

## 2021 Working for Queensland – free text (ALL)

Please note: the comments have not been checked or de-identified

Very Positive

Agency engagement

Great place to work with committed people trying to make a difference.

Mixed

Performance & Development, Leadership, Service delivery, Employee wellbeing, People and Teams, Agency engagement

In general terms, I am satisfied with my current workplace and my work branch's management with regard to work tasks, career development and interpersonal relations. Moreover, I wish to acknowledge the good will and genuine attempts by my management to make my workplace an enjoyable and rewarding place to work. However, it would be a lie to suggest both individual performance and management reaction to same is consistent for all employees/work colleagues. Whilst personally not affected negatively, I have witnessed inconsistent treatment, especially with regard to potential 'poor performance' which I believe to be inadequately addressed. I also believe that inequitable workload distribution amongst my 'team' is an issue that requires the courage of management to address more effectively. In terms of high-level strategic direction, I feel the OIR Strategy (and similar and associated documents and policies) is "more style than substance" and is not specific enough with regard to core work requirements. I have been with this organisation for a long time and have witnessed a general regressive move to a more corporately focussed organisation with onerous bureaucratic processes applied unilaterally, as opposed to an organisation which has more bureaucratic flexibility and valued individual's empowerment to meet the strategic objective of reducing workplace harm.

Mixed

Communications, Resources, Leadership, People and Teams

(1) I am extremely happy with my supervisor and then our manager. The problem lies in the person in the position who is my manager's manager. The office manager, OED, CFS - I would suggest the person in that role should do a year's industry placement in the private sector. Makes changes for the sake of it. Does not listen to my manager's logical and cost saving suggestions. If the person in that position gets it wrong, then it is wrong as it bounces down the line. (2) The reason that I have not been game to speak up is that the wrong people are pointed out as being the problem. The problem is higher up the chain. (3) The work group in our small office is not a team as it used to be. Some people are now working in different units. Some units act like they are in the secret service. Don't even communicate simple things, eg when people are on leave. It is a shame that this has been lost. We are all working towards the same goal.

Very Negative

Performance & Development, Leadership, Resources

I get anxious to talk to my manager. I feel undermined and keep second guessing my decision they won't support you. Complaints will be ignored.

Mixed

I love my job. The people are awesome. The wheels of government turn slowly.

Very Negative

Performance & Development, Resources, Service delivery, Diversity, Inclusion, & Fairness, Leadership, Agency engagement

I am ignoring the pretext of 'telling a friend'. My view is that OIR is handicapped by a lack of clarity and focus—illustrated well by the recently released OIR Strategy. There seems to be an overwhelming bias to style rather than substance, with little regard to defining and prioritising our core business. I am astounded by the diagram on the second page of the strategy: all roads lead to "Performance and Development Agreement". Really? Of course, this is not an OIR specific thing. I am equally astounded that the Department of Education Strategic Plan was published with a section on "a sustainable racing industry in Queensland". I believe we will be better served by being more disciplined in our thinking and focus on what is salient. This also requires pushing back on the irrelevant, including "aligning" to generic high-level objectives (and the like) that do not direct core business (for example, not forcing racing into the education strategy just because it is in the same ministerial portfolio). There is much goodwill and purpose in OIR staff; I think we need to engage with our core business in simpler and more direct ways.

#### Positive

Diversity, Inclusion, & Fairness, Performance & Development

The Department is responsible for a diverse range of activities and there are many avenues for anyone thinking of a change in employment to pursue specific areas of interest and/or leverage off existing skill bases and experience within the public sector, to take on new roles and challenges in an important area of government which fosters many tangible positive outcomes for the broader QLD community.

#### Negative

Leadership

Frankly if it wasn't for Sebastian Bielen being my director, I would leave this organisation, as I don't really have believe that most of the current executive directors truly have their staffs backs

#### Neutral

Performance & Development, Leadership

Working within OIR will be professionally one of the most rewarding and challenging roles one can have. Apply to work with OIR and if successful, the experience will provide profound growth personally and professionally.

#### Very Negative

It will eventually wear you down, so you can either consider it short term employment and get out with your mental health intact or stay and you'll become jaded and bad at your job, or it will break you and you'll quit.

#### Positive

Service delivery

OIR is a supportive workplace which encourages flexibility and innovation.

#### Negative

Resources

More action needs to be taken so that Review and Appeals get the funding and resources to adequately staff the Unit.

#### Mixed

Culture & Values, People and Teams, Service delivery

It is like working for a large NGO. Lots of heart and soul, and a good cause with devoted and innovative colleagues, but with a very limited budget and in some cases, infrastructure, which will make it continually

difficult to achieve the best results. The organisation also pursues a genuinely progressive WHS policy and legislative agenda, putting you at the heart of problem solving but also, political tensions.

Very Positive

Employee wellbeing

I would tell them that it is a great organisation to work for where flexible work arrangements are considered. Many benefits working for a govt agency and that the type of work I do is challenging but interesting. I also tell them that I like to work for the organisation due to the many different people you get to interact with and work with on all levels.

Neutral

Culture & Values

Only if you like a huge amount of politics

Neutral

Service delivery

Bureaucratic

Positive

Working hours and leave make for a flexible workplace

Positive

Good luck

Mixed

Performance & Development, Agency engagement, Leadership, Culture & Values, Employee wellbeing, People and Teams

Even if a workplace provides a healthy friendly supported environment, there is always good and bad. If a workplace said it was 100 percent perfect, they would need a review. If a worker said that they will give 100 percent at every moment at work. That would be hard to achieve. There are hard times and easy times, right and wrong decisions made, happy and sad moments. All part of a working life between Employer and Employee. Workplace health and safety is a great place to work as an Inspector, but don't think it is going to be perfect. As usual, you only get out what you put in. Be available and flexible and that's what Management will do for you in return. So a workplace cannot by itself create a great environment it takes the relationship between management workers and co-workers to achieve this. This is what Workplace health and safety endeavours to achieve. So my answer would be yes the job is great, variety of work, opportunity's for learning, improvement of skill sets, satisfaction that you have helped the community. Work life balance, I could go on but have run out of Space, you can make it fun too.

Very Positive

Employee wellbeing

I would recommend my workplace because it has security and is very accommodating with flexible work arrangements. people are nice.

Mixed

Service delivery, Leadership, Performance & Development, Employee wellbeing

The role of an inspector is challenging but very rewarding as you will make a difference in the community by lifting safety standards. You will receive the necessary training that will position you to assume your role as an inspector. As a regulator you will need to work within the parameters of the Compliance, Monitoring and Enforcement Policy which requires hard compliance activities by an inspector. The Work Life Balance that exists within the department is extremely flexible.

Mixed

Despite having superior capability and achievements, be prepared to be overlooked for positions if you are not part of the in crowd.

Positive

Agency engagement

Good place to work.

Mixed

Leadership

The organisation provides a valuable service to the community to help keep workers safe. Unfortunately, as an organisation, we do not practise what we preach and there are many tales of Executive Leadership failure when addressing internal issues such as bullying. Some of the Leadership fail to act towards others in a respectful and professional manner, nor do they actively encourage respectful behaviour within their workgroups. It would also be fair to say that the leadership group do not consider the organisation's workforce outside of the 1WS "bubble".

Very Positive

People and Teams, Agency engagement

It's a great place to work. Good people, work that means something, and flexibility.

Negative

Service delivery

Last year the amount of red tape and administrative burden has actually increased and not decreased. So not really impressed with that outcome.

Very Negative

Culture & Values, Communications, Resources, Leadership

The culture is toxic, trust no one and do not share information.

Very Positive

Communications, Employee wellbeing, Culture & Values, Leadership, Resources

I tell them our organisational leaders do a great job of speaking directly with workers and sharing information. Our structure isn't overly hierarchical which means we get to work directly with leaders, understand what they want better and feel part of the organisation. Our organisation is also very supportive regarding working from home.

Very Positive

Leadership, Employee wellbeing

Work/life balance is great, plenty of opportunity to further yourself through study. Organisation will pay for degree if appropriate. Boss is a peanut, but you get that everywhere. Crew are great and supportive.

Mixed

Leadership, Service delivery, Culture & Values, People and Teams, Resources

Its a good job, its the sort of work you do if you have community spirit/commitment to safety in the community, not for the money. The vast majority of people are great and while the bureaucracy can be frustrating the work is rewarding. There is bureaucracy and there is always a risk people can make unfounded complaints (or if I'm being kind to them perhaps just misunderstand what has occurred) and you will have to wear an 'investigation' even if its obviously not legitimate - so just be careful who you trust. Some people will denigrate your area of work (some will do it repeatedly and disrespectfully - including some at manager and above levels) but most people are helpful and respectful (as many are in this organisation because of their community spirit and serve/give back philosophy). It can be frustrating to be in a part of the organisation that is smaller compared to the main group / work of the wider organisation with a feeling of being taken over or being under resourced - but maybe that is a consequence of being part of the organisation wanting to deliver for the community rather than be caught in internal politics.

Negative

Leadership

this is too long survey

Very Positive

Employee wellbeing

I would advise them the organisation is a supportive employer and opportunities are there if you work hard and put yourself out there. The conditions are excellent, and depending on the role, there is flexibility and job security. I would say I have not experienced a negative feeling during my time in the organisation.

Very Negative

Leadership

I would tell them that once they got their Inspector powers, work would be different and that they would be able to manage their own days. I would tell them that the workplace is flexible to a point and it depends on who you are. I would not encourage them to apply for work in the industrial area, but in construction. Because you will receive no to little assistance from management or Lead and Principal inspectors to be taken out on site visits to complete your inspector powers. I would tell them that some of the 'field' inspectors don't actually go out in the field very often and that they are more concerned with organising birthday lists, scrolling their phones and long morning teas and lunches. But if they want to make a difference in the safety field to align themselves with a senior inspector who they can get assistance from, put their bum down and head up and work through as quick as they can on getting their powers so that they can organise their own days. Also would advise them if they don't get answers that they want or need from their own group there is a whole state of inspectors willing to assist and to seek them out.

Mixed

Agency engagement, Diversity, Inclusion, & Fairness, Service delivery, Leadership, People and Teams

My answer would vary depending on the business unit. As reflected in my answers regarding diversity, I am not a culturally and linguistically diverse person, I do not identify as LGBTQI, and I am not ATSI therefore I cannot comment on the experiences of these groups within the context of OIR as an employer. I would certainly tell a friend that if they worked in the same unit as I do or in the policy team, they will have a great work experience with supportive peers and managers at various levels. I would say that there are historical cultural issues that some parts of the organisation work hard to keep the status-quo and there are the change makers who I see try

to implement cultural change and bring OIR into the 2020s. I'm proud that my manager and ED are supporters and drivers of that change.

Very Negative

Leadership

Senior Executives are just looking out for themselves, they only do what will not affect their bonuses, we are over worked and under appreciated. Personally I don't think that after being here for two years my Executive Director even knows my name, in those two years she only said hello to me a handful of times.

Mixed

Performance & Development, Agency engagement

Its a good job, pretty secure and work hours are pretty good with a bit of flexibility. Interesting and varying work.... Only negatives - is there is not a lot of promotion opportunities and in the current space inspectors are governed very stringently which brings a lot of added pressure to do their jobs.

Mixed

Employee wellbeing

I tell the friend that it is a friendly and nice environment to work in. It is stressful and the workload is huge for one person, but it is a great organisation and the pay is reasonable, would be ideal for more permanent positions to be available instead of contracts.

Very Negative

Performance & Development, Leadership, Resources, Employee wellbeing, Service delivery

Workload - seriously every year we report that we are overworked, burnt out and yet nothing gets done. Why bother doing these surveys if we are constantly overworked and tired with little to no recognition. We are stressed out and there's preferential treatment from a director to certain staff members? Not to mention a director who regularly backflips, managers who also backflips and are afraid to empower clients to do simple tasks. Our clients rely on us for simple things like printing documents and marking up word documents, something office staff should have the basic skills to fulfil Don't bother working here, it's a waste of time and your life..

Mixed

Performance & Development, Communications, Employee wellbeing, Leadership, Culture & Values, People and Teams, Diversity, Inclusion, & Fairness

I would say to that person if applying for a Construction role is to go elsewhere. The unethical favouritism and influence that the construction management have from the CFMEU and resulting pressures directed to inspectors in the field dealing with clients on the ground is disgusting. The fact that senior management continue to pander to their pressures makes it nearly unworkable at times, inspectors are continually questioned on their decision making when dealing with this one section due to those political pressures and provides the most stresses by far to the employees. I encourage fellow construction inspectors to apply for other roles outside of the construction section while this is occurring. The actual working experiences dealing with the other 90 percent not influenced by the CFMEU is fine and an enjoyable career. I pray for a government/management change to rid this plague of influence over the department and return the construction inspectorate to a valued, transparent, and fair workgroup of the department. There are other sections of the department which are great to work for and for the most part enjoyable working with industry.

Very Positive

Culture & Values, Agency engagement

My organisation is supportive, encouraging and flexible. It is a very positive work environment and I would fully recommend it to a friend

Mixed

Service delivery, Leadership, Culture & Values, People and Teams

Certain places in OIR would be great to work in for the culture but others are not, including my current role. However, I am grateful that we have a strategic plan and an executive team that are committed to following through on the delivery plans and unit plans as well as the performance agreements. That will hopefully bring the clarity we desperately need in our area about what our real priorities are and how we are contributing to them for OIR. We just can't do everything but I feel in my current and past roles we often are which has burnt me out.

Very Positive

Culture & Values, Employee wellbeing

I would say it is one of the more progressive and positive organisation to work in, which encourages good culture and values. Supportive of its employees and understands benefits of flexibility in work arrangements and work/life balance.

Very Negative

Performance & Development, Resources, Service delivery, Employee wellbeing, Leadership, Diversity, Inclusion, & Fairness

My senior manager is vindictive. All complaints against her fail. Even with extensive evidence none are upheld. A complainant will suffer retribution, bullying, harassment. Nepotism is rife. The senior management abuse recruitment selection processes to install loyal people in an unfair application without even a job interview and a position advertised. The management is only interested in following the direction of external stakeholders, the unions. Staff are punished if they do not follow the demands of the unions and are subject to performance review. Many staff now suffer excessive absenteeism, medicated stress conditions caused by the workplace, and some have even resigned. The pay and benefits for the role descriptions however the stress of having to satisfy the unions demands against non EBA companies makes the pay inadequate.

Neutral

Culture & Values, Resources

I would tell them that if they are willing to ignore the 'politics' in the office and just get on with their job then they will be fine.

Very Negative

Leadership, Agency engagement, People and Teams, Performance & Development

If I was speaking to my friend after completing this survey, I would first bring up the point that I have completed a recent survey which seems to have been contrived to prevent giving adequate feedback. This question, which has been included in the wfq survey for a few years, should be removed and replaced with an open question for feedback. I would tell them to be careful which team they are applying for as some are having trouble with bullying, micromanagement and retaining staff. I wish I could tell you that the decisions made there were based more in evidence and appropriate data. It can be an ok place to work, but it could be good with better management.

Very Positive

Agency engagement

THIS ORGANISATION IS A WONDERFUL PLACE TO WORK WITHOUT DOUBT, thanks

Mixed

Performance & Development, Leadership, Service delivery, Resources, Employee wellbeing, People and Teams

I'd say OIR has great people to work with, however, given that quite a few people are managing staff, who come from a trade or the field and lack the skills (and understanding) to either effectively apply the required administrative skills and/or drive the change that is required to a) modernise and digitise the workplace, b) improve efficiencies in the workforce. The latter is essential as operational budgets shrink under the efficiency dividend still place. Maybe there needs to be a greater focus on skills/professional development for this particular group, through 360 degree feedback and professional training/coaching sessions. E.g. QH does these 'borrowed' from the NHS (UK)... but applicable to OIR as well, as these are 'generic' leadership development sessions. However, I would carefully pick participants who genuinely show an interest and drive in becoming better managers, and not those who like the pay but don't care much about anything else. (Well done PDAs should help in the selection.) I'd also say that there should be more collaboration between 'silos'; embrace the idea of 'centres of excellence', e.g. in policy, legal, analytics/reporting, data and information management, by, say, "co-locating" staff (more so SMEs) in these centres of excellence (CoE). It would cater for a standardised approach, cross-training, better adherence to controls, better resilience (staff on leave does not cause a collapse or reduction of capability)... with keeping the SMEs in the respective establishment/payroll, but placing them in the CoE. Another 'argument' for CoEs is the benefit this creates for improving/raising the maturity levels in these disciplines without spending any money on it, other than the odd tool that supports the governance and controls to do the work more efficiently (further raising the benefit)... in particular under the light of being a smaller agency, where resources are in general harder to come and creative ways need to be explored at times to achieve desired outcomes. In any case, my biggest wish is for the EDs to drive innovation and change together, beyond their 'silos', encourage collaboration, and do not shy away from managing performance where required. And on a final note: the BUs should work in collaboration with ICTS, and take ownership of their systems, as ICT departments usually do not own these, but rather secure and protect these information assets. And for any system replacements ICTS is charged with, I hope the EDs send their best SMEs for gathering requirements, which is the key driver for delivering a system that meets expectations. In order to reduce the ICT costs for OIR, reduce the number of current systems wherever possible. This approach will also improve service delivery and organisational maturity levels, thus benefiting the bottom line. All the very best.

