

Results for: **Queensland Fire and Emergency Services**

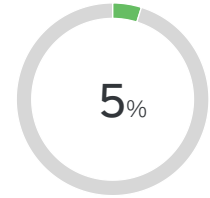
Filters

Australian South Sea Islander: All Age: All Country of birth: All Gender: All First Nations: All Living with disability: All

Leadership level: All Multi-lingual: All LGBTIQ+: All



Response Rate



Responses

1625 of 33613

Exportable Summary

For printing using Export Page, with hide filters and hide header unchecked.

The 2022 Volunteering for Queensland (VfQ) survey uses the Resources - Demands - Outcomes Model of Engagement.

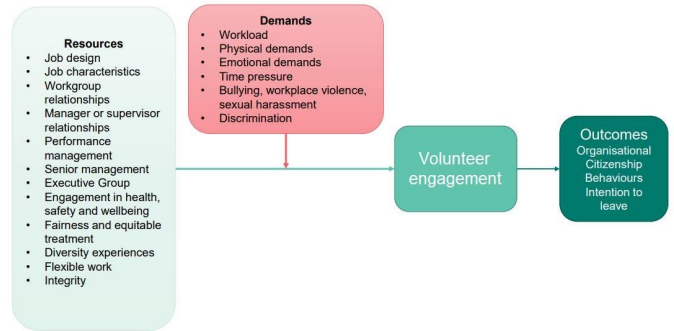
How to interpret this report

Focusing on the relationship between resources and demands, and improving that relationship, will have positive impacts on employee engagement, leading to better outcomes for volunteers.

1. Engagement;
2. Resources;
3. Demands;
4. Workplace Bullying, Sexual harassment, and Workplace Violence and Aggression;
5. Racism and Discrimination;
6. Outcomes; and
7. Explanatory information.

Please note that where trend data is available, it has been included. Use all trend comparisons indicatively as the 2022 VfQ survey has changed considerably, and this has likely impacted trend data. Some questions have been slightly reworded to improve respondent clarity.

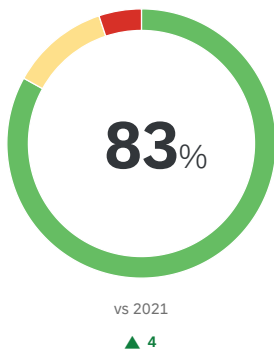
Resources - Demands - Outcomes Model of Engagement



1. Engagement

The overall engagement score (% favourable) and the individual engagement score items are shown below.

Engagement



Engagement questions

Question	Responses	Distribution	vs 2021	Queensland Fire and Emergency Services	Queensland Fire and Emergency Services
Q35d I am proud to tell others I volunteer for my organisation	1,270	89%	+3	0	0
Q35c I would recommend my service as a great place to volunteer	1,273	81%	+8	0	0
Q35e I feel strong personal attachment to my organisation	1,270	79%	0	0	0

