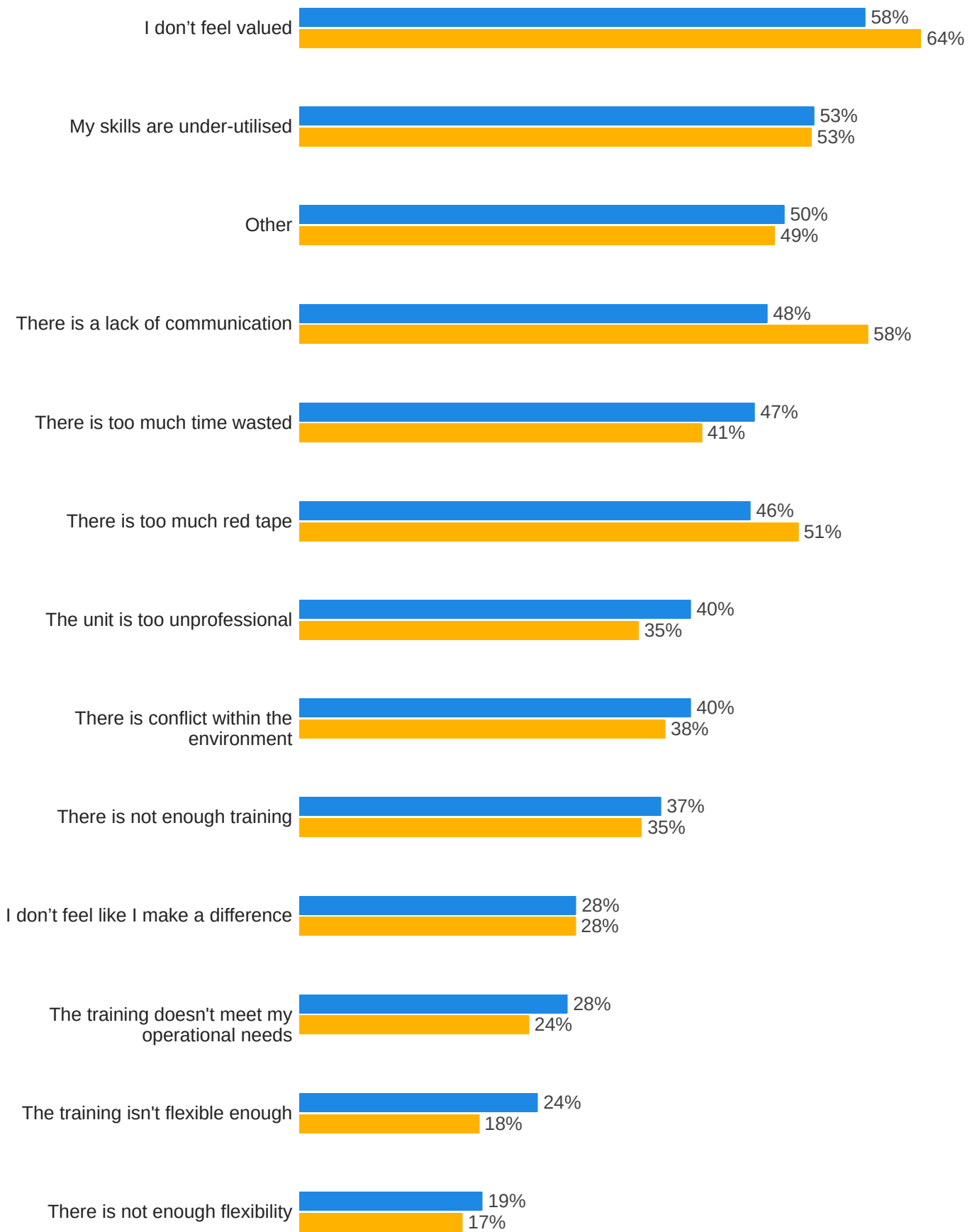
*NOTE: Multi-select questions may not add up to 100%.*