Neutral

People and Teams

Don't apply for a job in the Construction team. Don't apply for a job in the Rockhampton District.

Mixed

Performance & Development, Resources, Communications, Leadership, Service delivery, Employee wellbeing, People and Teams

- managers and TL's are supportive and inclusive - team work is encouraged and our specific team all work well together and play to each of our strengths in a very challenging environment - flexibility in how we work is now easily a discussion able to be had with my TL and manager who are open and receptive - discussions with my TL about performance are now about my contribution and strengths I bring to the team and how I support my team - I am aware of what I need to do to improve my experience levels to be a productive member of my team - Review Unit manager is open, responsive and caring. Shows empathy and compassion towards staff and is flexible (whilst keeping in mind business needs too) towards work and performance of tasks - Our manager is over worked and under pressure to resolve historic issues left dormant and unaddressed for years - however it's acknowledged that there is an issue now, needing attention - under-staffing and HR red tape for recruitment has a negative impact on our work unit and being able to provide satisfactory service delivery to stakeholders - until recently staff in the RU have felt unheard and our unit left to struggle without assistance or acknowledgement

that the issues being raised were actually an issue for staff. Attention has been recently given to focus on and look at better ways of working to achieve better outcomes - this is very welcome, however long overdue.

Positive

It is fine to work there.

Very Positive

Agency engagement, People and Teams

I have a great job. I get to work and liaise with a large range of private sector clients. The people I work with are very supportive and always willing to assist me with questions to allow me to resolve my claims. I also have a wide range of duties which gives me a variety in my work.

Very Negative

Service delivery, Leadership

1. Compared to a couple of years ago, the branch has become far too top-heavy and we need people at the operational level to actually do the work to maintain and improve service delivery and implement efficiencies. 2. Too many people are sitting around using their personal mobiles for personal use when they should be working. People have their phones on their desks and usually respond quickly to incoming calls rather than their work. This is very unprofessional and should not be tolerated at all. This is a very bad habit that people have adopted and which management has failed to address. Personal mobiles should only be accessed during breaks.

Negative

Leadership

These surveys are conducted annually and, the results always indicate that employees are unhappy with Senior Management. The discussions that follow after the final report is all about what employees have to do to change things when it should be what's management will do to change their management style. All post activities are geared towards covering senior management positions.

Very Negative

Performance & Development, People and Teams, Resources, Employee wellbeing

Client demand, expectations and workload for this unit has increased significantly. Not being fully staffed is placing high pressure on the team. This level of pressure is not sustainable. Filling the second administration role should be a priority. Currently the administration duties are being shared across the team and adding more workload to staff already under pressure.

Mixed

Resources, Service delivery, People and Teams, Leadership, Agency engagement

Good people and a great place to work, but the organisation is immature and lacks the technology and leadership it requires for a 2021 government department. There are opportunities to help OIR grow, so long as you can deal with the outdated processes and red tape that still exists.

Very Positive

Employee wellbeing, Leadership

It is an organisation that feels passionate about the work it does to add value to the community and the lives of workers. If you want to work for an organisation that has a vision, purpose and the motivation to positively impact lives, this organisation would be a good fit for you. In addition, it is a progressive organisation that understands the value of work-life balance and is very supportive of flexible working arrangements.

Very Positive

Performance & Development

Its a great time to join the organisation as there is some real positive change happening. We are well, supported and trained. We have flexibility in our role and can really make a difference in the community

Very Negative

Resources, Leadership, People and Teams

Don't do it. The work is great depending on what it is you are coming here to do, but senior management are not the most genuine, honest or caring about their workers. This organisation is supposed to be the flagship organisation for WHS and it should be setting an excellent example of it, but you have a senior management team who each want to leave their mark by running their own empires in silos again (and apparently think their workers aren't that smart). One in particular wants to run their division as though they somehow anointed and can treat everyone else in the organisation, who isn't one of them, like crap. We have never been more divided than we are now. Of course the pandemic has significantly changed the way we do things, but surely that's a cue to make an extra effort for regional office teams to be more connected rather than more divided. We should be able to interact across teams and work together for the benefit of the Queensland public (as I'm pretty sure that's who we are really supposed to be serving seeing as we are 'public' servants) without those in senior or middle management keeping such a tight reign to protect their power. You have workers in this organisation who are here (the majority of them) because they want to make a positive difference in the community. Why not treat them better and actually listen to them and be honest about the abilities of some of the people in senior management - are they really a good fit for the role? We are going to be sitting here in 12 months time rehashing the same concerns that have been highlighted for as long as these surveys have been going. I'm sorry to whinge, but this organisation should be a positive example (not perfect, but much better than what we are - we don't even follow our own legislation).

Mixed

Communications, Leadership, Resources, Agency engagement, People and Teams

The organisation is overall a great place to work. Nearly all staff are hardworking and friendly. Prosecutors work collaboratively and share knowledge. The work is interesting and good performance is acknowledged and rewarded. The senior leader is a strong, intelligent and decisive leader, who takes responsibility for the difficult decisions he has to make. However, there is a perception that particular managers are out of touch and disinterested in the day to day work of the office. There is insufficient oversight of managers who are left to manage teams as they see fit. This results in an inconsistent management approach, poor communication and confusing messaging. Certain staff have been treated poorly and subjected to overt bullying behaviour by their manager, contributing to a high turnover of staff.

Very Positive

Performance & Development, Agency engagement

Highly recommended. Good place to work and start or develop a career in the public sector.

Very Positive

Performance & Development, Leadership

The work that has been done in relation to last years WFQ survey has been really positive and really excited to see where it goes and the opportunities it provides. Particularly the work around career progression and pathing a direction for staff.

Very Positive

## People and Teams

It is a great inclusive workplace and I immediately felt comfortable with the people in the team. We are a close knit group that work well together.

## Very Negative

Resources, Performance & Development, Communications, Employee wellbeing, Leadership

If my friend wanted to work in AEU, I would say...only if you are prepared to have an un-manageable workload to the point where you burn-out and need to take stress-leave, be ok with the Director playing favourites and be ok with poor performance not being addressed. I cannot stress enough how overworked staff in AEU are. Management/leadership talk-the-talk and say they will fix this all the time but NEVER do....it keeps getting worse and worse. How many times can we tell and beg you? People in AEU are LEAVING because of this! We are getting more and more work without any new resources. Some work is pointless and doesn't support the strategic objectives of the organisation or it is not AEU's role, yet management does not seem to have a sense check and assess if we really need to do this new work (or if there is an alternative solution), they just say 'yes' and then the 'workers' just have to deal with it. Replace the AEU 2 x non-comms A05 roles with comms professionals, this will help with workload. In addition, and making matters worse is the mental health of both of these staff - they have privileges that no one else has e.g. extra work from home days, leave early, allowed to say 'no' to work allocated to them, just don't do the work allocated to them, use work as a distraction from their mental health issues, use un-qualified AEU staff to counsel them during work hours. This has been ongoing for years and work they cannot manage gets dumped on other AEU staff. They need to go on leave until they can do their jobs properly and as expected.

## Positive

Flexible arrangements.

## Mixed

Leadership, Service delivery, People and Teams

I am not a fan of the current DDG award set-up. Currently, most of those nominated currently will never know that they have been nominated- only the "finalists" are ever announced. This means that those who have been nominated will potentially not know that they have been recognised by their peers /managers /department for the good work that they are doing. Beyond that there is only one team/individual from each category wins- so even though the other finalists have done a great job, there is still a sense of disappointment for those who don't win. Could potentially have the opposite effect to what the nomination is trying to achieve, i.e. demotivate individuals. I'd suggest that all finalists are winners. The DDG could give "high commendation" awards instead of nominating a single category winner. Places a more positive spin on the awards. Finally, I believe that many of the nominations given under the DDG awards relate to special/new projects being done within the department. I agree that this work should be recognised. However I'd also suggest that this work often occurs because other individuals step up and take on more of the routine day to day work to allow those performing the special/new projects the time and space to do this work. Often the individuals who take on more of the routine day to day work are not well acknowledged or celebrated by the department. Otherwise I am happy to work at OIR.

## Negative

Service delivery

This organisation can be described as an inverted pyramid where the majority of staff are at the top "base" where the focus and expectations are funnelled down to the operational staff at the bottom "apex" of the inverted pyramid. The general impression from staff at the "apex" is that there is a continuous flow from the "base" of yearly increasing, expectations, policy, rules and hurdles to jump.

Mixed

People and Teams, Employee wellbeing

I would say overall the organisation is good to work for there is a good work life balance and a number of good people to talk to if you ever need help. The organisation lacks a supportive team feel as you work alone often or are only with one other worker.

Mixed

People and Teams, Performance & Development, Employee wellbeing

No, I would not recommend. Inspector workload in my Region is excessive, always behind in paperwork and playing catch-up. No time for pro-active component of the job. Extra hours, (not accounted for) must be regularly worked to meet the data entry requirements of the job or you will be in trouble. Parts of the job are good, work-team cohesiveness, manage own time. You will be underpaid though, as compared to other Govt. Departments with the same title (eg Senior or Principal) - go work for Qld Health, Dept of Transport, Dept of EDUCATION - same title, for \$10 000 more.

Very Positive

Performance & Development, Agency engagement, Employee wellbeing

It's a great place to work with very generous work/life balance, good training opportunities and excellent pathways to promotion and success.

Very Negative

Communications, Service delivery, Leadership, Diversity, Inclusion, & Fairness

It is still a boys club, unless you are the Manager's friend you will be flogged, if your the Manager's mate, you can do no wrong. You don't even have to do your job, any excuse is OK. If your not in the club, you will be flogged, overworked and allocated more work. Only the club mates ever get a nomination for relief at higher duties or a project. The Manager continually runs staff down, although there will be token praise to your face, it is loaded with knives. He cannot communicate, a one sided story about a Camaro is not building open channels of communication. He has no interest or ability in his job, has limited technical knowledge, runs off with the smallest detail that is regularly off tangent, and is not an effective measure. Senior Management, Donna, look at how many staff members cannot work with him and will and have taken jobs in other work groups. Those that are left are overworked with no motivation except for his mates who seem immune to work. Standard tasks not even half done, reports left for months. Time to ACT!!

Very Positive

Agency engagement

Great place to work overall, very supportive and flexible with some areas better than others

Mixed

Performance & Development, Communications, Leadership, Employee wellbeing, Culture & Values, People and Teams

There are issues with trust and transparency within the executive level of the organisation. There are known bullying behaviours that are not addressed across the organisation. Long term staff members are leaving and so much knowledge and skill is walking away from and leaving the organisation. The value of this isn't recognised. There are pressure points across the organisation where staff are carrying a huge workload and getting stressed. Within the team I work in I feel supported and empowered. My team are great and have a strong work ethic and we all respect one another. My manager and director are great. Both very supportive. I would tell them that applying for a job in our team would be great. They will enjoy the workplace culture we have, which is open,

respectful, transparent and trusting. However I would warn them to do their research about other parts of the organisation before applying.

#### Mixed

Performance & Development, Diversity, Inclusion, & Fairness, Resources, Leadership, People and Teams

You will be supplied with equipment and training to perform your job. You will be given autonomy to do your work. You will have the opportunity for career development so long as you fit into the demographic that the organisation is looking for based on age and gender. Majority of staff are good people to work with. Senior Managers seem to be more interested in ticking boxes rather assisting staff in career development or fully listening and understanding the issues in the work place. Consultation could be best described as tokenistic.

#### Very Negative

Service delivery, Resources

Obsession over a single KPI to the detriment of service delivery, you will be doing two jobs and given minimal paid hours, the agency operates like a headless chicken, stressful and woefully under resourced

#### Very Negative

Employee wellbeing, Service delivery, Leadership, People and Teams

Approvals/responses at the leader/senior leader level are exorbitant and directly increase workload and stress for all below them, taking time away from purposeful work in constantly following these up, which negatively impacts staff health and productivity. Processes are inefficient and this bottleneck can not be rectified at levels below, without genuinely effective changes being made at this level. No improvement has been made over the last 12 months. At the leader/senior leader level there isn't a genuine commitment for staff health and safety particularly relating to workload and work stress. Some managers and senior managers at the work group level are phenomenal, authentic leaders however they are negatively impacted by the leader/senior leader level. There is a very concerning amount of long term, professional, technical and talented staff who are leaving the organisation due to issues at the leader/senior leader level, which cannot be explained away simply by saying people are retiring.

#### Negative

Performance & Development, Resources, Employee wellbeing

The workload expectations on staff and turn-around time is still extremely high however with FTE and the current restrictions on recruitment is it hard to fill gaps, therefore the workload again falls to existing staff.

#### Very Negative

Performance & Development, Communications, Diversity, Inclusion, & Fairness, Employee wellbeing, Service delivery, Leadership, People and Teams, Resources

I would tell them that currently the organisation is going through some significant changes that have left most of the workforce low in morale and feeling powerless to effect positive change. That it is puzzling to find ourselves in this position when the organisation has so many dedicated and passionate employees. That currently the rate of very skilled, experienced and high quality staff leaving appears to have increased in the last 2 years and this is worrying because these people have chosen to leave what would be considered a 'safe' job in very uncertain employment environment. I would mention that unfortunately the organisation is the most siloed its been in the last 25 years. This means that cohesion and working towards the same vision feels very separate and that not a lot of sharing of information and skills appears to be happening across units. That morale is very low. That workload is high and often unachievable in the timelines set and that everyone knows this but powerless to change the status quo. That sometimes it doesn't feel safe to speak honestly and without fear of repercussions but not really knowing why it feels like that. I would tell them that there is scope to do really good work but its not

a given as it may depend on the director's management style and discretion. I would tell them that diversity does not exist in some units and some people don't see this as an issue. Lastly I might mention that workloads and red tape came up high on last survey but these issues seem to have increased even more in the last 12 months. For example the new performance development agreement.

Mixed

Employee wellbeing, Leadership, Culture & Values, People and Teams

Good culture, good people and managers, excellent flexibility around work/life balance and working from home opportunities, the only negative is not knowing what pathways one can take to for development or to pursue other opportunities within the organisation

Mixed

Performance & Development, Resources, Service delivery, Agency engagement

It's a good place to work, however the State Government generally seems to completely underfund the public service. The savings and debt plan and stop on external hiring practices results in far more expensive contractors being brought in, or external legal advisors being engaged to do the work that should be done in-house.

Very Positive

Culture & Values, People and Teams

supportive, flexible and team culture is excellent

Mixed

Performance & Development, Leadership

OIR as a whole is a good organisation to work for however different work groups and managers within OIR vary considerably in the way they value and respect employees. If you are in a good work unit your manager or senior management will not use you as a stepping-stone to further their career.

Mixed

Performance & Development, Leadership, Employee wellbeing, People and Teams

The workplace is supportive and friendly. There are flexible work arrangements so you can have a better work/life balance. You can build up time for a bank day. You have the opportunity to work from home. The pay is good and there are opportunities to apply for other positions and put your hand up to be in workgroups. There are opportunities to attend training and learnings inhouse and externally. Its busy and the workload can be high at times and sometimes overwhelming with lots of changes and updates, however the team and management are supportive.