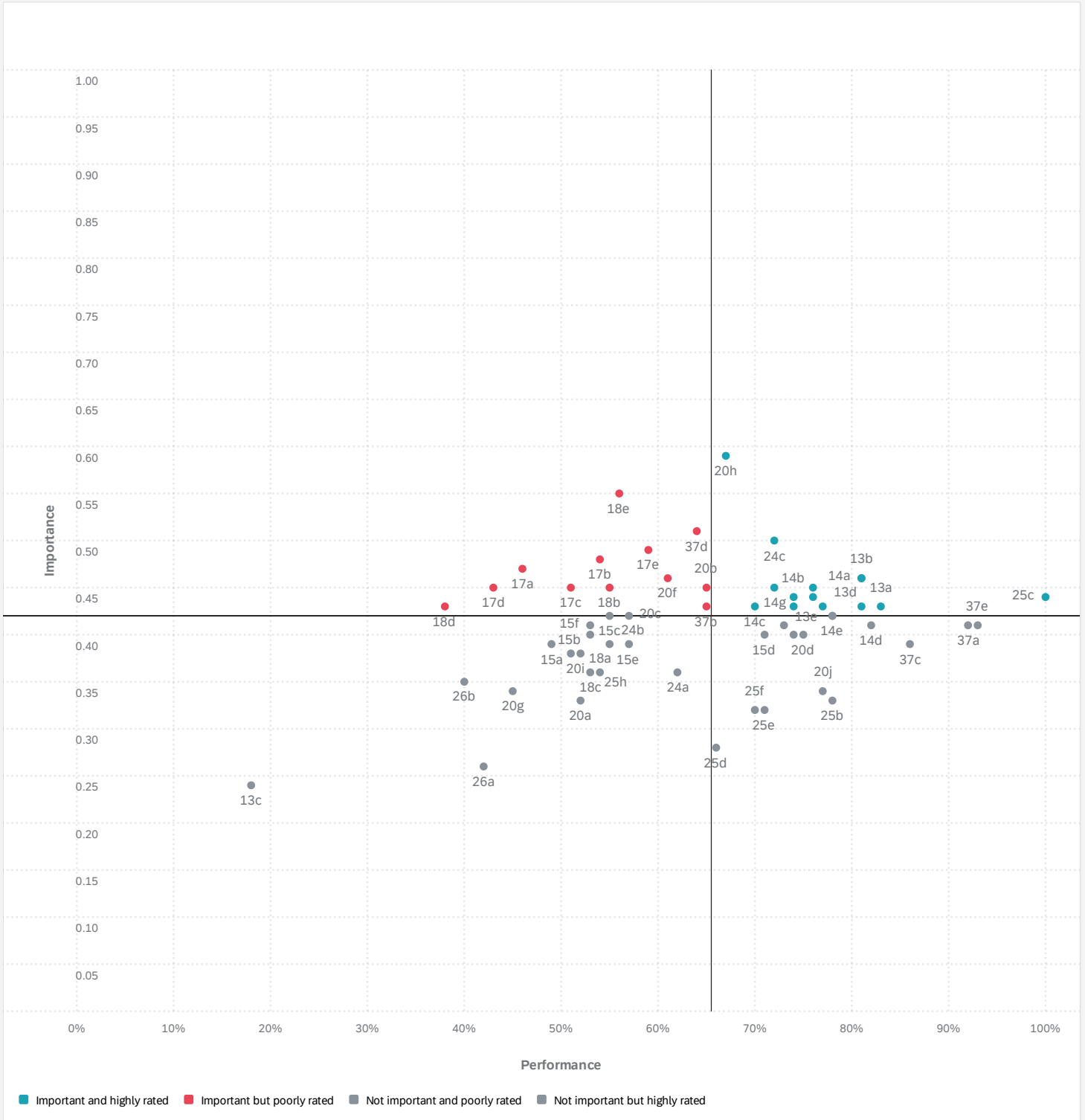
Engagement Importance and Performance quadrant plot

This quadrant plot displays the key drivers of volunteer engagement for this service/team. It is a prioritisation tool - use it to identify the key drivers that have the greatest impact on engagement.

Refer to the *Explanatory information* section at the end of this report.

Improve
performance of items in the top left

Maintain
performance of items in the top right


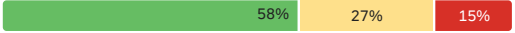

















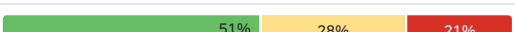
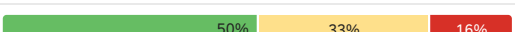








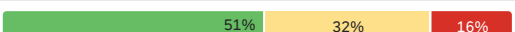



Monitor
items in the bottom left for improvement

Review
resources allocation for items in the bottom right

Note: Question numbers are shown on the quadrant plot above. A list of the questions is provided at the end of this report.