Question	Distribution	vs 2020 VfQ
All things considered, how satisfied are you with your volunteering?		+2

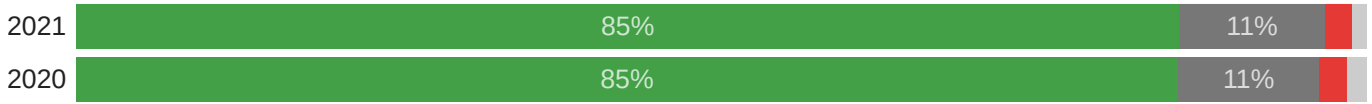
## Reasons for satisfaction



## Reasons for dissatisfaction

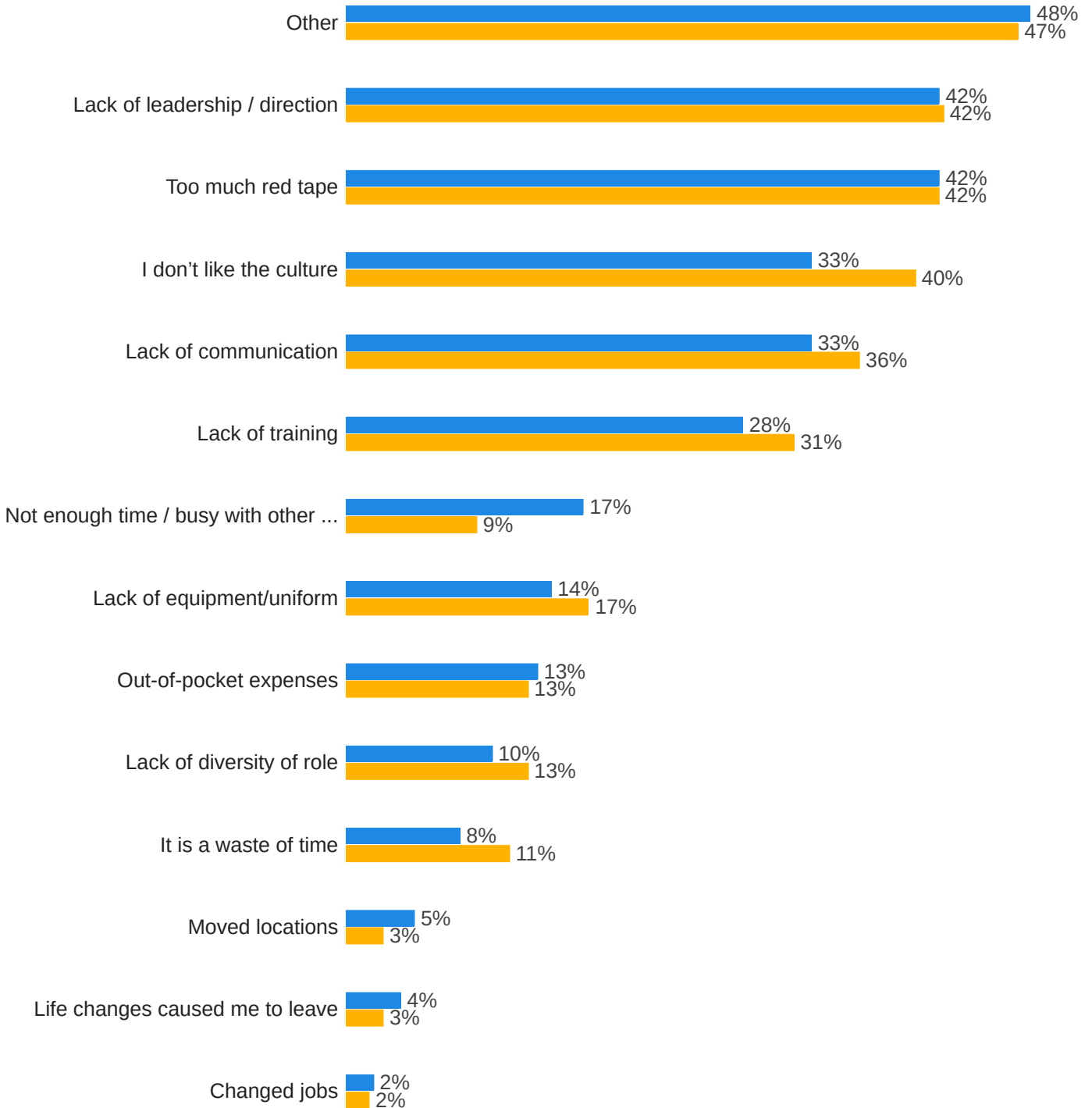


## Do you intend to continue volunteering?



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

## Reasons for not continuing



● 2021 ● 2020