Very Negative

Agency engagement, Resources, Leadership

OIR is a small organisation with limited opportunities. I would not recommend working here if there are other opportunities for you. Having said that, there are huge inconsistencies in the way that units are run, so if you're in the 'right' one, you may be ok. It definitely seems like most people in the department are in it for themselves, not about helping anyone else, so be careful who you trust as they may try and use information against you.

Mixed

Agency engagement

I think the ESO is a great place to work, but I feel sometimes that the inspectors role is under valued and that there is too much scrutiny for Inspectors to do the job efficiently.

Very Positive

Employee wellbeing

Flexible working arrangements are available. Good peer support. There can be a lot of change, realignments etc. Manageable workloads. Good remuneration and job security. The opportunity to impact on workplace health and safety standards within workplaces.

Very Positive

Performance & Development, Service delivery, People and Teams, Leadership, Resources

the role is primarily a public service role where day to day work is guided by policy and directives to enable interaction with clients and stakeholders in a manor that is consistent, respectful and provides guidance and information in an accurate and timely manor. you will be supported in your role by knowledgeable and experienced colleagues and peers in an open inclusive environment, interaction with external industry groups, professional bodies and work-groups is supported. further educational costs relevant to the role are encouraged and financially supported. the role requires initial technical training with ongoing hands on training in the field partnered with experienced mentors. the role provides autonomy in decision making in line with policies and directives and actions are reviewed and when needed conversations to reflect on actions that may be improved moving forward that are helpful and insightful.

Mixed

Resources, Culture & Values, Employee wellbeing, People and Teams, Leadership, Agency engagement

As a legal officer in the workers' compensation prosecutions unit, you will be exposed to a variety of different tasks and responsibilities that will challenge you daily. You will have autonomy and a large case load and the team is very committed to assisting one another. You will be welcomed into the team and enjoy a positive workplace culture. You will have a work/life balance. Overall, it is a fantastic team to work within and I would recommend working in this unit to anyone, but especially junior lawyers. It is stressful however given the lack of funding, technological resources (lack of legal software) and cap on staff numbers. For such a small team there is a very large amount of work and the uncertainty of staff numbers is concerning with such a large body of work to be completed.

Very Negative

Leadership, Culture & Values, Service delivery

Advice I would provide would be that : WHSQ is an organisation overtly run by the CFMEU and is not an independant safety regulator. Policies and procedures are written and approved firstly by the unions and then you will be bullied for following those same processes if the Directors and or unions disagree on the day. You will be directed to take actions that do not align with public service values such as being directed to right notices when you don't believe there is evidence to support them. You will be forced to do what some CFMEU organisor wants yo to do (no matter what the issue is or whether it is legal/morally right) WHSQ talk the talk regarding supporting staff and then stand by while staff are subjected to bullying and ongoing risks to their mental health (see ongoing issues within the Construction inspectorate where how many staff? have been affected by the corrupt interference and collusion between the CFMEU and the Director). Staff attempting to follow internal procedures have been subjected to repeated bullying until they either resign from WHSQ or have to find other interal positions due to pyscological risks. If you think the senior management will support you or do anything to stop these behaviours both from Directos and from external stakeholders - you are kidding yourself. If senior management hasn't been aware of this type of ongoing behavior over the past years and have done nothing to stop it - they are complicit. More widely there is a lack of leadership, no clear direction or strategy as to what

WHSQ is trying to achieve (yes - there are glossy pamphlet) but if you surveyed staff, they would not be able to articulate what we are doing or why. So my advice would be that most inspectors attempt to do the right thing in improving safety outcomes. If this is you, it can be a rewarding job - BUT DO NOT apply for any job within the Construction space!! Your safety (both mentally and physically is not worth it).

Neutral

If you toe the line, you'll be fine.

Very Negative

Culture & Values, Leadership

The Construction Inspectorate is run by bullies and show no trust in Inspectors Director Burgess needs a CCC investigation with her conflict of interest with the CMFEU and her bullying management style along with Managers Houston and Mutton I would not recommend the Construction Inspectorate to anyone for a workplace to come to as it is more than toxic and will destroy your confidence Why has so many Inspectors left the organisation Tony Cook Craig Alen Marc Dennett? I think you all need to step up and meet your responsibilities for your workers and stop the bullying right now! The recent Courier Mail story is just the tip of the iceberg so its now time for OIR to practice what it preaches and make WHS Qld safe for its workers and remove the pathetic Director Burgess and her two managers Mutton and Houston for good

Mixed

Performance & Development, Leadership

It's a great job and a good department BUT depending on which region you are based in and which industry you cover will depend if that Manager has the skills to manage people - no consistency. Most are fine but word is if you are in SEQ construction or in CQ you need to have really thick skin to deal with them as their lack of emotional maturity and poor manner impacts how they manage people.

Very Positive

Culture & Values, Service delivery

Great conditions, pay and super. Just do your job and try to ignore the politics. Don't get bogged down in the red tape. Utilise all your benefits and look after yourself.

Mixed

Performance & Development, Resources, Employee wellbeing, Leadership

I would tell them to be careful what area they choose to work in. Some are great (like mine), but some others are not so harmonious. Our Director cares for their staff, and whilst they is always crazy busy, they will always take the time to ensure everyone's needs are catered for, and attempt to keep staff happy in their roles. Mind you, some people just wouldn't be happy no matter where they worked or what they did. I would also advise them that the department (and mostly the entire public service) is currently in a recruitment freeze and so most units are under resourced, therefore staff are busy and stressed at the moment, including the Director.

Very Positive

Service delivery, Agency engagement

A great place to work, be aware of all the policies and always remember you are in the public eye.

Very Negative

Leadership, Performance & Development

This response is unchanged from last year which is the most telling comment I can make. This organisation is directionless. Several survey questions ask us if we are happy with the direction and goals of the organisation, this is impossible to answer. What are the goals, where is the organisation going? Site visit numbers are up so I guess everything is fine. Notice numbers are up so I guess everything is fine. Senior management will be able to leave the organisation having met their KPI'S so I guess everything is fine. This is a rudderless ship without a captain.

Negative

Resources

The organisation doesn't embrace technological change and move with the times...at the moment the organisation should be using this period to embrace change and adapt, utilise new technologies and actually use these to help business meet their obligations like we are supposed to....I think you could be more effective working as a consultant or an employee of a company rather than in OIR. OIR is happy to tell people what they are doing wrong, but wont give suggestions on how to make it right...not very helpful.

Mixed

Culture & Values, Service delivery

Work role is good. Red tape and politics a major issue.

Negative

Be open-minded and prepared for continuous change.

Very Negative

Communications, Leadership, Performance & Development

I would respond by saying it is a very hostile environment at the moment in the field and internally. The expectations from management on what we do on a daily basis are excessive and ends up wearing you down. This is because most of the managers we have now have not come up through the ranks and have not walked in the shoes of what we have to do on a daily basis. There has been no proper training for years and anything new is emailed out in the hope everyone knows what it is about if you have actually some spare time to read it.

Mixed

Resources, Leadership, Employee wellbeing Culture & Values, Service delivery

The organisation makes you feel more like home, it is structured where everyone is willing to assist each other and share realistic stories that refer to your work studies, so one can understand the difference applications of life worked examples which broadens one view point, to better understand the reality of an introduced process. I am still in shock to comprehend the freedom given upon staff to work from home at their random choices which in turn, I have acknowledge that staff seemed to be more content and relaxed in their work duties as trust and respect back towards their managers and the organisation has heighten or improved, not sure if it was Covid-19 restrictions that has introduced this flexible arrangements?. If anything I have overheard staff stating that they have to place a timer at their working at home office as they tend to work harder and longer as there is less interruptions, problem solving as a group but yet showing devotion back to the organisation. Management had introduced a good work practice by allowed staff to work from home in a flexible work arrangement, which also has significantly reduces the risk of any future journey claims as staff are not travelling to and from work daily. Best work environment I had in so many years, I should of made the move sooner.

Mixed

Resources, Communications, Service delivery, Leadership, Employee wellbeing, Agency engagement

OIR genuinely supports work/life balance and is a great place to work when you're balancing family commitments. There are many very dedicated, experienced and impressive people working across the organisation. There's a degree of bureaucracy and red tape that can sometime be frustrating and slow things down. However, I don't believe it's in excess of red tape across the government, and although it can slow things down, it's necessary for transparency and accountability. In recent years resourcing has been somewhat of an issue--it can feel like we're always trying to do more, with no more staff (or fewer staff).

Positive

Culture & Values

It's a good culture and will support you.

Positive

Performance & Development

I'd tell my friend that wanting to help improve workplace safety is commendable and that there are many opportunities to learn and improve skills. I'd always promote a positive look for the organisation no matter what may be occurring from time-to-time

Mixed

Resources

It is a good organisation, the work is interesting however the Office of the Work Health and safety Prosecutions Office has far too much input into matters.

Negative

Culture & Values

Don't bother. Its toxic.

Very Negative

Culture & Values, Leadership

I would tell them if they are related or friends with a manager or if they are attractive or a particular political persuasion they will get of fantastically otherwise they will be very disappointed.

Mixed

Performance & Development, Resources, Communications, Diversity, Inclusion, & Fairness, Leadership, Service delivery, Employee wellbeing, Culture & Values, People and Teams

**DO NOT EVER WORK FOR THIS ORGANISATION!** - Workload, back flipping and withholding information - Bullying and preferential treatment - Unprofessional workplace Firstly I want to highlight that my team leader/manager/supervisor is amazing and work incredibly hard to ensure she gets the right information to our team even though our manager and director back flips regularly. Workload, back flipping and withholding information This has been identified in previous surveys and my leader/manager/supervisor and I have raised the workload issue in numerous occasions. Yet there have been many times when the manager and director tells us to just get it done so they (the client) gets off our back. The director meets with senior leaders and comes up with ideas WITHOUT consulting the team and ends up creating more work (busy work as we try to fulfil the request 'to just get it done') for the team - these ideas add to the team's workload and creates stress. This is on top of the fact that even though it was agreed from previous meetings, WfQ survey results and consultations with the work group that we should PUSH BACK and SAY NO to work that is not agreed upon in the comms plans or aligned to our core responsibilities/activities. The managers and director has backflipped on most decisions made. The director, fully understanding the implications of the pandemic, continued to push for Safe Work Month

to be in person events even after the entire team raised concerns of snap lockdowns, perception of having group gatherings in a pandemic. Director continued to tell us to plan as per normal and then when the snap lockdown occurred, we were pushed to quickly come up with a plan should a lock down happen for our events. If he simply listened, rather than trying to impress Jodie, the other EDs and Craig on what the team delivers, we wouldn't be so stressed out, burnout and overworked. This also can be applied to launching campaigns, first we're told to go ahead, we advised the director that the parties involved is currently in another state (stuck in lockdown) and those affected in the campaign are unwilling to participate. Then the director finally agrees to not launch the campaign. Then we were kept out of the loop on the landline media opportunity where this campaign was to be heavily featured. Even being fully aware of the team's situation where we are understaffed, the director and his favourite staff member proceeds and kept the team out of the loop on this media opportunity. Then the team is alerted to this at the very last minute and was demanded to provide support to the director's favourite staff member, even though she was already provided with ALL the information. We had to drop everything to make this media opportunity happen for the director's favourite staff member. Bullying and preferential treatments A serious incident of bullying occurred between the director's favourite staff member and one other person in the team. The director's favourite yelled at the other person in the team after the team member asked for updates on a job that the director's favourite said she was going to do/have completed by a set deadline. It was extremely unprofessional and the director's favourite knew she did the wrong thing and ran off to find the director straight away and had a huge cry. The team member was upset, felt horrible and didn't deserved to be treated like that. Then after consulting with the director, the director's favourite then tries to mend relationships but the affected team member kept it professional and told the director's favourite to let's not talk about this while we're both emotional. The following week, the director's favourite and that team member met with one of the managers to discuss what had happened. The director's favourite even mentioned actions the director advised her to take to ensure she didn't get in trouble. The team member never had the opportunity to air her grievances whilst the director's favourite had his ear and was able to get out of this situation without being reprimanded. The entire team has been treading carefully around the director's favourite for a very long time. The director has a preference for blonde, young women and those who fit this criteria has always had preferential treatment. The current favourite has acted unprofessionally in many situations and no one speaks up on this as she is the director's favourite. The director will refuse to talk to you or ignore you completely should you upset his favourite. Even though the director's favourite doesn't do her fair share of work, stays back to finish at the same time as the director, she's just online shopping and not meeting any agreed deadlines set out by herself. She has promised other team members to create Facebook pages for their events and hasn't done this. When you send her social media schedules, she hasn't escalated it accordingly or misses copying in content so posts are missing and work is missed. When you raise this with the director or any other work issue relating to his favourite, he'll tell you to either work with his favourite to resolve this or you take on responsibility for your work being lost... we all followed the procedures set out by his favourite to deliver our social media schedules. The director refuses to hear anyone else's side of the story when it comes to his favourite. This has been brought up in previous WfQ surveys and in the meeting with Jodie - she promised something will be done and guess what, NOTHING has been done and the director and his favourite continues to carry on in such an unprofessional manner. The other comms team in AEU does not work on as many events as ours and often are overlooked on the work they deliver - it's not as high profile as an event. They recently delivered a large chunk of work for electrical safety week and soon they'll have delivered the safe work and return to work awards and farm calendar, but apart from these high profile events, they don't get any recognition on the work they do. On top of this, the web team works incredibly hard given their small team and with their team leader/supervisor leaving - who has been advocating to anyone who listens, to hurry up and leave OIR as it's toxic and not good for you to work for people with little to no management skills, it's concerning who will be acting in her role once she leaves. Will it be left to the team who is already overworked to keep the team afloat? The AO6 and AO4 in the team work tirelessly to cover for the fact that the previous manager placed someone not suited for the AO5 position into the position. The previous manager has a preference for males over females. That's why the AO4 who works harder than the AO5 and previously landed the temporary AO6 position, works extremely hard to do her role and to help the AO5 with his workload too. How is this fair on the AO4 and AO6 who is going to have to take on an extra 1.5FTE workload? Unprofessional workplace As highlighted above, the workplace is extremely

unprofessional. The director's favourite has been leading charge in this with oversharing personal stories and even when no one responds to her story telling, she continues to overshare. She announced to the team that her partner and her are trying for a baby and made a huge fuss over the situation. Meanwhile, unaware that there are at least four staff members who have in the past 12 months suffered a miscarriage or are having difficulties trying to for a baby. Sure, it's up to those staff members to speak up as it is their story but the people in the team are professional enough to not air their personal stories in such a manner. One staff member who suffered a miscarriage continue to work from home after. I know the other two just continued their work pattern with no changes, only speaking to some of the team months after their ordeal. Recently the director's favourite fell pregnant and sadly suffered a miscarriage. She didn't come to work and took time off to recover, which is perfectly fine however when other team members tried to progress the work that she advised was in progress, it was found that she had lied about having done the work. There was nothing in the G drive folders or in Facebook that can be identified as work being done. When she finally returned to work, everyone walked around her carefully to avoid receiving the cold treatment from the director. She barely does any work and everyone is scared to say anything about it. She was complaining about all the overtime she's been doing to deliver her work, even when she's now in an AO6 capacity, she has successfully managed to push the key deliverables in her new role onto the team instead of delivering it herself - as she should, in this new role. She complained to the director about how busy she is and has basically reassigned all the work she doesn't want to do, to the rest of the team. I didn't realise that AO6s were able to reassign their workload like this to an already overworked team - it's the first time I've seen it happen but that's the power of being the director's favourite. When the favourite was in her previous role, working in social media for the team, it was noted that she is not skilled or have knowledge in social media at all. She has dabbled in facebook and instagram but knows nothing of YouTube or LinkedIn. The director ended up signing up on SMK training for the team and luckily the team has benefited from this as a professional training and access to information has been more helpful than promoting his favourite into a position that's not suited for her and one that she's not capable in doing. So unless you're blonde and young, if you join this team, you won't get far. You will never be considered for career advancements unless you're the director's favourite.

