Results for: QFES V

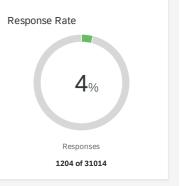
∀ Filters ∨

Age: All 🗸 Australian South Sea Islander: All 🗸 First Nations: All 🗸 Gender: All 🗸 Language at home: All 🗸 LGBTIQ+: All

Leadership level: All V Length of service: All V Living with disability: All V Region: All V

2023 Volunteering for Queensland

0 6



Exportable Summary

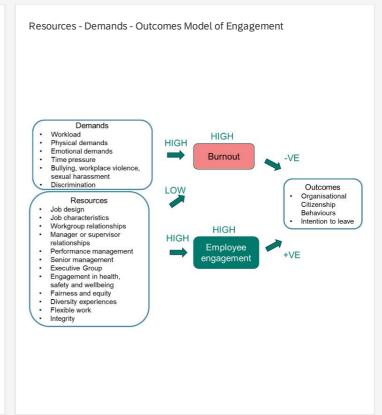
For printing using Export Page, with hide filters and hide header unchecked.

The 2023 Volunteering for Queensland (VfQ) survey uses the Resources - Demands - Outcomes model of engagement.

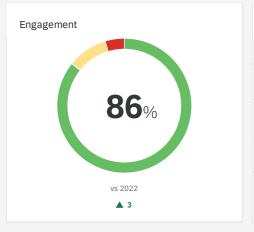
How to interpret this report

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.



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

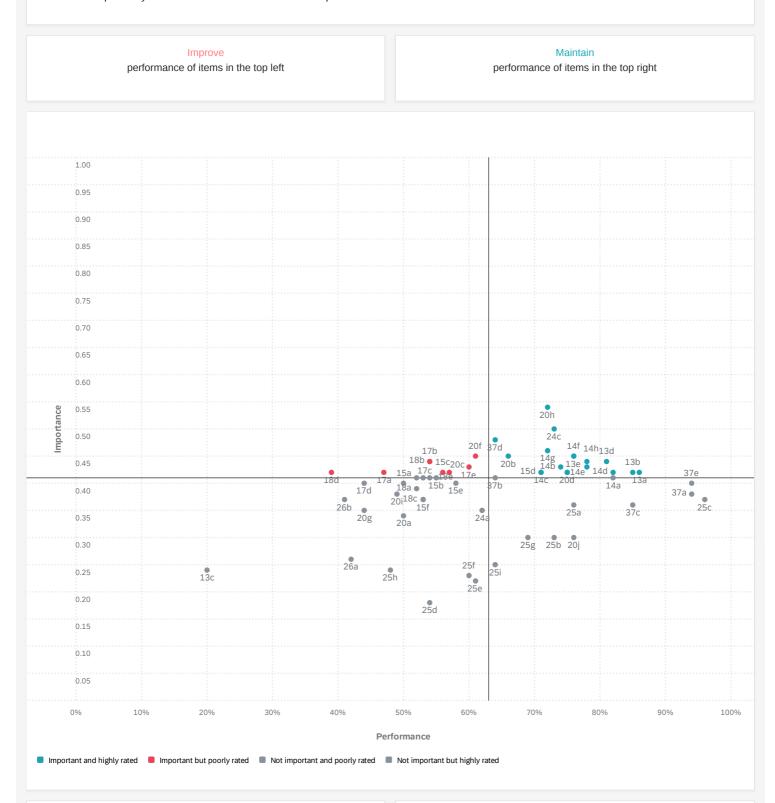


Engagement questions					
Question	Responses	Distribution •	vs 2022	QFES	QFES
Q35d I am proud to tell others I volunteer for my organisation	1,019	90%	+1	0	0
Q35c I would recommend my service as a great place to volunteer	1,020	85%	+4	0	0
Q35e I feel strong personal attachment to my organisation	1,014	82%	+3	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.