# Employer support of volunteering



## Have you gained recognition of prior learning (RPL) with QFES?



● Yes ● No





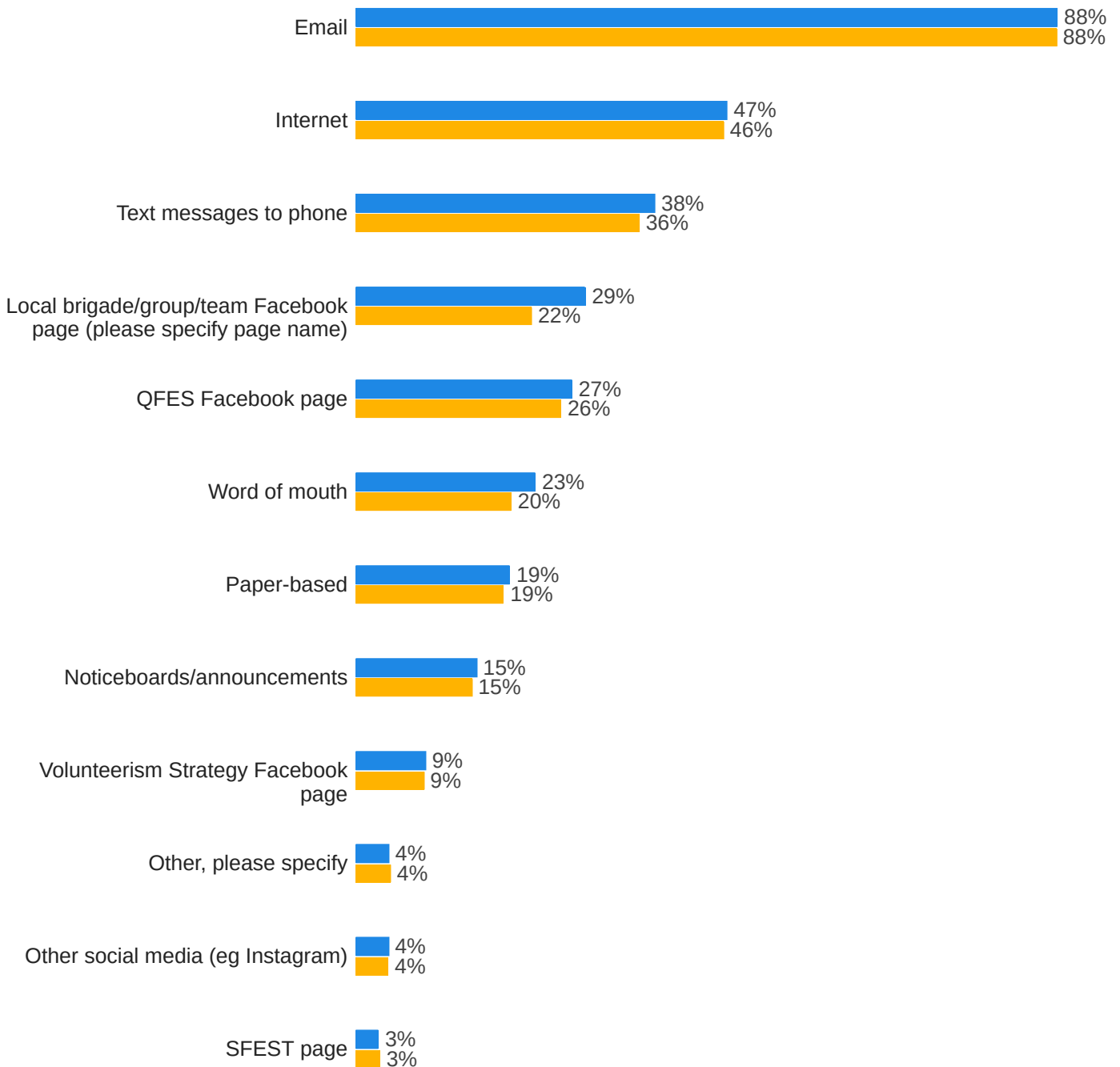
## Information and communication

### Purpose

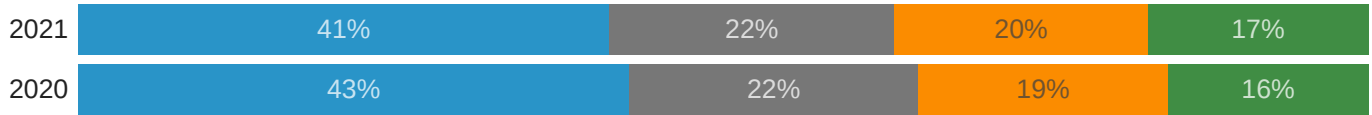
This section provides results related to information and communication. Results are benchmarked against the 2020 score, where available.