#### Very Negative

Service delivery Employee wellbeing

It is a challenging environment - There is significant secrecy which inhibits doing your job, and the siloed nature is frustrating. Easy to get in trouble for asking a question from the wrong person Very much a "do as i say not as i do" attitude when it comes to safety and wellbeing Go in with your eyes open and be careful..it appears progressive and proactive but it is really neither... struggles to get out of its own bureaucratic way

#### Very Positive

Service delivery, Resources, Agency engagement, Performance & Development

Being an Inspector provides a platform and opportunity to make a difference for people being able to work in a environment made safer from the implementation of safe systems of work. Every day presents a variety of work and challenges to be faced however there is a high degree of satisfaction to be derived from being able to enter a workplace, observe and record non compliance and then implement appropriate enforcement action which changes the course of both employers and employees' individual circumstances e.g. reduction in the risk of fatality and / or injury outcomes and assisting obligation holders in understanding their obligations.

#### Negative

Leadership, Employee wellbeing

Senior managers seem not to care about the well being of their workers, ED and DDG have previously stated that they will attend regional officers from time to time to speak with workers, however this has not occurred in the past 18 months. I feel it would be beneficial to have the chance to speak directly to the ED and DDG to raise concerns directly with them as we have no other direct access to them.

Very Positive

It's an important organisation doing important work for Queenslanders. The people here are great to work with and there's a real opportunity to make difference.

Very Positive

Employee wellbeing, Agency engagement

Overall it is a great place to work and the staff are generally very supportive and lovely to work with. Depending on role there is the ability for flexible work arrangements, work/life balance is important to the organisation, there are opportunities for movement to other areas.

Neutral

Employee wellbeing

- Job role allows work hour/remote work flexibility

Mixed

Culture & Values, Diversity, Inclusion, & Fairness

Specifically about the job they are applying for. I feel it's not my place to give them bias against a workplace unless there are significant issues creating a toxic environment. OIR has its issues, like any workplace, but I don't think it is particularly toxic at the moment.

Very Positive

Employee wellbeing

It is a great organisation to work for and we have access to flexible work arrangements.

Neutral

No.

Very Positive

I am very happy within LAS, my concerns about the organisation are about OIR more broadly.

Very Positive

It's a great job You get to help the public There are great opportunities if you work for them Great life balance, When you have to be firm and enforce the law, always be respectful and have empathy

Mixed Agency engagement, Leadership

It's a difficult job at times and requires a lot of confidence and discipline. It can be taxing on the mind and cause fatigue. However, it is a good, satisfying job and has its rewards.

Mixed People and Teams, Employee wellbeing

The organisation is good but you don't want to work for the construction team. They see bullied and stressed out. Other areas are ok as far as I know.

Very Positive Agency engagement

Great place to work, and conduct meaningful work.

Very Negative Performance & Development, Diversity, Inclusion, & Fairness, Resources, Leadership, Culture & Values, People and Teams

Don't bother unless you are female and know the panel chair. They get the favour. When you do, make sure they write in your contract any conditions because they won't be any chance to change anything. The current environment is toxic and really depressing, there are better organisations out there to work for. The pay is better and our organisation does not move with the times. Policies and thoughts are outdated and there is no willingness to change. Leadership sit in 1 William street and have no care for the rest of the organisation - they probably don't

even know where the other offices are located. The organisation is reactive and only deals with issues that have been raised repeatedly. The culture is one of do as I say, not do what I do. Especially when looking at industry. Many of the items like team meetings, BBQ lunch and other team building exercises have been scrapped and not returned. Managers are difficult to get hold of and professional development opportunities are limited to the chosen ones. Resources are limited and the cheapest ones are always chosen.

NegativeLeadership

The current CMEP directs workers to take enforcement action, and removes the Inspectors discretion. This needs to be carefully considered, as this direction can and will likely lead to you needing to take unreasonable enforcement action in certain circumstances, leading to potential risk to your psychological health.

Very PositivePerformance & Development,People and Teams,Leadership,Resources

That being a WHS inspector is an amazing/rewarding career with a huge focus on support and development, having the tools to do the job well. I would say that the SWGC Region has been extremely welcoming, helpful, friendly and supportive. I would, and have, recommended this career path to many former colleagues and am excited about the future.

Neutral

Think about it

Very NegativePerformance & Development,Resources,Leadership,Communications,Diversity, Inclusion, & Fairness,Service delivery,People and Teams

re Survey questions - as in this survey. The survey questions have been adjusted and manipulated so much over the years that I am unsure how you actually get any information you can rely upon. The questions only anticipate feedback re the conduct of "your team" - there is no way to specify - the whole team is classed the same, which is unrealistic. Also, the survey doesn't seem to account for Public Service structures - you comment on you manager/supervisor's conduct. What about where the whole structure line appears incompetent/demonstrates incompetency?? What about where your exec director appears to be the only one in the chain of command with any intelligence or integrity? re Management conduct OIR/WCRS/R&A unit - Still an issue in the Appeals Unit in particular where I work. Our managers and team leaders have had so much training over recent years, however, no amount of training can make a decent person out of a bully. I really feel that if some work was done re encouraging the "leadership team" to think and act like they are a member of the team they "lead" rather than primarily as a member of "the leadership team" some of the remaining behaviours could be addressed. This COULD lead to improvements in: - communication - We rarely have team meetings, we went almost 6 months between meetings at one stage this year. Our manager thinks of our team meeting as a bulletin only. The minutes of the meeting are written before the meeting, no discussion or decisions are really made at meetings. Sometimes for show, but not in reality, If there is "nothing to tell you" no meeting is held. There is 'nothing to tell us' as our manager never informs us of anything that is going on in the organisation and appears to think we shouldn't be told anything. If she has told our team leader or her favourite staff member then 'she has told everyone'. We are never given updates on management meetings, unit plans, interesting cases, projects, how she spends her time etc. If our manager thought of herself as a member of the team, she may actually communicate better with the team and may treat individual team members better. - poor conduct - I experienced a disgusting situation earlier in the year where my Team Leader and Director placed more importance on a member of a different team than on members of the Appeals Team to the detriment of appeals team members. The Director seems to consider it impossible a manager can act poorly and does zero or nothing about the poor conduct of managers. The particular manager had acted incorrectly and poorly - Appeals Unit team members views/opinions/feelings were ignored merely because the conduct we were complaining about was that of a manager. The manager was directly responsible for the organisation losing BULK (at least 20) staff because of her bullying and when she finally leaves the organisation, our director puts an article in midweek news saying she was good at her job. In who's universe? Has he never listened to one of the complaints about her?? What disrespect to the good people who have had their lives wrecked by this woman. What a betrayal of the remaining staff. Meanwhile, in the incident I refer to above, OUR team leader considered it more important to provide confidential private information from his appeals unit team members to the manager of another team rather than discuss it with his team members. If he considered himself part of the Appeals Team first before being a member

of the 'leadership team' he might not have behaviour on his conscience now that he is ashamed of, or should be. - continuing recruitment issues I am aware managers and team leaders have had some training on recruitment processes. As an outsider, it appears some of these people, in particular the manager of the appeals unit, has used this training as a mechanism for more manipulation of "the rules" so they can still give the person they want to be appointed to a job and receive no questions about it. If they thought of themselves as a member of the team, perhaps they would use facts and experience to recruit people rather than outside work friendship. - ignoring of poor behaviour in team members The manager and team leader of the Appeals Unit do nothing regarding the behaviour of one member of the team who regularly displays unprofessional or bullying behaviour. The team member is a personal friend of the manager and neither she (the manager) nor the team leader ever seem to call her on her obnoxious behaviour. They have further done our team and new staff a disservice in having this person, the team bully, coach a new staff member, perhaps in an effort to rehabilitate her, but I myself see it as the ultimate betrayal of the new staff member. This year the manager has managed to engineer our team bully into a promotion to an AO6 role in the team. Since we have such a sensible and seemingly intelligent Exec Director I would have thought there would have been more improvement in our managers and team leaders, however, I have been disappointed again. Maybe she is just as stuck with these people as we in the team are - and you can't make a silk purse out of a pig's ear. Don't give up, Janene, we are still counting on you. I am willing to give you the benefit of the doubt and support you another year.

Very Negative

Performance & Development, Leadership, Culture & Values, Diversity, Inclusion, & Fairness

your experience depends on the unit you're in and who your manager, director and executive director is. there is a lot of nepotism and people get promoted unfairly. there is no reward for people who don't have connections and who simply do their job and do it well. there is a lot of politics and sucking up at play. it is not the oir of yesterday but the culture is still there. be prepared to work harder than others for minimal recognition or reward. if you work hard, you'll be rewarded with more work and used while others with connections get rewarded for doing next to nothing.

Very Negative

Leadership, Culture & Values, Performance & Development, Resources, Communications

I have worked within private enterprise and other government agencies - OIR is by far the worst organisation I have worked for. Bullying is rampant across many divisions and sadly conducted by those who hold positions of authority. It is so bad Union intervention is necessary. All divisions across Human Resources do not return calls or emails and generally are very difficult to deal with. HR and its management are incapable of practicing due diligence and overall are a very dysfunctional unit. The issues within this organisation lie with most of the position titles that contain the word DIRECTOR not the lower level management or their subordinates. We are still waiting to be given the actual results from last year. Our feedback session consisted of management in an open forum wanting individuals to put their hand up and explain the bad results and suggesting we perhaps did not know who 'senior management was' and this was 'our issue' to fix. To answer the question, it is a toxic workplace.

Very Negative

Performance & Development, Leadership, Service delivery, Employee wellbeing, Culture & Values

This is a high-stress work environment where upper management refuse to provide adequate resourcing in order to adequately manage the workload. This leads to a situation where employees are required to constantly deal with difficult and angry customers due to circumstances beyond our control. Management does what they can to manage the situation on the meagre resourcing we do have, but staff often feel burnt out and overwhelmed by workloads and do not feel appreciated for the work they are completing. Recently OIR have made the decision to implement PDA's- despite the use of the word 'positive' the implementation of these documents raises a big red flag for staff who are worried that implementing these plans without fixing the key underresourcing issue will

lead to employees being performance managed for not meeting KPIs which are unrealistic and unable to be achieved with current workloads.

Mixed

Employee wellbeing, Culture & Values, Leadership, Resources, Agency engagement

The organisation has been evolving over the last couple of years under a new leadership. The DDG is strongly people focussed and engages with all staff. The corporate areas of the organisation still work independently of each other and do not have a collective voice at the leadership level. Although there is a strong support from the Executive for the wellbeing and safety of OIR staff, the internal safety area would benefit from additional skilled resources to help drive the safety culture and support for all employees.

Very Negative

Leadership

Don't get a job as a construction inspector because its a nightmare. Its never been a worse time to be a construction inspector. Bullying is ingrained. And whoever is looking at this answer - I'd appreciate not being dropped in it.

Very Negative

Culture & Values, Leadership

I would firstly say that if you want to go into the department that a inspector role in industrial would be ok. If you are thinking of becoming a construction inspector i would say no .The reasons i would say is that the culture in the department from the top supports trade unions in a way to keep them happy. The inspectors are stuck in the middle trying to do their job in a lawful way but are being pressured from officials and directors and managers to do things in a way to facilitate a outcome which supports the trade unions. This has caused some inspectors and myself to get help with mental health issues. This issue has been raised with the department for years and no one does anything to resolve the issue. All i can say is that i have lost faith with the organization as not independent and is open to manipulation by other stake holders and i am looking at moving on for my own health and carrier prospects. When you read this craig i wonder how can you sit there in your position and watch what is going on while your people are working in this environment and not do anything to make real change to resolve the real issue instead of putting Band-Aids on some thing that needs to be removed.

Very Negative

Resources, Service delivery, Leadership, Employee wellbeing

Our organisation does not practice what we preach. We may be responsible for compliance of work health and safety legislation in Queensland but we have absolutely no idea how to undertake risk assessments and implement appropriate controls in our own organisation. We do not provide suitable and adequate support to our people and there is quite the exodus happening of long term very knowledgable employees. If we do not have open and frank exit interviews then we are not collecting appropriate data to understand why our staff our leaving. From the conversations I have had, they are leaving due to lack of support, bullying and intimidation by their immediate managers and high and unsustainable workloads. Change management processes are non-existent. There is a complete lack of consultation in decision making. It is getting worse, not better.

Mixed

Performance & Development, Service delivery, People and Teams, Leadership

In the past I would have encouraged them to join the organisation but my opinion has changed over the last 3-4 years although we do have a better understanding of our strategic direction now but it is still not clear if it is based on current research and data. However, I do not feel OIR is a cohesive organisation. Executive level may

think it is but that does not translate to all units and workers. Not all units are supported sufficiently to deliver good evidenced based practice which is what we should be doing as a state government department and public servants. So I would tell a friend that the people I work with are passionate, smart and hard working people but be prepared for frustrating challenges such as long periods of being in limbo while waiting for approvals, the difficulty of working with partners because of that and the lack of being able to plan properly without having a clear budget. I'd say that you need to understand you are coming into a risk averse organisation and the levels of hierarchy is a challenge when you want to seize an opportunity to make a difference. However, it is an organisation that supports continued learning and there may be opportunities to increase skills and knowledge in other areas of the organisation.

Neutral

Agency engagement

I would only recommend working in OIR so that you know what NOT to do in your next workplace.

Mixed

Service delivery, Resources, Employee wellbeing

As a government organisation we have tremendous opportunity to do great things and really make a difference. The work is interesting and meaningful and the people who work in the organisation mostly are here because they have a sense of purpose. But as a government organisation, there is a lot of bureaucratic nonsense that puts barriers in the way of good ideas so being resilient is going to be important. It is also a lean organisation with lots of expectations on so there is far too much work to do. You will need to think of way to push back on the expectations otherwise you will work far too many hours. But the trade off is doing great work.

Mixed

Culture & Values, People and Teams, Agency engagement

Great place to work in regards to feeling supported, team environment and work environment. IT is behind the times however changes are being made to improve this. Overall, would encourage a friend to work within OIR as I think the organisation is headed in a positive direction and staff are mindful of changes that are needed and working towards this.

Very Positive

Leadership, People and Teams

Great team of co workers and managers.

Mixed

People and Teams

It's pretty good, lots to do but there's good people to get it done.

Very Negative

Culture & Values, Leadership

It's turned into a toxic workplace, Upper management have turned ESO staff against each other... A very true reflection of society at this time, blame anyone for their shortcomings.

Very Negative

Performance & Development, Diversity, Inclusion, & Fairness, Leadership, Service delivery, Employee wellbeing, People and Teams, Resources

- lucky to work in a unit of professionals who want to make a difference and advance prevention of occupational injury and disease, not the same for other teams/branches - progressing work is slow, many layers of management and silos across the board - workload and delays in approvals is getting worse, even though less outcomes. - staff that are just not there yet in work performance or maybe not get there at all, have more resources and support. those who have good work performance really don't get much recognition and you need to advocate for your own development. Also they are not encouraged for experience in other areas as they are needed in the original team. - concerns of lack of skills development and succession planning when so many experienced staff are getting close to retirement age. - grab opportunities to work with others in different areas, can be positive experience.

Very Positive

Leadership, People and Teams, Agency engagement

I would tell them the area where I work, the team with which I work and the management/senior management in our area is exemplary and I have had a very positive experience working here and hope to do so for a long time. I would tell them I have not had experience of working in any other team/area within the organisation and, as such, I could not comment on quality of the team and management in other areas. However, I would be clear that to my knowledge I am unaware of any specific negative comments about other teams/managers within the organisation. I would therefore recommend this agency to my friend as a positive workplace based on my limited experience.

Very Negative

For the love of god no don't do it!!

Very Negative

Performance & Development, Diversity, Inclusion, & Fairness, Service delivery, Resources

The organisation is undergoing some changes which have the promise to be more effective in managing work and issues into the future. However, staff are moving on and the reasons for those people moving isn't clear. The IT systems are improved, but there is still a diverse number of systems with a lot of work going into them. The clarity around what is going to be delivered by those system changes continues to be obfuscated by the processes employed to get us to the outcome. So whilst OIR is moving towards an organisation that understands its own work, has clarity in its objectives, the road is troubled at the moment and it could be an interesting time to be part of the organisation.