2. Resources

Name	Distribution	vs 2021	Queensland Fire and Emergency Services	Queensland Fire and Emergency Services
> Code of conduct: Integrity		-	0	0
> Information and Communication		+9	0	0
> Your Job: Autonomy		-	0	0
> Your Job: Clarity		+1	0	0
> Your Job: Task Significance		-21	0	0
> Your Job: Task Identity		+1	0	0
> Social Support: My Workgroup Effectiveness		-	0	0
> Social Support: Workgroup Respect and Psychological Safety		-	0	0
> Social Support: My Leader and Workgroup Performance		-	0	0
> Social Support: My Leader and Respectful Relationship		-	0	0
> Social Support: My Leader Honesty and Integrity		-	0	0
> Building Your Future: Professional Development		-	0	0
> Building Your Future: Performance Discussions		-	0	0
> Keeping You Well: My Confidence Discussing Wellbeing with My Manager		-	0	0
> Keeping You Well: In My Workgroup		-	0	0
> Keeping You Well: Leadership		-	0	0
> Keeping You Well: My Organisation Values My Wellbeing		-	0	0
> Keeping You Well: Cultural Safety		-	0	0
> Keeping you Well: In My Role		+3	0	0
> Leadership: Senior Leaders		-	0	0
> Leadership: Executive Leadership Team		-	0	0
> Fair and Equitable Treatment		+3	0	0
> Fair and Equitable Treatment: Performance management		-	0	0
> Fair and Equitable Treatment: Recruitment Process		-	0	0
> Fair and Equitable Treatment: Gender		-	0	0
> Fair and Equitable Treatment: Age		+4	0	0
> Fair and Equitable Treatment: Aboriginal and/or Torres Strait Islander		-	0	0
> Fair and Equitable Treatment: Australian South Sea Islander		-	0	0
> Fair and Equitable Treatment: Cultural Background		-1	0	0
> Fair and Equitable Treatment: Disability		-4	0	0
> Fair and Equitable Treatment: Sexual Orientation		-1	0	0

3. Demands

Demands (% positive)

Comparison: Current Unit

Breakout: **One level below**

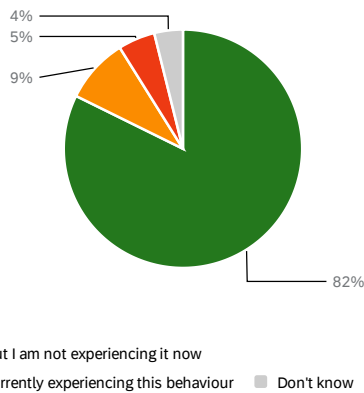
Queensland Fire an...
Fire and Rescue Se...
Rural Fire Service
State Emergency S...
Support Service
Unknown Managers

Responses	1,625	23	833	740	29	0
Q22 To what extent does your employer support your volunteering?	63%	79%	62%	64%	62%	-
Q21c I am overloaded with my volunteering commitments*	42%	44%	44%	41%	42%	-
Q21b My volunteering is physically demanding*	11%	31%	10%	11%	29%	-
Q21a My volunteering is emotionally demanding*	22%	25%	23%	22%	8%	-
Q21d Volunteers are consulted about significant change that impacts their volunteering role	18%	19%	15%	20%	13%	-
Q21e I have the opportunity to provide feedback on change processes that directly affect me	22%	19%	17%	28%	21%	-

4. Workplace Bullying, Sexual Harassment, and Workplace Violence and Aggression

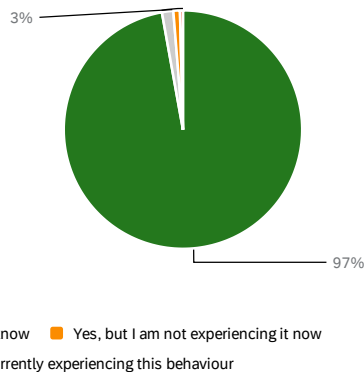
In the last 12 months, have you experienced...

Workplace bullying



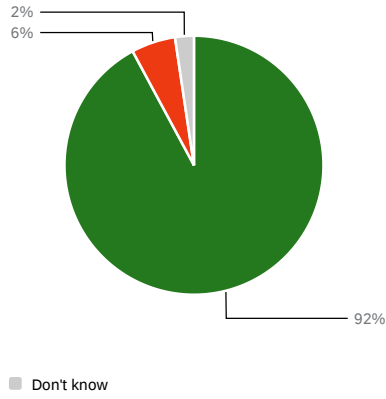
Q47a: In the last 12 months, have you experienced workplace bullying?	Count	Percent
Yes, but I am not experiencing it now	109	9%
Yes, and I am currently experiencing this behaviour	62	5%
No	1,018	82%
Don't know	48	4%

Sexual harassment



Q47c: In the last 12 months, have you experienced sexual harassment?	Count	Percent
Don't know	19	2%
No	1,202	97%
Yes, and I am currently experiencing this behaviour	5	0%
Yes, but I am not experiencing it now	11	1%

Workplace violence and aggression ▾



Q47b: In the last 12 months, have you experienced workplace violence or aggression?