Monitor items in the bottom left for improvement

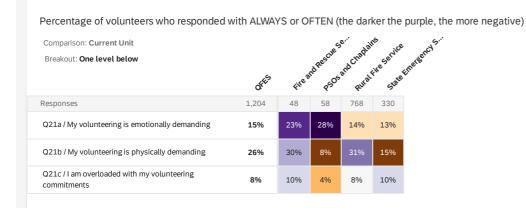
Review resources allocation for items in the bottom right

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

ame	Distribution	vs 2022	QFES	QFES
Code of conduct: Integrity	80% 13% 7%	-1	0	0
Information and Communication	56% 30% 15%	-2	0	0
11:I am well informed about what is happening in QFES	56% 30% 15%	-2	0	0
Your Job: Autonomy	73% 15% 13%	+1	0	0
Your Job: Clarity	89% <mark>6%</mark>	-1	0	0
Your Job: Task Significance	64% 24% 12%	+1	0	0
Your Job: Task Identity	85% 10%	+1	0	0
Social Support: My Workgroup Effectiveness	82% 11% 7%	+1	0	0
Social Support: Workgroup Respect and Psychological Safety	82% 10% 8%	0	0	0
Social Support: My Leader and Workgroup Performance	74% 15% 11%	0	0	0
Social Support: My Leader and Respectful Relationship	78% 12% 10%	+1	0	0
Social Support: My Leader Honesty and Integrity	82% 11% 7%	0	0	0
Building Your Future: Professional Development	54% 24% 22%	0	0	0
Building Your Future: Performance Discussions	61% 23% 16%	+2	0	0
Keeping You Well: My Confidence Discussing Wellbeing with My ager	62% 21% 17%	+1	0	0
Keeping You Well: In My Workgroup	48% 38% 15%	-2	0	0
Keeping You Well: Leadership	67% 19% 14%	-1	0	0
Keeping You Well: My Organisation Values My Wellbeing	72% 17% 11%	-3	0	0
Keeping You Well: Cultural Safety	46% 48% 6%	-3	0	0
Keeping you Well: In My Role	74% 12% 14%	-1	0	0
Leadership: Senior Leaders	53% 28% 20%	+2	0	0
Leadership: Executive Leadership Team	50% 33% 17%	0	0	0
Fair and Equitable Treatment	72% 16% 12%	-2	0	0
Fair and Equitable Treatment: Performance management	61% 26% 13%	-1	0	0
Fair and Equitable Treatment: Recruitment Process	53% 31% 16%	-2	0	0
Fair and Equitable Treatment: Gender	74% 20% 6%	+8	0	0
Fair and Equitable Treatment: Age	77% 13% 10%	+2	0	0
Fair and Equitable Treamtent: Aboriginal and/or Torres Strait Islander	70% 26%	+14	0	0
Fair and Equitable Treatment: Australian South Sea Islander	70% 27%	+16	0	0
Fair and Equitable Treatment: Cultural Background	76% 21%	+11	0	0
Fair and Equitable Treatment: Disability	53% 30% 17%	+9	0	0
Fair and Equitable Treatment: Sexual Orientation	69% 26%	+9	0	0

3. Demands



4. Workplace bullying, sexual harassment, and workplace violence and aggression

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

Workplace bullying				
V	2023 count	2023 %	2022 count	2022 %
Yes, but I am not experiencing it now	71	7%	109	9%
Yes, and I am currently experiencing this behaviour	52	5%	62	5%
No	842	85%	1,018	82%
Don't know	30	3%	48	4%

Workplace violence and aggression	on			
.	2023 count	2023 %	2022 count	2022 %
Yes	44	4%	68	6%
No	929	93%	1,138	92%
Don't know	22	2%	29	2%

Sexual harassment				
Ψ	2023 count	2023 %	2022 count	2022 %
Yes, but I am not experiencing it now	16	2%	11	1%
Yes, and I am currently experiencing this behaviour	2	0%	5	0%
No	964	97%	1,202	97%
Don't know	11	1%	19	2%

5. Racism and discrimination

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

Racism				
	2023 count	2023 %	2022 count	2022 %
No	958	97%	1,200	97%
Yes	26	3%	41	3%

Discrimination because of my disability						
+	2023 count	2023 %	2022 count	2022 %		
Yes	31	3%	44	4%		
No	943	97%	1,184	96%		

Discriminatio	on because of my s	exual orientati	on	
+	2023 count	2023 %	2022 count	2022 %
Yes	9	1%	12	1%
No	967	99%	1,211	99%