Negative

Performance & Development

Don't do it. There is a distinct amount of giving merit to what is said, as opposed to competency with what is done. An increased level of oversight driven positions, detrimental to the provision of front line service. (decreasing staff levels)

Neutral

Leadership, People and Teams

What happens at work in all organisations is very dependent upon the other people in the team and those in the management structure above the team. This organisation is no different from any other in that respect. and the change of one person can result in what was previously a happy team becoming very dissatisfied or an unhappy team becoming satisfied and happy.

Very Positive

Leadership, Employee wellbeing, Agency engagement

Great place to work, especially in recent years. Management really care about the welfare of employees. Work/life balance is now excellent thanks to the availability of working from home

Very Negative

Agency engagement

Take care if applying for OIR - CFS jobs as the workplace is politically interfered with and union thuggery is in full force and not being controlled and you will not be supported by the unit. If applying for other units within OIR you will have a great place to work.

Very Positive

Agency engagement

It is a great place to work.

Negative

Performance & Development, Culture & Values

The work culture is not good for career development.

Mixed

Performance & Development, Resources, Employee wellbeing, Leadership, Culture & Values, People and Teams, Service delivery

I am happy with my team leader and have answered the questions about AEU leadership with my director in mind, and to a lesser extent my manager. I do think my team lead and manager do the best they can under trying circumstances and do not have all the information they need to do their jobs. My manager often backflips on decisions in the interest of satisfying individuals rather than looking at the team impact holistically. There are many problems in AEU most of which stem from the director. He does not consider or value the input of his staff, and makes team and work output decisions based on his personal opinions rather than fact or logic. This is disempowering and has made many AEU team members feel disengaged at work. Direction often changes on a daily basis with the reasons not explained or clarified. This results in rework, confusion about direction, priorities and purpose, and a general lack of information to do our jobs. There is an individual in AEU who is given preferential treatment by the director which is resulting in others picking up additional work, causing burnout and frustration. This has been raised multiple times over with management but the situation persists and poor performance is not addressed. A role was created for this individual with no PD, no clear deliverables and a recruitment process was not offered to anyone else who might have been interested. Over the past twelve months many people in the team have expressed their dissatisfaction with the culture and several longstanding staff members have taken opportunities outside of the organisation. Many others are actively pursuing it - AEU is a mentally unhealthy workplace.

Very Positive

Great, the work is interesting and the people are friendly.

Very Positive

Leadership

Very friendly people in the organisation and very good management.

Very Negative

RUN Forrest RUN!!!

## Mixed

Service delivery, Culture & Values, Employee wellbeing, People and Teams, Agency engagement

Other than the usual government red tape, at times frustrating approvals processes and the tendency for some to micro manage, our organisation is a good place to work for. There's a nice mix of work/life balance, the pay and employment benefits are nice, the people are friendly, yet professional, the work environment is great, the overall culture is positive and as a team we do make a difference to people's lives. I'd say have a crack at the job and I'll see you on the other side!

## Very Positive

Agency engagement, Employee wellbeing

The people in the organisation all perform their duties well. The workplace is generally a friendly place to work with the majority getting along well. Work life balance is excellent in comparison to some other workplaces and I would recommend the organisation to anyone who has an interest in working for the Public Service.

## Negative

Performance & Development

Opportunity to career progression in Gov agencies is NOT supported. To progress my career I have to apply for another job and maybe change agencies.

## Very Positive

Employee wellbeing

Friendly, supportive, good employee conditions, good work/life balance.

## Very Positive

Performance & Development, Resources, Leadership, Culture & Values

I would highly recommend the Office of Industrial Relations. As an agency it is supportive and inclusive. Management are of a very high calibre and make the workplace enjoyable. The work undertaken is extremely important to Queenslanders, workplaces and employers and employees. You are really made to feel welcomed and given all the training, knowledge and tools needed to do your job.

## Negative

Employee wellbeing

We the unappreciated, must do the unimaginable, and see the unthinkable, to protect the ungrateful. The number of people available to do the job does not match the reactive workload and proactive workload expectation.

## Very Positive

People and Teams

The people are great to work with, friendly and work well as a team.

## Very Negative

Performance & Development, Service delivery, Leadership, Culture & Values, People and Teams, Agency engagement

I would tell them not to work for the ESO. ESO fails to provide a safe and fair workplace. It is a toxic workplace. Bullying by management goes unaddressed. Expectations are not achievable, to say anything about this or to bring up things that are negative is to suffer reprisal. You will have this unachievable expectation and be held

accountable for not achieving the expectations and receive or otherwise feel the threat of actions against you for poor performance. Unethical behaviour of management is the norm. My manager promotes unethical behaviour with regard to how to complete work. (operational expectations) My manager is not competent in his role My manager holds grudges and will act very inappropriately to staff and external clients. My manager will take actions that are not consistent to achieving electrical safety Even when evidence of inappropriate work behaviour (work actions) of certain persons are provided to my manager he will not address the behaviour. But he will take every opportunity to use toted operational requirements against others who are not in his favour. Certain inspectors at team meetings with my manager in attendance will be blatant about inappropriate to clearly unethical work methods and this is condoned by my manager, it is very disheartening to those who try to do the correct thing. It is all about the stats, we create audits from audits without achieving any real safety advancement. The work place has degraded to the point I know I am not the only inspector to engage legal representation due to mistreatment and the inability for ESO to provide a safe workplace. i know what the public expects and what is required but it has passed the point that you can actually achieve it. i just wish my work place could be better, but i have given up on that unachievable dream.

Mixed

Resources, Employee wellbeing, Leadership

If you do decide to apply for a job know that your fellow inspectors are great, always willing to help and provide assistance. The inspectors really all care about Electrical Safety and helping our industry, just a great bunch to be around. Our manager is approachable and will always have your back if shit goes down. I will say when I first started there was a big focus on work/life balance. It was a breath of fresh air for me and really allowed me to focus on my wife, kids and generally my health and wellbeing. For the first time in my working life I felt I had achieved balance and you could say happiness. As you would expect when you are working for the Regulator. In the last 3 years that has all been thrown out the window. Hard to put my finger on exactly why - low staff levels, dwindling worker moral and workload expectations. There is a such a focus on timeframes and meeting targets that sometimes it feels like - does any of this actually have anything to do with real world electrical safety or is it all just statistically perceived electrical safety. Because of this to meet all the requirements of the job now, you will be working excessive hours unpaid most nights of the week. This is an unwritten expectation of the job. It's challenging and long hours so have a good think about it before applying.

Very Negative

Communications, Leadership, Employee wellbeing, People and Teams, Agency engagement

I would not recommend working in our organisation. I can see that changes are occurring at the Executive Level with more open communications across Departments (and traditional silos starting to break down). I have seen more communications within my own Department however, I have not seen many positive/constructive changes that impact on my immediate work team and my work within OIR. I also observe that work load management remains a big issue. There seems to be a lot of unrest and unhappy people in our Department. Also, there have been several media reports about OIR issues however, there has never been any internal communications to advise what is actually happening in our own Department. I would appreciate more internal communications so I can understand what is happening and if there are changes to work teams, why these are happening. I remain with the Department because I believe in the work we do (making our workplaces and communities safe) and the flexible working arrangements work for me and my family.

Mixed

Performance & Development, Service delivery, Employee wellbeing, Leadership, Diversity, Inclusion, & Fairness

It is a good organisation to work for. I have personally experienced a situation where management have been extremely inflexible with respect to flexible work arrangements, specifically working from home, when other work units allow it. No explanation for the decision. I then moved to a new work unit and the flexible work arrangements are encouraged - i believe that the new manager understands that productivity flows when staff

have a buy-in and valued. the previous manager was promoted himself through nepitism and had no previous management skills.

Mixed

Service delivery, Agency engagement, Employee wellbeing, Leadership, People and Teams, Performance & Development

The work we do in this organisation is meaningful and important work. There are many excellent learning opportunities and passionate dedicated people who work here. However, experiences within the organisation will be highly dependent on who you work for and the area you work in. Unfortunately we don't practice what we preach and if we were audited to the same level we expect our stakeholders to be performing we would fail dismally in multiple hazard areas. We would have improvement notices written against us for failing to identify and control risks to our staff. This can get you down. Don't work in the construction area as you are likely to be exposed to bullying , harassment and intimidation. There is a very high turnover and seemingly little to nothing being done to support or back up the staff working in this area. It seems that every week someone has left or is on stress leave. The technical Units are bleeding staff at the moment and there does not seem to be any genuine enquiry from other executives' as to why this is happening. People usually leave jobs because of management. While it might be convenient to rationalise many people leaving and retiring, many of the people 'retiring' are leaving prematurely. There is an incredible amount of corporate knowledge walking out the door prematurely. I wasn't aware that SHSS was so terribly in need of a makeover.

Very Positive

Culture & Values, Service delivery, Employee wellbeing, People and Teams

Supportive and inclusive workplace culture; respectful and flexible work. Highly productive teams making significant contributions to community safety.

Mixed

Resources, Service delivery, Leadership, Employee wellbeing, People and Teams

I would tell them that the much of the work is varied, interesting and worthwhile. However, over half of the re-active "Complaint" work is vexatious or not within WHSQ's Authority/Jurisdiction to investigate - yet it is allocated for Investigation anyway because that is the easiest route - INADEQUATE Event Triaging. We currently have a Management Team that has failed to Manage. My current Line Manager has nil Management/Safety/Health qualification yet has made it into a Management role. Currently WHSQ has too many Managers, Directors, Executive and "Lead Advisors" and DDGs. We need more people in the Field doing real work - not more people in meetings dreaming up Strategies and Plans.

Mixed

Agency engagement

I personally am proud to do the work i do, i don't always like the organisation i work for. I get satisfaction from my clients. being a public servant is not for every one.

Mixed

Performance & Development, Resources, Employee wellbeing, Agency engagement

I would tell them that the professional conditions within the office are good and the pay is fine, but there is little opportunity for personal growth or career progression. Any training sessions are either postponed or cancelled due to the requirement to always have workers on phones, and any work unrelated to handling phone queues is pushed to the side due to inadequate staffing. Staff have been leaving continuously for the last 12 months and have not been adequately replaced, and by the time approval for hiring of additional staff is granted, the

measures won't be enough as more and more people continue to leave. It would be a good environment for an introduction into government work, but I would not recommend anyone stay in the role longer than 12 months.

Very Negative

Performance & Development, Leadership, Culture & Values, People and Teams

Just stay away from the Construction Team! It is a toxic environment where unqualified people are promoted to director/management positions where they micro-manage from a space of incompetence. Workers will be chastised/punished for not following directions (regardless whether those directions are lawful). Workers will be treated as though they are untrustworthy. Worker complaints will be swept under the rug.

Mixed

Service delivery, Leadership, Communications

While I am satisfied with the actions taken to respond to last years WfQ survey this is because I am privy to discussions around what measures will be implemented. However, I know that other staff down the chain are not seeing the action nor is that action being adequately communicated to staff. It is getting to the point where staff will question why they have to keep taking this survey when for them very little action is taken to address issues. In my opinion, the results aren't being disseminated in a timely enough manner so there is very little time to action anything before the next year's survey comes around.

Mixed

Performance & Development, Resources, Leadership, Service delivery, Agency engagement, Employee wellbeing, People and Teams

I have been asked and have not recommended ESO as a workplace - there are some positives such as working from home, regular pay, some work satisfaction, great people to work with and work life balance/flexible work arrangements, however there are negatives such as the pay rate including overtime rates which leads to difficulties with recruitment and retention of quality staff, excessive workload, unpleasant work of confrontational law enforcement and investigations including SEIs & fatalities along with assisting with the interviewing of witnesses & alleged offenders then the pressure of possibly later attending court; and lack of professional leadership from some managers which results in decisions not been made for fear of being held accountable through RTI, lack of industry leadership with only enforcement penalties which results in incidents continuing to happen with no end in sight as well as lack of respect from industry; excessive/duplicated administrative policy but little leadership, training and processes in electrical testing technical processes and expectations which leads to inconsistencies of how inspectors carry out inspections and deficiencies when comprehensive investigation is required, reward by management of staff that don't question them such as carrying out their directives that I am concerned are sometimes injustices, underperformance and possible unethical behaviour of some staff is not addressed as their manager may have behaved the same; and enforcement action taken against easy targets but backing away from hostile suspects because they threaten to lodge a formal complaint.

Mixed

Employee wellbeing, Resources, People and Teams, Service delivery

Positives - Flexible work arrangements. Great team environment. Negatives - Limitations on IT support and solutions that make it difficult to be proactive or innovative. New performance and development processes are more complicated and time consuming.

Mixed

Performance & Development, Agency engagement, Service delivery, Leadership, People and Teams, Resources

There is interesting work at times although a lot of reactive work with short deadlines that may prevent you/your team being able to do the interesting work that would create an impact. There are some great projects that could be done with industry however limited resources again prevent some of the real impact. This environment tends to prevent innovation or new ideas as there is certainly an attitude of 'that's not how we've done it before' or the red tape and approvals process makes for a lot of hoops to jump through and often delays action to the point that opportunities are often lost. The people within teams can be very supportive and some of the managers also work very hard to achieve goals and support their teams.

#### Very Negative

Performance & Development, Diversity, Inclusion, & Fairness, Service delivery, Leadership

It is a typical male dominated government organisation whereby not everyone is given a fair go and there are many highly skilled people that are not given the opportunities to use their skills/knowledge. There is too much red tape that hinders work from being done effectively. We are micromanaged by people that don't know what the job actually is. Issues raised are not addressed well and are swept under the carpet, so to speak. There is way too much talk and not enough action on issues that have previously been raised and continue to put people at risk doing their job. Why bother doing a survey when nothing comes from it.

#### Mixed

Performance & Development, Service delivery, Agency engagement, Resources, Employee wellbeing, Leadership, People and Teams

The work itself is so meaningful - and we have a such a wonderful opportunity to make a real difference for our fellow Queenslanders in their jobs. However this organisation should be the exemplar of how to implement best practice WHS. The reality is the health, safety and wellbeing of our staff are not a priority. For example, we do not even have a WHS team dedicated to this. My work team, manager and senior manager do their best with what they have. But every day I see other staff in other business units struggling with their workloads, the expectations / KPIs on their performance and the double standards. The staff turnover is a reflection of the issues. We know what we would expect to see a large organisation doing regarding WHS when we go out to workplaces, and we even enforce this. However our internal WHS systems - particularly regarding wellbeing, work design and mental health, management support have many gaps.

#### Very Positive

People and Teams

Great workplace, and team to work with.

#### Mixed

People and Teams, Performance & Development, Resources

I would tell them we perform a vital role, in an excellent team of exceptional people, committed to our organisational and legislative goals, but we are under-resourced with no apparent ability to change that.

#### Mixed

Leadership, Performance & Development, Agency engagement, Employee wellbeing, Culture & Values

The work life balance and flexibility is very good. However, there is a tendency to shy away from actively addressing and improving poor performance. This often creates long drama and resentment/poor culture. At times it can appear KPIs, legislative requirements and meeting targets are lost in the name of staff wellbeing/flexibility. Though, achieving business targets and a sense of accomplishment contribute to staff wellbeing. I love my job as a public servant and WCRS backlogs lead to a constant circle of grief where accomplishments don't stand out when you're not meeting desired deadlines. There are feelings of failing the

public/tax payers and wanting to achieve better results, though there doesn't seem to be an end to the backlogs or the negative barriers this causes. But the organisation offers flexibility and support to staff.

Positive

A good workplace environment.

Mixed

Leadership, Agency engagement

I would highly recommend applying to work in the business area in which I am employed as the work is rewarding and my peers and managers are very supportive. I would strongly discourage them from applying for work in certain areas of CFS.

Very Positive

People and Teams, Leadership, Performance & Development, Agency engagement

OIR is people focussed and supportive of staff to achieve their best. The staff are great, very experienced, friendly and willing to help you achieve your goals. They may not have everything right, but the senior leadership are committed to moving forward and making change to support a more collaborative OIR. It's a great place to work.

Mixed

Resources, Service delivery, Leadership, People and Teams, Agency engagement

OIR is a great place to work. Managers and staff alike are very supportive and collaborative. But there is too much red tape and business improvement systems are too slow and/or archaic. The processes for innovation and trialling/doing things differently are too cumbersome. There needs to be avenues for innovation to occur effectively.