Count Percent

Don't know

29 2%

No

1,138 92%

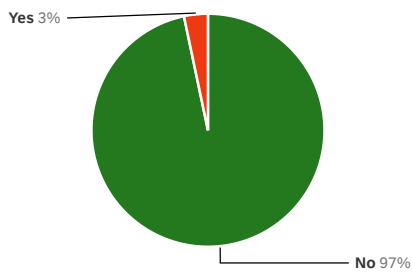
Yes

68 6%

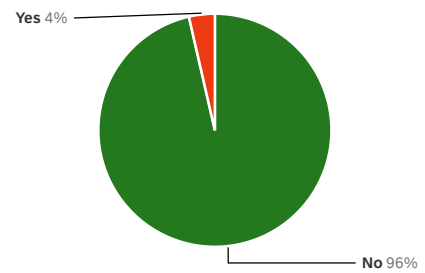
5. Racism and Discrimination

In the last 12 months, have you experienced...

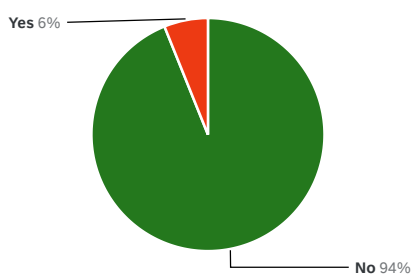
Racism



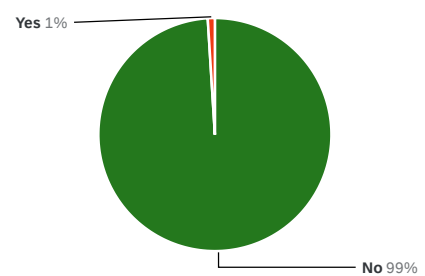
Discrimination because of my disability



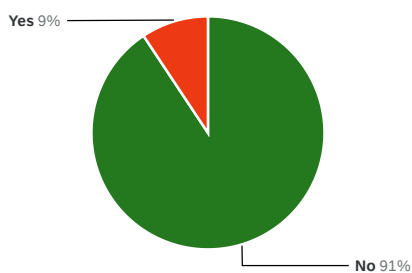
Discrimination because of my gender



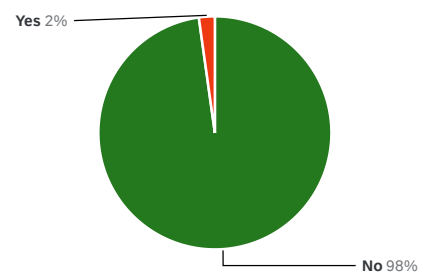
Discrimination because of my sexual orientation



Discrimination because of my age

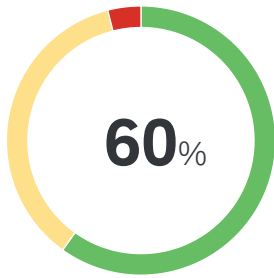


Discrimination because of my cultural background

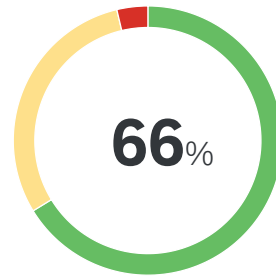


6. Outcomes

Connection with volunteering



Innovation and Growth



Impact

Question	Responses	Distribution
Q35b My organisation has a positive impact on the lives of the people of Queensland	1,267	91% 8%
Q35a My volunteer work has a positive impact on the lives of the people of Queensland	1,274	90% 9%