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

### What are your preferred methods to access and keep up to date with information relating to your volunteering?



### How frequently would you like to receive updates/information?



● As available ● Weekly ● Fortnightly ● Monthly

### 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?




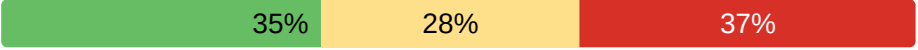

● Yes ● No

## New volunteers' views

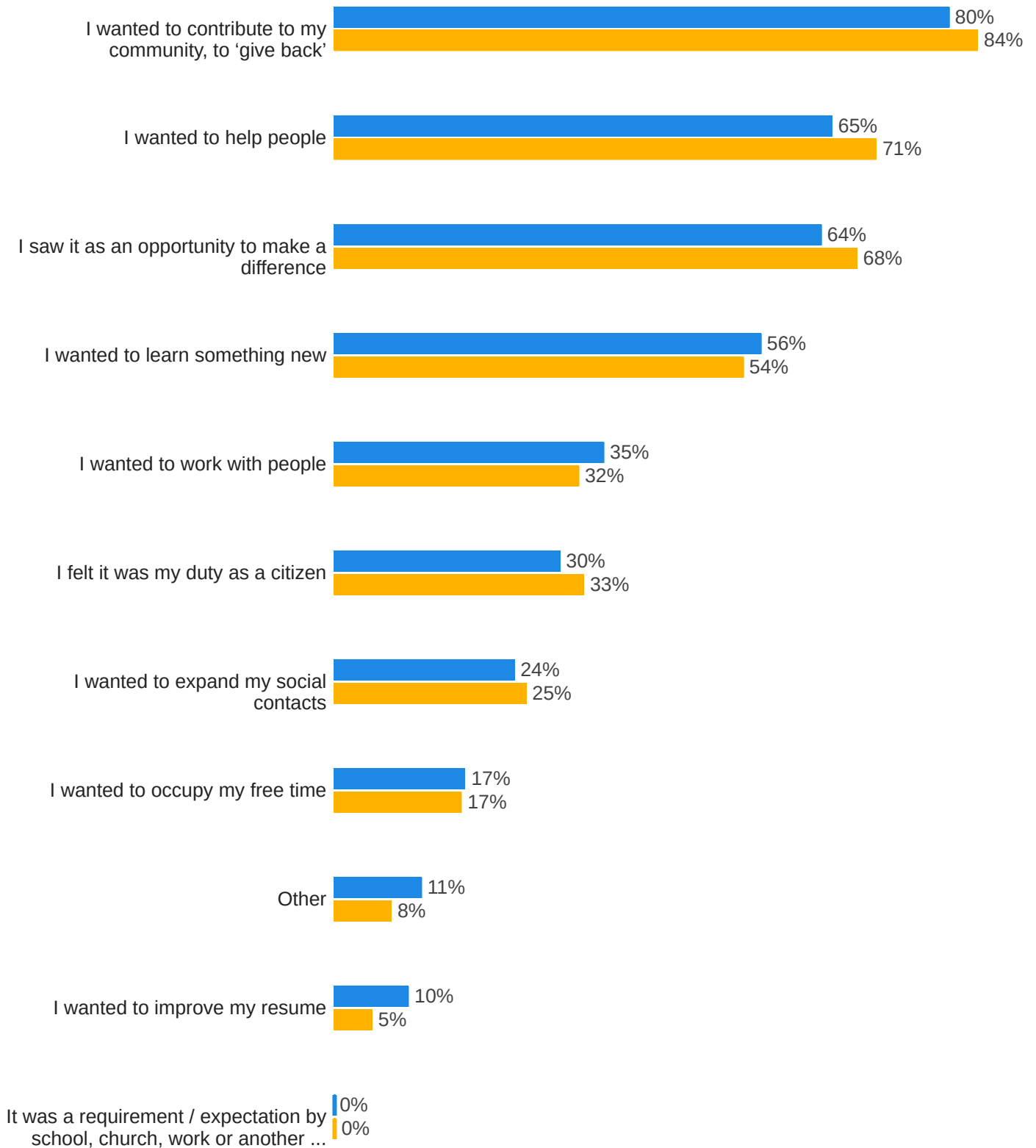
### Purpose

This section provides results for a number of questions that were asked only of respondents who had volunteered for QFES for less than two years. Results are benchmarked against the 2020 score, where available.

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

Question	Distribution	vs 2020 VfQ
New volunteers are actively encouraged to participate in volunteer activities/tasks within a reasonable time of joining		+8
Onboarding processes for new volunteers are efficient		-10
There are innovative, place-based recruitment strategies to attract new volunteers		-7

## What factors motivated you to volunteer with QFES?



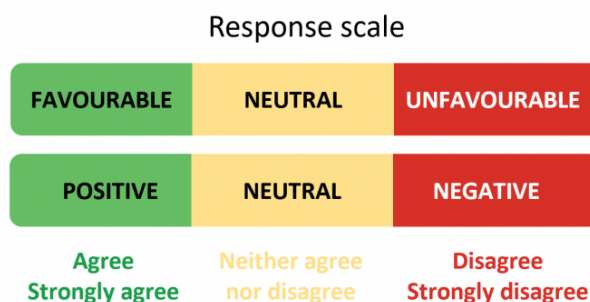
● 2021 ● 2020

## How to interpret this report

### % Positive, neutral and negative scores

Across Volunteering for Queensland (VfQ) 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. service, area, branch) may not add up to the total number of respondents due to missing demographic or division information.

## % Change and division comparisons

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

- the 2021 and 2020 % positive scores, or
- the 2021 and 2020 % scores.

## Definitions

The following definitions were used in the survey:

- **Your workplace:** the place where you volunteer, such as a depot, station or office location as well as the places you visit as part of your volunteer work. Questions about your workplace concern the experiences you have in this environment.
- **Your workgroup:** the group or team where you spend most of your time. If you are a leader/manager your workgroup is the people you lead/manage.
- **Your leader/manager/supervisor:** the person you usually report to.
- **Your senior manager:** the person your leader/manager 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, 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.

This report contains survey results for:

*Queensland Fire and Emergency Services*