Very Negative

Agency engagement, Leadership, Service delivery

My organisation is currently going through significant and rapid workforce changes, particularly at the Manager (AO8) and Director levels. In usual times, this would, to some degree be expected, given three senior management changes which occurred in 2020 (DDG, 2 x EDs). Changes in management provide an opportunity for organisations to grow, refresh, explore new horizons and embrace new ideas. To paraphrase the WC legislation, it's not the actions, but the manner in which they are being taken that is but another matter. I have some serious concerns for workers in my organisation, particularly for the passionate who have been here for a long time. Several key changes in management have been DRIVEN by an ED who doesn't seem to understand the longer term cultural impacts of her behaviour on her staff and those beyond her immediate reach. Workplace trust is being lost, invaluable corporate knowledge literally walking out the door; key it provides an opportunity to refresh, to generate and embrace new ideas. Despite the above, I have some serious concerns for workers in my organisation, particularly those who have been here for a long time. Some key changes in management have been DRIVEN by an ED who doesn't seem to understand the longer term cultural impacts of her behaviour. Workplace trust is being lost, invaluable corporate knowledge is literally walking out the door; in recent times key program leaders who contributed to WHSQ leading the nation in strategic issues and comprehensive initiatives that protected us in tough times have either resigned, been pushed, or in their words simply broken. It's hard to know all the facts of course, let alone the reasoning, the 'other side' of the story which has resulted in these changes. My concern is not focused on those departed, they are intelligent, immensely capable, well connected and will easily find new futures. My concern is for the survivors and for the organisation, its reputation and jurisdictional standing. When the workforce loses trust with their senior management; when their energy for the organisation's strategy and vision is depleted, it's a hard road back. Don't fear, I'm sure the survivors will turn up to work, they will meet their PDA requirements, they will force a smile on cue; but the 'edge' the extra efforts they

previously made will ebb so they can regain their spirit. I'm saddened as I write these words about an organisation I care deeply about; one I was proud to herald. I write them not out of malice or self-interest. I write them as this survey provides me a means of speaking directly to senior management, to seek their reflection. When organisational trust is broken, when workers have lost their spirit, what is left? Thanks for listening.

Very Positive

Employee wellbeing

Flexible working arrangements are accepted. Good conditions and friendly staff.

Mixed

People and Teams, Agency engagement

OIR is a typical Queensland Public Service Agency. So it does many things right and some things wrong. While I cannot comment on particular work units (as all are somewhat different) I can note that my area is a pleasant place to work. The work is flexible but you could be overloaded. Some silos between work areas do exist.

Very Positive

Service delivery, Employee wellbeing, Leadership, Agency engagement

Interesting / challenging and rewarding - requires patience at times navigating the Governmental bureaucracy. The organisation provides flexible working arrangements and is conscious of non-work related priorities. Overall, a great / stable / rewarding place to work.

Mixed

Resources, Leadership, Agency engagement

OUR PRIMARY PURPOSE TO ENSURE HEALTH AND SAFETY OF WORKERS INSPIRES ME AND IS SHARED. WE DON'T HAVE ALL THE SYSTEMS WE NEED TO DO THE JOB BUT WE HAVE PEOPLE WHO WANT TO CHANGE THAT. RESOURCES ARE TIGHT BUT OUR LEADERS ARE REALLY TRYING TO HELP US MAKE A DIFFERENCE

Mixed

Resources, Leadership, Service delivery, Employee wellbeing, Culture & Values, People and Teams, Performance & Development, Communications

I have recently been in this position. I advised my friend that the work is amazing and some of the most complicated investigative work you can complete in Queensland. You are given a lot of room to run your jobs as you deem fit. You have the potential in WHSQ to send people to jail for some really serious offences. In addition, at the moment (and please let it continue) you can work from home a lot, which for some (like myself) increases my productivity and reduces the need to deal with the office politics and nonsense. However on the flip side, I warned my friend about the following: 1. Total lack of interest from managers and supervisors in the actual cases. Instead the fixation is on timeliness and completing certain forms. 2. The lack of business rules on how to get information and work completed. It appears that a lot of things are done ad hoc and you have to be in the job for a while to actually understand the paperwork aspect of it all. 3. The never ending search for an investigation management program. We are still using G-drive for the storage of information. 4. The way everyone does things different in the job, whether it is when you offer a record of interview, 171 vs 155, statement taking, exhibits, the list goes on and on. However, for me, the real issue is that people just don't acknowledge the work you do. I, like many others have been around for a long time. I don't expect certificates, public thanking or hand shaking. What I do expect is a thank you, or a well done, or a good job - and the person giving the compliment actually means it, whether in person, by phone, teams, text or email. The fact that WHSQ is developing a strategy in how to acknowledge their staff does in fact say it all - you shouldn't need a strategy, this is basic management. Overall though, I do enjoy my job and I love the variety. Aside from this question, my only other

point is that we have now in place, a new way of working, post Covid. Let people work from home if they want to and they are more productive that way. I fear there is a move for bums on seats in offices again, which appears to be for the reason, well, that's what we used to do. Covid has been a wake up call to the public sector, embrace the change.

Very Negative

Performance & Development, Service delivery, Leadership, Culture & Values

Don't apply for a job in OIR. All the media reports you may have seen lately in relation to systemic workplace bullying are correct. The workplace culture is terrible too. One of the worst things is that the majority of issues start at the senior management level with Executive Directors who have no concern for the health and welfare of their staff. One of the worst offenders is Yasmin Cox and yet nothing is done about her behaviour or performance despite issues being raised directly with the DDG and WfQ results. It's any wonder why staff don't feel safe at work when Executive Directors can freely and without consequence bullying staff and exert coercive control over staff. There is so much red tape within Specialised Health and Safety Services all generated by Yasmin Cox who for some reason needs to know everything and make all the decisions. The issue is exacerbated by the Manager of OED who also lacks the right skills and experience to perform her role and Yasmin is clearly not managing her. It is clear the Manager OED does not understand what her role is and oversteps and acts outside the parameters of her role. SHSS is a sinking ship.

Very Negative

Resources, Service delivery, Leadership, Performance & Development

To much red tape Tough books (tablets) should be issued to inspectors - so as more data input can be achieved whilst on site, a much more efficient system. Antiquated systems and processes - CISR Spreadsheets use for recording assessment results far to time consuming and cumbersome - should be apps developed so as work can be done quickly and on site. Systems should be developed so as data collection, writing notices can be done on site and is not so time consuming. Risk management process is antiquated, should be updated ASAP to a app process.

Mixed

Communications, Leadership, Agency engagement

I like working for the organisation, however there are some things that leave you wondering if you are being told things truthfully. The organisation doesn't communicate very well which causes some people to speculate and start rumours. I find the work I do very satisfying and rewarding. It provides variety to prevent any chance of boredom. Overall, it is a good place to work, made even better with the social side and interactions with my fellow workers.

Mixed

Employee wellbeing, Leadership, People and Teams, Diversity, Inclusion, & Fairness, Agency engagement

Depends on the team you join. My team is brilliant, and the management are very supportive and inclusive. Management styles across the organisation however are not consistent or what you generally may assume in an organisation aimed at worker safety. I know of staff in other areas of the business that tell me about favouritisms and special treatment and incidents where staff go off on stress leave. That said, My feeling is that this is a good organisation to work for and overall the organisation aims to improve workers lives and tackles everything from bullying to workplace fatalities and everything in between. In the right team, this is a great place to work and you can made a difference.

Very Negative

Performance & Development, Resources, Leadership, Culture & Values, Employee wellbeing, Service delivery

It's a toxic environment and unless you become one of the favoured few, you will not get anywhere. Information will generally not be shared with you. You will have your work constantly questioned and/or returned for no apparent reason. You will not be allowed to simply use the skills you were employed for. You will be micro-managed like never before, to the point that it makes you feel as though you are not trusted and cannot simply just do the job you were employed to do regardless of experience and skills you may have.

Supervisors/managers insist, by way of business unit policy, on accompanying you to every interview/audit you do making you feel inferior, and like you are a new employee with no previous experience or skills. Work will be allocated to you regardless of your current workloads. You are expected to report monthly results and have your name attributed to that, in a report that is escalated to senior management. Results should be a business unit collective with names not assigned. There is some expectation that you will nominate people for Department awards if asked to do so and smile if and when any awards are presented, regardless of how you might feel.

Mixed

Performance & Development, Resources, Leadership, Service delivery

Overall it is a very rewarding job which allows you to work autonomously and think for yourself. Unfortunately, there is little to no career progression available. Management and Senior Management are not held accountable for their actions and the way they treat their staff - Construction Inspectors. Management and Senior Management tell us that their workers are their most important asset and yet Construction Inspectors are placed in positions where they are intimidated and subject to external pressures from other agencies (unions) to do their jobs. Management is aware of these issues but nothing is done about it. There have been and are currently a number of Inspectors on Sick Leave and or leave the department. I don't believe that exit interviews / surveys were conducted with those people who left the department to try and find out why they were leaving.

Very Negative

Leadership, People and Teams, Resources

It is difficult to answer the question around the "workplace" as in my office there are a number of staff working in different programs. Our office lacks leadership, common issues eg. COVID just flounder around until the Admin take control. An office meeting is something rarer than the dinosaurs - it doesn't occur. There is no team for OIR in the office just lots of people doing their own thing. Very uncomfortable in the office. Been that way for a number of years without solution.

Very Positive

Leadership, Service delivery, People and Teams, Performance & Development

The work is interesting, often dealing with emerging and critical issues that are challenging and the team is very supportive and inclusive. The team is well-managed by the Director and managers. The Executive Director has a very inclusive style, provides positive feedback and is a good leader. She is very strategic and makes the effort to actively involve all her varied teams/units in strategic planning.

Mixed

Employee wellbeing, Leadership

Working for OIR has lots of perks including flexible work arrangements and a fair wage however it is at times frustrating to initiate change. There is opposition to change amongst some sectors of the organisation, specifically the inspectorate and I feel we as an organisation can have a bigger impact on workplace safety. In addition to this I feel new initiatives take a long time to implementation and we are often reactive to 'hot topic' in the media or driven by the board rather than proactive basing initiatives on emerging trends, research and the data available to us.

Mixed

Resources, Agency engagement

OIR is a great place to work from the perspective that it is interested in performing at a very high standard within its remit. Whether it has the tools and systems in place to enable it to do so is questionable though. Limitations associated with this can prove frustrating for those who are not accustomed to dealing with what is in fact an issue typical across the broader public service.

Mixed

Culture & Values, Leadership, People and Teams

It's a supportive culture with amazing people to work with, however it can be difficult if you're looking to move up and management is constantly going through changes.

Very Positive

Culture & Values, Diversity, Inclusion, & Fairness, Leadership

We have a diverse and friendly work environment that is flexible so long as you get the job done. Management are supportive and fair. You'd like it.

Very Negative

Performance & Development, Employee wellbeing, Leadership, People and Teams, Resources, Service delivery, Agency engagement

Qualtrics: Are you aware that in the last 2 surveys OIR have stated that less than 10 Construction Inspectors have submitted these results? And they were unable to provide satisfactory response to this work group. Can you please ensure that this work group is not shoved under the carpet. The results are damning and this information they do want to share. Presently I have told friends who have enquired to apply for Construction Inspector positions, if you are happy in your present job stay there. Industry is aware of Industry stakeholders who have a major input. Inspectors are consistently being asked to explain what they do on jobs with their A/Operations Manager OM and HR present. HR support the OM. Inspectors sent please explains why they haven't followed procedures. OM does not follow procedure/s. A/OM in role for less than 12 months. Inexperienced, promoted above his capabilities. Out of the Construction Leadership team there is only one who has Operational experience. This lack of operation experience is why the Construction Inspectors are under so much stress, bullying and time consuming matters being taken up with trivial matters by this incompetent Construction Leadership team. Inspectors on sick, stress leave and being bullied into retirement or moving on. Last count 12 had moved on. So presently, I would not recommend to friend/s applying for Construction Inspector position/s. I would suggest applying for an Industrial position where Inspectors are treated with respect and Operation Managers and their leadership team who have operational experience and understand and support the demands of the role.

Negative

I would not advise a person from outside the public service to come and work for my organisation.

Very Positive

Leadership, People and Teams, Agency engagement

If it was in my team I would say it is an excellent place to work. My manager is very supportive and has a tremendous amount of knowledge about OIR which she readily shares.

Mixed

Performance & Development, Leadership, Service delivery, Employee wellbeing, Culture & Values

It is a very flexible workplace where the majority of managers trust and value their staff members. The work is complex and constant and it can be frustrating that we have a never ending backlog of matters, however if you

are passionate about workers' compensation and regulating workplace injuries, you will find the work rewarding. There is always something new to learn and you will be constantly be pushed out of your comfort zone as it takes quite some time to become competent in the role and even when you think you are there will be still be new things to learn including legislative changes. However it is a supportive work environment and you will receive a lot of quality training. The flexibility of the workplace and the ability to work from home are major perks of the job that contribute to maintaining a good workplace culture. Thankfully you will be surrounded by a lot of very passionate employees as formerly disgruntled staff members who had worked for the organisation for some time have since moved on. It is not the job for you if you are looking for a slow paced comfortable role - be prepared to be challenged, however you will gain valuable knowledge that will take you to many other career opportunities.

Mixed

People and Teams, Leadership

We are generally heading in the right direction. However the actions of a few leaders can sometimes create more silos and divisions and make it harder to get things done, despite their best intentions

Mixed

Service delivery, Leadership, People and Teams

I would advise it's a great organisation to work for with a very good leadership team who are accountable, honest and hard working. Other than that I wouldn't offer much else because I don't necessarily think swaying someone's thinking re a new job is a good idea. They need to do their own research and form their own opinions and ask their own questions.

Very Positive

Employee wellbeing

Very good for work life balance and support study and flexible working arrangements

Very Positive

Employee wellbeing

Very supportive of work/life balance arrangements. Encourages PD opportunities.

Very Negative

Service delivery, Leadership, Employee wellbeing, People and Teams, Diversity, Inclusion, & Fairness, Agency engagement

Depending on the position/work-group, I would not recommend they take a position within my organisation. I have provided this advice recently. Moral is very low and there is high staff turn over within some work-groups. Experienced staff are being lost to industry creating more pressure on those left behind. Stories of intimidation, bullying and harassment are universal for some work-groups, not just from external stakeholders but from people within the agency. There is no action to combat the systemic issues contributing to bullying, harassment and occupational violence even after complaints are made. Those brave enough to speak out are unfairly targeted and victim blamed. High workload, unreasonable work time frames and slow decision making and approvals are affecting quality and integrity of work conducted. I am very disappointed in the actions and direction of the agency over the last 3 years, enough to actively look for employment elsewhere. It is an unfortunate circumstance because are some incredibly dedicated, loyal and genuinely lovely people doing great work but have been pushed to the brink.

Very Positive

Performance & Development, Culture & Values, People and Teams, Agency engagement

OIR is a great place to work as there is a good team culture and plenty of opportunities for career progression.

#### Positive

Employee wellbeing

Recently I have provided assistance to a friend to apply to work with this organisation due to the professional development opportunities and work

#### Mixed

Performance & Development, Employee wellbeing, Service delivery, People and Teams, Leadership, Agency engagement

The work is engaging and there is some progression if you are inclined. The work/life balance and flexible working arrangements are excellent. There is some variability in the competency of the leadership team, and therefore there can be inconsistencies depending on the team you are placed in. At the moment, there seems to be an environment for change in work processes and innovation which is promising.

#### Neutral

Performance & Development, Service delivery, Agency engagement, Resources

Provided you were willing to put in the effort to achieve in your job, you will have the tools, support and environment to succeed. This will then lead to opportunities for career advancement and experiences in different government departments. Job satisfaction will ensue and a sense of community worth comes from your service delivery.

#### Very Positive

Performance & Development, Leadership, Culture & Values, People and Teams

The Industrial Registry is a supportive, respectful and client service focused workplace with a team of staff dedicated to ensuring public service values are lived and demonstrated across all teams and levels of management. I enjoy coming to work, and collaborating and problem solving with my team. I develop skills and inexperience by participating in professional development opportunities directly related to my role, and I believe my colleagues truly care about my well-being and appreciate my contributions to our work culture. Without hesitation I would recommend my workplace as an exemplary employer.