Discrimination because of my gender						
*	2023 count	2023 %	2022 count	2022 %		
Yes	45	5%	74	6%		
No	933	95%	1,141	94%		

Discrimination	n because of my a	ge		
.	2023 count	2023 %	2022 count	2022 %
Yes	82	8%	115	9%
No	896	92%	1,118	91%

Discriminatio	n because of my c	ultural backgro	ound	
*	2023 count	2023 %	2022 count	2022 %
Yes	19	2%	27	2%
No	958	98%	1,197	98%

6. Outcomes





Impact			
Question	Responses	Distribution •	vs 2022
Q35a My volunteer work has a positive impact on the lives of the people of Queensland	1,018	92% 7%	+2
Q35b My organisation has a positive impact on the lives of the people of Queensland	1,017	90% 7%	0

2022 count	2022 %
36	3%
175	14%
839	68%
187	15%
	36 175 839

<u> </u>	2023 count	2023 %	2022 count	2022
oo much red tape	48	36%	80	36
out-of-pocket expenses	21	16%	19	9
other – please specify:	65	49%	113	51
lot enough time / busy with other commitments	19	14%	32	14
Noved locations	11	8%	6	1
ife changes caused me to leave	6	5%	13	6
ack of training	49	37%	68	33
ack of leadership / direction	57	43%	112	5.
ack of equipment/uniform	21	16%	26	1:
ack of diversity of role	15	11%	17	8
ack of communication	50	38%	66	30
is a waste of time	12	9%	27	1:
don't like the culture	42	32%	72	3:
changed jobs	2	2%	7	;

7. QFES agency-specific questions

This page shows results for the QFES agency-specific questions that were selected for the 2023 Working for Queensland survey, and were included in the Volunteering for Queensland survey.



Responses	Distribution 🕶	vs 2022	QFES	QFES
983	84% 13%	+1	0	0
985	83% 10% 6%	0	0	0
980	83% 11%	0	0	0
984	83% 12%	0	0	0
984	80% 13% 7%	-1	0	0
	983 985 980 984	983 84% 13% 985 83% 10% 6% 980 83% 11% 984 83% 12%	983	983

I would feel comfortable calling out unacceptable behaviour if it was displayed	ed by			
Ψ	2023 count	2023 %	2022 count	2022 %
None of the above	95	10%	104	8%
My leader	734	75%	956	77%
A senior leader	593	60%	782	63%
A member of the Executive Leadership Team	500	51%	660	53%
A member of my team	860	87%	1,092	88%

f you witnessed bullying, sexual harassment, discrimination, or aggr	essive behaviour in your workp	olace, did you do	any of the following?	
↓	2023 count	2023 %	2022 count	2022 %
10 - I did not witness this behaviour in my workplace	699	73%	872	73%
09 - Other	17	2%	23	2%
08 - Submitted a formal complaint	34	4%	45	4%
07 - Told Human Resources	17	2%	14	1%
06 - Told a manager	144	15%	159	13%
05 - Told a colleague	60	6%	52	4%
04 - Told the person the behaviour was not OK	130	14%	133	11%
03 - Spoke to the person who behaved in a negative way	115	12%	127	11%
02 - Spoke to the person who experienced the behaviour	143	15%	162	14%
01 - Took no action	21	2%	36	3%

7. Explanatory Information

How to use the quadrants

- Maintain (high importance, high performance) Maintain these positive 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 volunteering 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 ${\sf C}$

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 Sonice

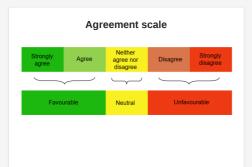
Q37b Discussions about appropriate and ethical behaviour are common in my volunteer workplace

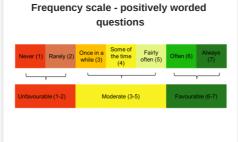
Q37c I am confident I would know how to report unethical behaviour if I became aware of it

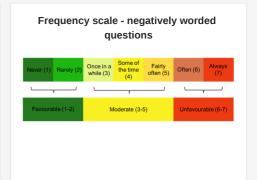
Q37d I feel confident that if I reported unethical behaviour in my workplace, it would be appropriately managed