Intention to leave

Q54a: Which of the following statements best reflects your current thoughts about volunteering for your service?	Count	Percent
I am thinking about leaving	187	15%
I want to keep volunteering for at least the next three years	839	68%
I want to keep volunteering for the next one to two years	175	14%
I will leave in the next 12 months	36	3%

Reasons for leaving






Q54a If you do not intend to continue volunteering please tell us the main reason/s.	Count	Percent	2021 %
Changed jobs	7	3%	2%
I don't like the culture	72	33%	33%
It is a waste of time	27	12%	8%
Lack of communication	66	30%	33%
Lack of diversity of role	17	8%	10%
Lack of equipment/uniform	26	12%	14%
Lack of leadership / direction	112	51%	42%
Lack of training	68	31%	28%
Life changes caused me to leave	13	6%	4%
Moved locations	6	3%	5%
Not enough time / busy with other commitments	32	14%	17%
Other – please specify:	113	51%	48%
Out-of-pocket expenses	19	9%	13%
Too much red tape	80	36%	42%

7. QFES agency-specific questions

This page shows results for the QFES agency-specific questions that were selected for the 2022 *Working for Queensland* survey, and were included in the *Volunteering for Queensland* survey.

Question	Responses	Distribution ▼	vs 2021	Queensland Fire and Emergency Services	Queensland Fire and Emergency Services
Q37a I understand what is expected of me in terms of workplace behaviour as outlined in the Code of Conduct for the Queensland Public Service	1,247	95%	+4	0	0
Q37e I understand the importance of behaving in a manner aligned to the QFES values	1,247	94%	+1	0	0
Q35g I respect and value the contribution of all QFES' services	1,267	86%	0	0	0
Q35j I have contributed to positive workplace experiences over the past 12 months	1,259	84%	+21	0	0
Q20j I know how to access support through FESSN (Fire and Emergency Services Support Network)	1,352	77%	-	0	0
Q35i Our people have a strong unity of purpose	1,264	74%	+12	0	0
Q35fl feel valued as a member of QFES	1,268	60%	-	0	0
Q35h QFES values and respects volunteer contributions	1,267	60%	+2	0	0
Q13c I have had a conversation with my team about the results of last year's survey	1,496	19%	+3	0	0

Behaviour in my workplace reflects each of the QFES values

Question	Responses	Distribution	vs 2021	Queensland Fire and Emergency Services	Queensland Fire and Emergency Services
Q38a Respect	1,245		+5	0	0
Q38d Courage	1,235		+3	0	0
Q38e Integrity	1,234		+5	0	0
Q38b Loyalty	1,241		+4	0	0
Q38c Trust	1,241		+6	0	0

I would feel comfortable calling out unacceptable behaviour if it was displayed by

	Count	Percent
A member of my team	1,092	88%
A member of the Executive Leadership Team	660	53%
A senior leader	782	63%
My leader	956	77%
None of the above	104	8%

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

	Count	Percent	2021 %
01 - Took no action	83	3%	2%
02 - Spoke to the person who experienced the behaviour	447	14%	15%
03 - Spoke to the person who behaved in a negative way	338	11%	11%
04 - Told the person the behaviour was not OK	361	12%	12%
05 - Told a colleague	172	6%	6%
06 - Told a manager	456	15%	16%
07 - Told Human Resources	45	1%	2%
08 - Submitted a formal complaint	147	5%	5%
09 - Other	80	3%	3%
10 - I did not witness this behaviour in my workplace	2,200	71%	70%

7. Explanatory Information

How to use the quadrants

- **Maintain** (high importance, high performance) - Maintain these positive scores.
- **Improve** (high importance, low performance) - Improve these scores.
- **Monitor** (low importance, low performance) - Monitor these scores and to further explore what the root causes may be when resources become available.
- **Review** (low importance, high performance) - Understand how to maintain these positive scores, review the level of resources allocated to these items and possibly divert them to priority areas.