#### Negative

Leadership, Resources

The last responses we gave to the working for Queensland Survey resulted in a range of interviews and visits from occupational councillors. It seems as though the leadership group turned their problems into our work group problems.

#### Mixed

Service delivery, Resources, Employee wellbeing, People and Teams

A lot of interesting change going on as the organisation tries to improve, people are good but organisation perhaps still a bit siloed ,good to see Queensland-wide organisation with a variety of roles around the state, decision systems and information need to improve/simplify, implemented good response to Covid that enabled good working from home arrangements, lots of work to do

#### Mixed

Performance & Development, Resources, Communications, Leadership, People and Teams, Service delivery, Agency engagement

Would I recommend a friend to work with my organisation? last year, I would have said 'no'. This year with Louise Martin leaving her position I would say 'yes'. For years I watched miserable Review Officers leave our employ because of Louise's management style. Review Officers now come over to appeals to chat and seek assistance - it's lovely. I would say to my friend the executive manager, Janene Hillhouse, is absolutely lovely and a professional leader. I would say to my friend that Brad Bick, Director of Workers' Compensation Policy, is a brilliant friendly leader - a breath of fresh air. I would say our director is aloof and it pains him to even say hello. He does not have 'people skills'. He has treated a couple of colleagues terribly - and it is not helped by the TL not being loyal or supportive to these colleagues. With regard to the appeals unit, I would say to my friend - "you have to be resilient". Communication from the leadership is dismal, its shocking. We often hear important information on the grapevine and not directly from the TL or manager. A minor thing in the scheme of things just occurred a few days ago. The Review and Appeals teams were advised by the Director that the manager of appeals had been seconded for a two week period to the MATs. Why on earth do we have to find this out via an e-mail when the manager is in the office? It would have been polite for the manager to tell her staff prior to the e-mail be circulated. A major concern regarding the lack of communication was the way we found out that we had Section 39A appeals. It was discussed at a RAB meeting!!!! Only a couple of appeals officers were aware these appeals existed because they had been allocated with the appeal - of course the remainder of us 'are in the dark'.

Very Positive

Performance & Development, People and Teams, Leadership, Resources

Working for the Office of Industrial Relations is rewarding and a great career move. It has the potential to provide you with many opportunities should you be willing to be an active participant in the journey. I love working with my colleagues and the challenges that the regulatory environment presents.

Very Positive

Performance & Development, Communications, Service delivery, Culture & Values, People and Teams, Leadership, Resources

For a small agency, OIR encompasses a broad range of regulatory services and offers a wealth of professional, personal and career development opportunities. OIR offers a positive and collegiate work environment with clear and well-communicated strategic direction. Depending on stakeholder and political attention, certain regulatory functions and business areas receive a greater level of focus from the executive team than others. There is the potential to feel less important and more marginalised if you work in certain business areas and outside William Street. In those circumstances, it is important to reach out to other business areas and seek out opportunities to collaborate, to ensure OIR works better towards reaching its potential to synergise and make full use of its limited resources.

Very Positive

Performance & Development, Leadership, Agency engagement, Resources

I would definitely recommend working in the Industrial Registry - management provide fantastic support and the tools and topic learnt provide a fantastic all-round knowledge base of industrial relations

Mixed

Agency engagement

It is a great place to work but you will not be paid the same amount that you would elsewhere doing a similar type of role.

Neutral

Culture & Values

It's a very political environment.

Very Positive

Agency engagement

I would tell my friend this is a pleasant place to work. Everyone here is friendly and willing to help out anyway they can.

Mixed

Culture & Values, Diversity, Inclusion, & Fairness, Leadership

From my perspective, it is a diverse and enjoyable workplace to be involved with. There are many employees though who appear to take their personal views about politics and complain if their own personal views are not accepted. Most have no appreciation on how good that they have it within the organisation.

Mixed

Performance & Development, Resources, Employee wellbeing, Leadership, Culture & Values, People and Teams, Service delivery

I would tell my friend that I love the work I do; the topics, tasks, research and technical challenges. Also that the organisation is very supportive of further education and provides excellent flexible working arrangements. I would say that for most of the past year I haven't had a Manager and the role was not filled, instead the team just did their best to support each other. To be honest I feel abandoned and cast adrift, that we were just treading water. There have been massive changes to my work group. There was and still is a lot of bitterness from some team members. It made for an unpleasant work environment. I didn't want to go to the office and be exposed to the negativity. The change process took so long, it was extended by industrial action but also Senior Management. I've lived with anxiety and nervousness in the pit of my stomach due to uncertainty for 12 months. This affected my health, mood and sleep. I am uncertain of what the workplace culture of my new team will be. I am apprehensive because I have already seen and experienced behaviours that make me uncomfortable: swearing, belittling others, ogling, mixed messages. I'd tell my friend to find out information about what work group they will be employed in, what the culture of that team is and consider whether it suits them.

Mixed

Service delivery, Resources, Employee wellbeing, Culture & Values, People and Teams, Leadership

The organisation positively impacts the health and safety of workers in Queensland. There is a real focus on innovation and organisational planning to ensure OIR is an effective contemporary regulator. However, a lack of adequate resourcing across all directorates limits our ability to be truly effective as a regulator. In some directorates there has been a strong focus on culture, this has positively impacted moral and operational outputs. In addition, this work has created a more unified and supportive team culture that has at times made staff more resilient to the frustrations of inadequate resourcing and outdated systems. Unfortunately, poor leadership has resulted in a loss of key staff and organisational knowledge in the technical directorate, this will impact the ability of the department to meet important election commitments and will increase departmental risk. It has also impacted the morale of staff who work with the technical directorate. I am hopeful that the extensive culture, leadership, and unifying work undertaken by WHSCFS will continue and be utilised to benefit other areas of OIR

Neutral

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### Very Positive

People and Teams, Agency engagement

I have recommended my workplace to friends because I like the people I work with, and the challenge that comes with the work we do. I also like the work has a purpose, keeping people safe at work

### Positive

Leadership

I would encourage them to apply as generally employees are treated fairly and with respect.

### Very Negative

Performance & Development, Leadership, Culture & Values

PRETTY MUCH THE SAME AS LAST YEAR! DON'T BOTHER. THE TOXIC ENVIRONMENT PROMOTED BY UPPER MANAGEMENT WILL DESTROY YOU. HELEN BURGESS (DIRECTOR, CCFS), CHRIS MUTTON (A/OPERATIONS MANAGER (CONSTRUCTION), MARK HOUSTON (OPERATIONS MANAGER (CONSTRUCTION) AND JANE BARKER ARE **FUCKING** BULLIES. MARC DENNETT (EXECUTIVE DIRECTOR, CCFS) SITS AT THE TOP OF THE TREE AND IT ALL STARTS WITH HIM. HE COVERS UP AND PROTECTS BURGESS AT EVERY OPPORTUNITY. TWO OPERATIONS MANAGERS I'VE HAD PREVIOUS TO CHRIS MUTTON WERE THE NICEST GUYS. CHRIS MUTTON IS JUST ANOTHER SHIT CUNT MUTT-GRUB PUPPET OF HELEN BURGESS. THERE'S NO TRUST, LOYALTY OR ANYTHING POSITIVE FOR/TOWARDS/ABOUT THESE CUNTS. ABSOLUTE SLY, CONNIVING, LOW-LIFE, COULDN'T GIVE A **FUCK** ABOUT WHO THEY TRAMPLE ON PIECES OF SHIT!! ASK ANY INSPECTOR (CONSTRUCTION OR INDUSTRIAL) ABOUT THE TOXICITY OF THE CONSTRUCTION INSPECTORATE, AND THEY'LL BE ABLE TO SHARE HOW BAD IT IS. I'D SAY TO MY FRIEND, "DO YOURSELF A FAVOUR AND DON'T APPLY FOR ANY JOB TO DO WITH THE CONSTRUCTION INSPECTORATE! UPPER MANAGEMENT ARE A PACK OF **FUCKING** DOGS!"

### Very Positive

Communications, Employee wellbeing, Leadership, Culture & Values, People and Teams

The organisation is committed to making a difference in the community to ensure health & Safety for all. The team culture within the industrial team is excellent and you would enjoy working as part of a high functioning team. There is flexibility for your working arrangement and management are open and transparent. Overall a great organisation to work for.

### Mixed

Communications, Leadership, People and Teams, Resources, Agency engagement

Yes, it's a good place to work. People are friendly, nice and we have a laugh. Management is fair and communicates information that is needed. Some work can be a bit tedious, but there are interesting aspects too.

### Mixed

Like all organisation it has its good and bad points, but overall its a good workplace.

### Mixed

Leadership, Agency engagement, Employee wellbeing

Its a good place to work for with a good work / life balance however limited to no opportunities to increase in pay scale from AO5 to AO6 unless someone else leaves the organisation despite all performing in similar if not the

same capacity and no ability for operations managers to trigger a change in pay scale without a position opening up internally.

Very Positive

Performance & Development, Agency engagement, Communications, Diversity, Inclusion, & Fairness, Service delivery, Culture & Values, People and Teams, Leadership

There is strong sense of value attributed to the agency by way of the impact the agency services have on the lives and safety of Queenslanders and their business and workplaces. There is an energetic leadership team with diverse views, strengths and leadership styles. They are encouraging, progressive and open, they communicate a strong culture of valuing people. There is a commitment to growing the agency and clear prioritisation of competing priorities where all requests are heard. There is passion in the staff who have been in roles for many years and care about what they do and the staff around them. There is also a great sense of pride with people willing to wear uniforms and promote the agency they work for and the work they do. One of the best agencies I have worked for in Qld Government. (I have worked in 5 over the last 7 years).

Very Positive

Leadership

The workplace is friendly and staff are approachable. Management are always willing to listen to concerns and will actively try to assist.

Very Positive

Leadership, Resources

The electrical safety office is a well organised workplace with a great Executive Director to work under.

Very Positive

Employee wellbeing, Agency engagement

great work, interesting, friendly, flexible, work life balance

Very Positive

Diversity, Inclusion, & Fairness, Employee wellbeing

A great organisation to work for. - Diverse workforce - Supportive - Flexible working arrangements - Satisfaction knowing your job is assisting in keeping people safe living & working around electricity

Mixed

Culture & Values, Leadership, Resources

Dear Friend, Office of the Industrial Relations, incorporating WHS should have the best workplace culture of any organisation. It doesn't yet. But there appears to be new leadership working towards improving that.

Very Positive

Leadership, Performance & Development

Working for OWHSP is a fantastic opportunity to gain exposure to working in prosecution and be guided in your work by high-performing prosecutors who are generous with their time and feedback.

Very Negative

Service delivery, Leadership, People and Teams

Advise to an electrical worker friend- Qld Gov offers security of employment but you can earn a lot more money in Industry and be treated with more respect for your qualification as an electrician. Comments on Survey This survey does not provide confidentiality for staff members, due to questions asked especially if you work in a small team. Last year teams were grouped together to get the number of 10 results which led to incorrect data produced and used against Managers and teams to implement performance improvement type plans. This action has effected moral in the team and they have lost faith in the survey. It has been called the Manager popularity quiz. Just thought you would like to know.  
Positive

A generous employer sensitive to family responsibilities

Positive

Agency engagement

Good place to work

Very Positive

Agency engagement, Performance & Development

I would just say it is a great place to work which will take the time to provide suitable training.

Very Positive

Performance & Development, People and Teams, Employee wellbeing

I work in an amazing area where work/life balance and team work is taken seriously and if you work hard they will bend over backwards to help you progress forward with your career

Negative

Resources, Employee wellbeing

be prepared to be over worked and under supported due to the organisations inability to effectively manage appropriate staffing levels

Very Positive

Leadership

management are very supportive and the work is interesting and rewarding

Very Positive

Agency engagement, Employee wellbeing

Great place for work life balance and room to move if you wanted that.

Mixed

Performance & Development, Leadership, Employee wellbeing, Culture & Values, People and Teams, Agency engagement

I would recommend applying for a role in OIR. It's a supportive organisation. My role is challenging but also rewarding. I have seen two sides to OIR having worked in different areas and am glad to say I moved into a positive, supportive, flexible team who value me and the hard work I do. I would be mindful as to which area you're applying for a position in as some areas are not as supportive and flexible. My Manager is exceptional and caring and nurturing. I feel valued and respected. Training and development opportunities are regularly offered and encouraged. Lots of interaction with the team either in person or if wfh via MS teams. Regular coffee catch up's and weekly team meetings. My team is very open and communicative. I would also recommend trying

to obtain a permanent role as being temporary carries stresses and worries with it in regards to job security. Overall, the culture is great and everyone I've come across in my recent role has been amazing. I would highly recommend working for OIR.

Very Positive

Leadership, Agency engagement

Great place to work. Thank you

Very Positive

Performance & Development, Resources, Employee wellbeing, Leadership, People and Teams

The work is varied and interesting. The hours are flexible and reasonable, ensuring the health and wellbeing of staff. Supervisors and management set a good example for behaviour and work expectations and genuinely care about their staff. There are ample opportunities for education and development and taking these opportunities is strongly encouraged. Colleagues are kind, considerate, professional and helpful. There is a very positive 'team' vibe in the office.

Mixed

Leadership, Agency engagement

A challenging but rewarding place to work.

Positive

People and Teams

This has actually occurred to me and I encouraged a former colleague to apply, as this is a good organisation to work for.

Mixed

Leadership, Resources

If you are looking at becoming an industrial inspector in the Brisbane North office you will not find a better job. Great manager makes the job very good. I hear things in other offices that I would not consider to be ideal but these are hearsay. If you are looking at becoming a construction inspector in the Brisbane North office - don't. The bullying and disgusting pressures and behaviours I have seen from Mark HOUSTON and heard about from inspectors about Helen BURGESS make me ill, disgusted and ashamed. I have no opinion of any of the other units that I can substantiate beyond hearsay or my own personal dislikes of people.

Very Positive

Agency engagement, Leadership, Resources, Service delivery, People and Teams

It's a great workplace, you'll be working in a small team of really intelligent lawyers. The expectations are high, but there is a lot of support available. It's complex and challenging work, but very rewarding.

Very Positive

Culture & Values, Leadership, People and Teams, Agency engagement

It is a great place to work. Everyone is very friendly and there is a really nice welcoming atmosphere in the workplace. The workplace has a very supportive environment with support coming from both management and within the teams.

Very Positive

Performance & Development, Culture & Values, Leadership

Great: work culture conditions management location contribution to society flexibility Leadership career opportunities

Mixed

Performance & Development, Agency engagement, Leadership, Employee wellbeing, Service delivery

Some resistance at middle management level, but senior management very good with flexible work practices. Further training and education encouraged. Very rewarding work.

Mixed

Service delivery, Resources, Employee wellbeing

We work hard to keep people safe - there are long hours but there is flexibility which means you get to deliver amazing projects and then hopefully have some time off. We make a difference.

Very Positive

Performance & Development, Communications, Leadership, Employee wellbeing

I would tell my friend that I am currently working in the best unit of my 22 years of experience within the public service. I have an amazing Manager, Director, and ED, and I feel valued and supported as an employee. I now have an amazing work/life balance because of people who understand the importance of supporting their workers. They understand that you can still have the same work output with flexible work hours and working remotely. I am the happiest I have been in 22 years of service because I have leaders who promote work/life balance, are open and transparent with me of their expectations, and support me in my development.

Mixed

Leadership, People and Teams, Diversity, Inclusion, & Fairness, Performance & Development, Agency engagement

I would not recommend my friend work in my team at this stage. I think my team leader and manager are very supportive and are good to work with but this survey really only relates to them and only asks one question about senior management... I wouldn't recommend working in my team because I believe senior management is not making strategic decisions when it comes to deliverables which has led to poor decisions being made and budget not being used effectively. I also feel like my manager and team leader struggle with giving senior management feedback and advice because it is not being accepted. There is also favouritism occurring which is again leading to poor decisions being made that are affecting the team. It is unprofessional. This favouritism has led to people getting away with not doing their work properly or on time. I really don't want to be giving this feedback but this has been going on for a while with no change and I feel like this is the only way to make this heard. It's a shame because I like the work that I have been tasked with.