Q37e I understand the importance of behaving in a manner aligned to the QFES values

This question list includes questions asked on both the agreement scale and the frequency scales. The keys are as follows:







Name	Responses	Distribution	vs 2022	QFES	QFES
			10 2022	4. 20	4. 20
Q35a My volunteer work has a positive mpact on the lives of the people of Queensland	1018	92% <mark>7%</mark>	+2	0	0
Q35b My organisation has a positive impact on the lives of the people of Queensland	1017	90% <mark>7%</mark>	0	0	0
Q35d I am proud to tell others I volunteer or my organisation	1019	90% 8%	+1	0	0
210a I understand what is expected of me o effectively do my volunteer role	1181	89%	-1	0	0
213a In my team, we treat each other espectfully	1162	86% <mark>7%</mark> <mark>7%</mark>	+1	0	0
Q13b In my team, I am comfortable peaking up to share a different view to my colleagues	1162	85% <mark>7%</mark> 8%	0	0	0
210c My volunteering gives me a feeling of accomplishment	1180	85% <mark>10%</mark>	+1	0	0
235c I would recommend my service as a great place to volunteer	1020	85% 9%	+4	0	0
Q37c I am confident I would know how to eport unethical behaviour if I became aware of it	996	85% <mark>10%</mark>	-1	0	0
Q31c I feel confident that my leader supports LGBTIQ+ workplace inclusion	36	83% 8% 8%	+1	0	0
Q29c I feel safe and respected in my team	149	83% <mark>10%</mark> <mark>7%</mark>	+7	0	0
214a My leader treats people in our volunteer environment respectfully	1141	82% 10% 8%	+1	0	0
Q35e I feel strong personal attachment to my organisation	1014	82% 12%	+3	0	0
Q14d My leader demonstrates honesty and integrity	1134	82% 11% 7%	0	0	0
Q13d In my team, we share learnings	1151	82% 11% 7%	+1	0	0
Ω25c Being a man is not a barrier to success n my organisation	945	81% 15%	+4	0	0
225b Being a woman is not a barrier to uccess in my organisation	896	79% 13% 8%	+10	0	0
33b I have the same access to evelopment opportunities as my male olleagues	253	79% 10% 11%	+7	0	0
		700/ 100/			

Q14e My teader listens to what I have to say	1136	/9	13 % 9%	U	U	U
Q14h My leader shows appreciation for my contribution to our volunteering objectives	1138	78	13% 9%	+1	0	0
Q31a I can achieve success in my service, as my authentic self	36	789	19%	+3	0	0
Q31h I feel safe and respected in my team	35	779	11% 11%	0	0	0
Q14f I feel comfortable discussing my volunteer work challenges with my leader	1126	779	6 13% 11%	+1	0	0
Q25a Age is not a barrier to success in my organisation	1004	77%	6 13% 10%	+2	0	0
Q33c I have the same opportunity for leadership roles as my male counterparts	250	76%	12% 12%	+6	0	0
Q25g Cultural background is not a barrier to success in my organisation	815	76%	21%	+11	0	0
Q31d I feel confident that senior leaders within my organisation support LGBTIQ+ workplace inclusion	36	75%	19%	+13	0	0
Q13e In my team, we welcome diverse ideas and thoughts	1147	75%	16% 10%	-2	0	0
Q19d My leader proactively encourages people to speak up if they feel something could be a risk to their health, safety or wellbeing	1047	74%	15% 10%	-1	0	0
Q19e I am provided with the right equipment to perform my volunteer role safely	1061	74%	12% 14%	-1	0	0
Q10b I have the authority necessary to do my volunteering role effectively	1182	74%	13% 13%	-1	0	0
Q14b My leader encourages discussion on ways to improve team performance	1127	74%	15% 12%	0	0	0
Q14g I can rely on my leader to help me work through volunteer work challenges	1129	74%	15% 12%	+2	0	0
Q33d My leader is committed to gender equity	248	73%	20% 7%	+1	0	0
Q31b I feel confident that my colleagues support LGBTIQ+ workplace inclusion	36	72%	11% 17%	0	0	0
Q24c People are treated fairly and equitably in my volunteer workplace	1038	72%	16% 12%	-2	0	0
Q15d My leader recognises and acknowledges when I do something well	1101	71%	18% 11%	0	0	0
Q14c My leader clearly communicates performance expectations	1133	71%	17% 12%	+1	0	0
Q10d I am encouraged to take part in decisions that affect my volunteering role, where appropriate	1180	71%	16% 13%	+2	0	0
Q34c I help colleagues learn new skills or shared knowledge	1012	70%	27%	+1	0	0
Q19h I feel that my organisation considers the wellbeing of the workforce to be important	1051	70%	20% 10%	-3	0	0
Q25e Being an Aboriginal and/or Torres Strait Islander person is not a barrier to success in my organisation	707	70%	26%	+14	0	0
Q25f Being an Australian South Sea Islander person is not a barrier to success in my organisation	690	70%	27%	+16	0	0
Q31e I feel confident that the Executive	36	4003	250%	±Λ	0	0