How to interpret the Engagement quadrant plot

Performance axis (horizontal)

- Reflects the % favourable score of the key driver
- This threshold is set using the median values of results for the hierarchy level selected

Importance axis (vertical)

- Indicates how well the key driver predicts employee engagement (correlation coefficient)
- This threshold is calculated using the median values of results for the hierarchy level selected

Questions for Engagement quadrant plot

Q13a In my team, we treat each other respectfully
Q13b In my team, I am comfortable speaking up to share a different view to my colleagues
Q13c I have had a conversation with my team about the results of last year's survey
Q13d In my team, we share learnings
Q13e In my team, we welcome diverse ideas and thoughts
Q14a My leader treats people in our volunteer environment respectfully
Q14b My leader encourages discussion on ways to improve team performance
Q14c My leader clearly communicates performance expectations
Q14d My leader demonstrates honesty and integrity
Q14e My leader listens to what I have to say
Q14f I feel comfortable discussing my volunteer work challenges with my leader
Q14g I can rely on my leader to help me work through volunteer work challenges
Q14h My leader shows appreciation for my contribution to our volunteer work objectives
Q15a My leader and I discuss my development
Q15b My leader takes the time to provide informal feedback on my performance
Q15c My leader provides me with constructive feedback to help improve my performance
Q15d My leader recognises and acknowledges when I do something well
Q15e My leader proactively supports my development by connecting me with learning and development opportunities
Q15f QFES provides flexible training opportunities e.g. various formats, times and locations
Q17a Senior leaders provide clear direction for the future of the organisation
Q17b Senior leaders model the values/principles of my organisation
Q17c Senior leaders keep volunteers informed about what's going on
Q17d Senior leaders create an environment where volunteers feel heard
Q17e Senior leaders demonstrate honesty and integrity
Q18a The Executive Leadership Team communicates a clear direction for the future of the organisation
Q18b The Executive Leadership Team models the values/principles of my organisation
Q18c The Executive Leadership Team keeps volunteers informed about what's going on
Q18d The Executive Leadership Team creates an environment where volunteers feel heard
Q18e The Executive Leadership Team acts with a high level of integrity
Q20a My team cares about the cultural safety of Aboriginal and Torres Strait Islander colleagues
Q20b I am confident discussing my wellbeing with my leader

Q20c I am confident discussing my mental health with my leader
Q20d My leader proactively encourages people to speak up if they feel something could be a risk to their health, safety or wellbeing
Q20e I am provided with the right equipment to perform my volunteer role safely
Q20f In my workplace senior leaders act quickly to correct problems/issues that affect volunteers' health, safety and wellbeing
Q20g I feel that my leader takes responsibility for ensuring the cultural safety of Aboriginal and Torres Strait Islander volunteers
Q20h I feel that my organisation considers the wellbeing of the workforce to be important
Q20i I feel that my organisation provides a culturally safe work environment for Aboriginal and Torres Strait Islander volunteers
Q20j I know how to access support through FESSN (Fire and Emergency Services Support Network)
Q24a I understand the process to manage poor performance in my team
Q24b Recruitment strategies and/or processes are fair and transparent
Q24c People are treated fairly and equitably in my volunteer workplace
Q25a Age is not a barrier to success in my organisation
Q25b Being a woman is not a barrier to success in my organisation
Q25c Being a man is not a barrier to success in my organisation
Q25d Being gender diverse is not a barrier to success in my organisation
Q25e Being an Aboriginal and/or Torres Strait Islander person is not a barrier to success in my organisation
Q25f Being an Australian South Sea Islander person is not a barrier to success in my organisation
Q25g Cultural background is not a barrier to success in my organisation
Q25h Disability is not a barrier to success in my organisation
Q25i Sexual orientation is not a barrier to success in my organisation
Q26a In my volunteer workplace the cultural practices (e.g. Acknowledgement of Country) and significant dates (e.g. NAIDOC week) of both Aboriginal and Torres Strait people are acknowledged and celebrated
Q26b Leaders across my service take responsibility for building cultural capability of volunteers
Q37a I understand what is expected of me in terms of workplace behaviour as outlined in the Code of Conduct for the Queensland Public Service
Q37b Discussions about appropriate and ethical behaviour are common in my volunteer workplace
Q37c I am confident I would know how to report unethical behaviour if I became aware of it
Q37d I feel confident that if I reported unethical behaviour in my workplace, it would be appropriately managed
Q37e I understand the importance of behaving in a manner aligned to the QFES values