workplace inclusion	30	0370 Z370 III	U
Q25i Sexual orientation is not a barrier to success in my organisation	780	69% 26% +9 0	0
Q34b My volunteering role inspires me to do my best	1017	69% 28% +1 0	0
Q33a In my volunteer workplace, my professional opinions and insights are as likely to be supported as my male colleagues	252	69% 17% 14% +4 0	0
Q33e My senior leaders are committed to gender equity	247	68% 25% 6% +7 0	0
Q33f The Executive Leadership Team is committed to gender equity	247	67% 28% +7 0	0
31f I know LGBTIQ+ Allies in my organisation that I can approach for support	36	67% <mark>8% 25% +4</mark> 0	0
Q19b I am confident discussing my wellbeing with my leader	1055	66% 19% 15% +1 0	0
Q10e I understand how I contribute to QFES' strategic objectives	1173	64% 24% 12% +1 0	0
Q34d I work with colleagues to identify better practice	1005	64% 32% +1 0	0
Q10f I understand how the Human Rights Act 2019 applies to my volunteering	1167	64% 23% 14% +1 0	0
Q37d I feel confident that if I reported unethical behaviour in my workplace, it would be appropriately managed	993	63% 20% 17% 0 0	0
Q37b Discussions about appropriate and ethical behaviour are common in my volunteer workplace	996	63% 25% 13% -2 0	0
Q24a I understand the process to manage poor performance in my team	1031	61% 26% 13% -1 0	0
Q16e Senior leaders demonstrate honesty and integrity	1079	61% 26% 13% +2 0	0
27a As an Aboriginal person, I feel culturally safe in my team	30	60% 33% 7% +1 0	0
Q15e My leader proactively supports my development by connecting me with learning and development opportunities	1096	60% 23% 17% +3 0	0
Q19f In my workplace senior leaders act quickly to correct problems/issues that affect volunteers' health, safety and wellbeing	1052	60% 23% 17% -2 0	0
Q18a In my team, we proactively discuss workplace safety	1062	60% 34% 7% -3 0	0
Q27a I am confident asking Aboriginal and/or Torres Strait Islander peoples for their perspectives in my volunteer work	873	59% 36% +2 0	0
Q19c I am confident discussing my mental health with my leader	1047	58% 23% 19% +1 0	0
Q25d Being gender diverse is not a barrier to success in my organisation	646	57% 38% +5 0	0
Q15c My leader provides me with constructive feedback to help improve my performance	1097	57% 25% 18% +1 0	0
Q15b My leader takes the time to provide informal feedback on my performance	1097	57% 24% 19% +3 0	0
Q17b Senior leaders model the values/principles of my organisation	1078	55% 29% 16% +1 0	0

Q16c Senior leaders keep volunteers informed about what's going on	1084	54%	24%	22%	+3	0	0
Q17e The Executive Leadership Team acts with a high level of integrity	1062	54%	34%	12%	+1	0	0
Q25h Disability is not a barrier to success in my organisation	812	53%	30%	17%	+9	0	0
Q17b The Executive Leadership Team models the values/principles of my organisation	1072	53%	33%	14%	-2	0	0
Q24b Recruitment strategies and/or processes are fair and transparent	1032	53%	31%	16%	-2	0	0
Q17c The Executive Leadership Team keeps	1073	53%	29%	18%	0	0	0