Very Negative

Performance & Development, Resources, Communications, Agency engagement, Employee wellbeing, Leadership

Unless you are in the in crowd, it doesn't matter what your skill set is or your demonstrated ability to rapidly acquire skills, you won't be considered for a position. In the spirit of transparency post the previous WfQ survey, we are now having interviews for EOIs, but the whole charade is farcical... still jobs for mates. There is a high turnover of staff in certain sections - so lots of job options there... but still no one in management looking at why the high turnover/burnout/stress leave. Let's not look at the reasons.... and address the management issues that have caused such a thing....

Mixed

Resources, Employee wellbeing

hard work and stressful, long hours, but the organisation believes in the work we do and I genuinely feel we are making a difference to Queensland communities.

Negative

Culture & Values, Service delivery

Stick to a large business in private enterprise, it is better managed and has a better culture. It has to be efficient to survive.

Mixed

Performance & Development, Service delivery, Resources, Agency engagement

It's a good place to work with many opportunities but you need to be patient, willing to learn, flexible and adaptable. Try out new roles, build your skills, networks and take time to plan your career and seek out inspiring mentors to help keep your career on track. Ultimately the quality of the journey and where you end up will be largely up to you.

Very Positive

People and Teams, Employee wellbeing, Performance & Development

Small team collaborative environment. Need to possess a willingness to learn critical in today's workplace. Flexibility to work from home which has been important in the current COVID pandemic. Good pay and superannuation. Job security. Supportive and friendly colleagues.

Very Positive

People and Teams

Working at the QIRC is great. My colleagues are supportive, professional and enjoyable to work with.

Very Negative

Culture & Values, Leadership

The workplace is full of bullying, poor leadership from the top down, totally disorganised, the bullying needs to stop! Why has there been so many Inspectors leave the Construction Inspectorate? And Why is the Construction Inspectorate being treated differently to the others? The answer is very simple its the leadership let me tell you again it's the leadership!

Very Positive

Leadership, Performance & Development, Agency engagement

I will tell them that OIR and ICTS within OIR is safe place to work, with an aim enable employees of OIR to make a difference for Queenslanders. The leaders are clear about the objectives and managers provide good environment to work.

Very Negative

People and Teams, Culture & Values, Leadership

The managers of this toxic workplace and their collaboration with the CFMEU has destroyed the real meaning of workplace safety and the work environment at WHSQ. They hide behind a veil of perceived culture change and fake support of WHSQ inspectors while plotting against anyone that speaks out against them. Inspectors only see their managers as cowards and bullies and the damage they have caused can never be undone.

Mixed

Service delivery, Employee wellbeing

There is a strong focus on work-life-balance which is great. There are a lot of processes between departments that do not align and are unclear. There is a lot of red-tape in getting things done compared to other departments and organisations. You will need patience and persistence.

Mixed

Leadership, People and Teams, Service delivery, Agency engagement

Its a good organisation to work for - overall there are a number of positives but it does depend on which management team you work under. I would not recommend to anyone to work in the Construction Inspector role as I have been made aware of unethical practices encouraged to Construction inspectors. Good inspectors unfairly being questioned over their performance and a general unhappiness within the team. This has been going on for years and not improving - The problem is internal.

Very Positive

Performance & Development, Employee wellbeing, Culture & Values, People and Teams, Leadership

Supportive team environment. Good working conditions, ie pay and flexibility of working hours. Initial and ongoing training provided to assist in completing work and attributing to workplace Vision.

Mixed

Resources, Service delivery, Leadership, Employee wellbeing, People and Teams

There are pockets of utter excellence in OIR, but also pockets which are completely jurassic and move at glacial pace with poor management. The work at OIR is varied and interesting, but the workload is high with long hours. The DDG is a strong leader and seems like a good bloke. Execs need to work together better collectively and be accountable - actually make decisions and empower their directors to also make decisions. Too many people buck pass up the chain in OIR and/or want to do everything via committee with long/pointless meetings when everyone is time and energy poor. Consultation is important but sometimes you just need to make a freaking decision!

Mixed

Service delivery, Performance & Development, Resources

There are some really wonderful people who work within the organisation. I do find the business to be reactive rather than proactive. This doesn't allow time to develop new and better ways of doing my job. We are also bound by the lack of IT staff to support the development of new system or even support updates to current systems. Red tape is still an issue where there is additional paperwork and extra steps in the process to get things approved/reviewed which need to be simplified. This also includes the additional of the new PDA process which requires monthly catch ups which already adds to our full work days.

Very Negative

Performance & Development, Resources, Leadership, Employee wellbeing, Service delivery, Communications

Work hours are very considerate to 'work life balance' Better then what you would get anywhere else. Working in a regional office has its challenges, as there is a perception that areas outside of Brisbane are forgotten about, or not considered when changes to procedures are undertaken. The role description may read that there is a lot of opportunity to develop skills and progress, and when you start you will get the initial training to do your role. However there seems to be next to no training that would benefit yourself progressing to a higher management position, if that is your long term goal. A lot of information contained on the intranet, however if you don't know that it is there you would not know that it is there. A lot of administrative duties that you would not be made

aware of until you are either mentored effectively or you don't do it how it should be done. And no clear reason as to why the excessive administrative are required, you may be provided and answer of 'we do it that way because that is just the way it gets done.' Some work groups appear to be reluctant to provide assistance to you dependant on which work group you are part of. Or your own work group may not agree with how other work groups do their role. Relieving in higher duty positions seems to be given to the same person over and over, which has creates a perception of 'why bother putting in an EOI when the same person will be given the relieving job' Skill development opportunities appear to be very minimal, or provided to staff in other work groups or geographic locations. If you have the ambition to become a part of upper management you may have to consider moving away from a regional area to achieve this goal. Industry engagement with the intention of achieving voluntary compliance or information is minimal. Do the best you can in your role, because if your doing it differently to what is considered normal somebody will let you know.

### Very Positive

#### People and Teams

It is a very busy environment which is fast paced. The work is interesting and overall the people are good to work with.

### Neutral

I would encourage my friend to apply to work at my organisation.

### Mixed

#### Performance & Development, Resources, Service delivery, Employee wellbeing, Leadership

The work is worthwhile but totally under-resourced. Workload has been too high for too long and I am either close to or in burn-out and I am not alone - the problem seems entrenched. Leave does not alleviate the workload because it piles up when I take leave. COVID has prevented taking a "get away from it all" holiday. Under-resourcing or senior management attitude prevents real reforms being progressed - complete functional review is needed with re-allocation of staff needed. Frontline services are inefficient yet this is where extra resourcing goes - more people to do inefficient and less than ideally effective work. There is a general lack of capability to undertake the work - the organisation appears to consider that capabilities from 20-30 years ago are still relevant for today. There is too much focus on bureaucracy and accountability at the cost of actually producing high quality outcomes. The organisation has very immature IT systems especially for correspondence tracking and document handling. The HR area is more obstructive than supportive. Recruitment of quality staff is difficult and takes a long time - generally have to settle for a mediocre performer. We are well away from being an "employer of choice".

### Mixed

#### Culture & Values, Agency engagement

Very interesting work but very political and currently only doing with minister and unions want done and not trying to improve safety for all workers in Queensland

### Very Negative

#### Performance & Development, Resources, Leadership, Employee wellbeing, Culture & Values, People and Teams

There is no trust in the organisation All our privileges have been stripped away We are being micromanaged Overworked and spat out I have seen work colleagues bullied out there job And the culture at the moment is very toxic Moving forward There needs to be trust Our proactive areas need to be given back to us Flexible working arrangements A lot more staff need to be hired and be working with us to levitate the workload Promotion opportunities

Mixed

Service delivery, Resources, Employee wellbeing

A lot of red tape and inconsistencies across different offices. Tail wags the dog in some offices. Pay is ok but not great. Work hours great and work life balance is best I've experienced.

Very Negative

Performance & Development, Resources, Employee wellbeing, Leadership, People and Teams

I am aware of teams within WHSQ where staff are currently very unhappy. This has a negative impact not only on the staff members that are directly affected but also on all staff within the local office's as it is very upsetting to see colleagues mental health be affected due to their work life in our organisation. No doubt this work stress is having a massive affect on peoples personal/family lives. For me it is very disappointing after loving being a part of this organisation for many years that I am seeing people with no support from their management team and also getting very little or no support being offered to them from within the management teams of other units located at their local offices. As well as feeling upset for staff members directly affected by these issues it also casts doubt in staff's minds that they will not be supported if they are ever put in the position where they are being treated disrespectfully and raise their concerns. Another issues that I think is affecting people's enthusiasm and love for their job is that higher duties opportunities have been taken away which has a negative impact on staff as it makes them feel like their is no career progression or opportunity to develop their skills anymore. Staffing numbers are also very low in the inspectorate and admin teams.

Very Positive

Performance & Development, Employee wellbeing, Leadership, Culture & Values, Service delivery

It is superior to most places I have worked. The culture is welcoming and inclusive of new staff, management strives to develop staff and improve workplaces processes, and there is ample opportunity to learn, advance and obtain a flexible work/life balance.

Very Positive

Performance & Development, Diversity, Inclusion, & Fairness, Leadership, Agency engagement

This is a good place to work. It is a small, but diverse organisation, with a lot of career opportunities and relieving opportunities. The size of the agency makes it quite easy to quickly get to know a lot of people across the organisation. The senior leadership are small and therefore decisions are made quickly, and it is easy to get to talk with an executive if you need to.

Negative

You need to vote for the ALP and be happy to watch employers screwed by the CFMEU

Mixed

Performance & Development, Resources, Employee wellbeing, Service delivery, Leadership, People and Teams

I feel like my job is very stable with excellent flexible working arrangements. It's great if you are a parent or someone who needs flexibility with working hours. Overall, the organisation is supportive of training and development but this is often emphasised just before end of financial year. However, the messaging around flexible working arrangements is so varied, from the Premier (e.g. expecting public servants to phase back in the office 100%) all the way down to various managers (some are supportive of WFH and some aren't - it just depends on your manager). Even though red-tape is a core priority, it doesn't seem like much has been done in areas where it counts most - IT development and HR. ICT, especially, seem under-resourced and are often not able to help even if they want to. Such a key team being stressed with such a huge backlog of work negatively

impacts the rest of the organisation's ability to perform at their best too. HR seems to have built a system where the onus of the work is put back on us instead of reducing red tape and time spent on completing forms.

Mixed

Employee wellbeing, Leadership, Culture & Values, Resources, Service delivery

OIR is immature and has a long way to go towards getting up to speed with its processes. There's a lot of work to do. It can be very frustrating for a number of reasons however most people who work there are passionate about what they do. There is a lot of variety of roles within the organisation so there's often opportunities to try something new, although the processes involved to experience these opportunities are not always consistent or fair across the board. OIR has announced that it wants to look after its people and is working on this, however at the moment, resources are stretched so we aren't doing this well. There's a variety of management styles and the culture is not ideal, however it's a job that is for the most part, secure, compared to the private sector and you will receive your pay. You only have to work 7:15 hours per day, however this is not often possible. You can access accrued time as leave for the extra hours you work, most of the time when you want it. In comparison to external to government employment, it's a good option, especially in the current uncertainty as you may be able to work from home and access other entitlements.

Mixed

Performance & Development, Agency engagement, Service delivery, Culture & Values, Employee wellbeing

The workload is high and relatively complex. However, if you enjoy responsibility and challenging work, there is much to gain in skills and experience. Whilst the culture is good, the type of work tends to draw strong personalities, and you need to be prepared to have robust discussions on occasion about legal viewpoints for which there will be differing opinions.

Very Positive

People and Teams, Agency engagement, Performance & Development

Great place to work, everyone is very friendly and work together as a team. You are welcomed into the organisation and provided with appropriate training.

Very Positive

Leadership, Agency engagement

So happy to work here, they appreciate my work and Knowledge. Nice and pleasant place to work, people respect each other and very helpful. People sharing their knowledge and I feel free to ask questions or be involved in the conversation.. Great place to work

Very Negative

Performance & Development, Agency engagement, Resources, Leadership, Communications, Service delivery, Employee wellbeing, People and Teams

My role as a construction inspector prior to the last 5 years, 2016, gave me a sense of being well respected by external workplace management, an important part of the community and proud to be serving the QLD government. With the changes through our managements incompetency over the last 5 years, there is now no team structure, no management structure and the service we provide to the community is compromised by outside stakeholders, CFMEU. It is blatantly clear that our management has been infiltrated by the CF MEU. There is a total lack of honesty and transparency being shown by management. Our staffing numbers have been eroded to a level that has created poor management, high absenteeism and mental health issues with construction inspectors. I feel I cannot apply for higher roles as I am a target because I question managements decisions. I am aware that the interview process for higher positions is also compromised because it's not an independent process. When I provide feedback to management, management do not respond in a timely

manner or respond at all. The management system if it can be called a system is micromanaging the inspectorate like a class of school students. We have lost the ability to freely work as our role description identifies. We are not trusted, we are not respected, management do not utilise our experience and skills because of fear we may know better than them. Old school inspectors with 6 years plus knowledge and experience have been pushed aside so that they are not a threat to management. Management have manipulated WHSQ processes so they can enforce total control over the inspectorate due to their own incompetent structure. We have lost our work life balance through forcing inspectors onto rosters for start and finish times and rosters supporting other regions because of lack of staffing numbers. Again who is in control of these disgraceful decisions. This management has not taken any responsibility for these issues and continually states there is nothing wrong. Management have dug a huge hole for themselves, it has continued to get deeper, but now the sides are caving in and this system will be buried. At what cost do management want to keep ignoring the seriousness of our departments failure.

Very Positive

People and Teams, Resources

-We are a team that just get in and get it done. We may not all be friends but we all pull together and get the job done. We all work well together. -We build great relationships with doctors -We have great technology

Very Positive

Culture & Values, Leadership, People and Teams, Employee wellbeing

Working in this organisation is very much what you make it. I find it a positive, inclusive, supportive environment with people passionate about what they do. If you are committed to working hard while also taking great care of your personal health and wellbeing, you will enjoy working here. There is strong leadership in the organisation - in a formal way with the DDG and EDs, but also at all levels where key people display amazing leadership qualities. If you are prepared to get involved and be part of a positive work environment, you will like working here.

Mixed

I would say it is a good stable job but you need to get use to working for the government.

Positive

People are nice, its close to public transport

Mixed

Leadership

The job is good regarding payment and status but very difficult to apply the safety legislation with managers and workers.

Very Negative

Service delivery, Leadership

WHEN COMPLETING WFQ SURVEYS SUCH AS THIS ONE OR RAISING ISSUES IN THE DEPARTMENT, THINGS ARE ACTUALLY MADE MORE DIFFICULT BY CREATING MORE RED TAPE AND PAPERWORK AS UPPER MANAGEMENT WANT TO MAKE SURE THAT THEY MEET THEIR EXPECTATIONS AGREEMENTS. THINGS SEEM TO BE TURNED BACK AROUND AGAINST THE PEOPLE THAT RAISE ISSUES.

Mixed

I love my job as an Inspector and I love helping businesses and people succeed but sometimes it's just impossible to ignore or avoid the peripheral nonsense that goes on.

### Very Positive

Agency engagement

It is a fantastic place to work, the people are brilliant, welcoming and inclusive.

### Very Negative

Agency engagement, Leadership, Employee wellbeing, Performance & Development

Working in certain parts of OIR can be rewarding, challenging and you will be able to develop professionally and make a difference to WHS in Qld and beyond. I would not recommend working as a Construction inspector. Your health and safety is not considered. You will not be supported adequately by management (e.g. workload demands), your work is too reactive rather than having a mix of proactive and reactive work for a more strategic approach to the challenges of managing hazards in this industry group. Unfortunately, there are too many inspectors that are experiencing psychological stress and are on long term leave or leaving OIR completely as they are not well and not proud to be an inspector.

### Mixed

Culture & Values

The pay is good. The culture is not.

### Negative

Performance & Development, Leadership

Management would prefer to bring new people in than develop the staff they already have.

### Very Negative

Service delivery, Leadership

If it is for an inspector role, I would just tell them to not to apply. I would not tell them that the Queensland Government only wants those that apply who are happy to be mindless drones doing the Unions' bidding and who do all the actual groundworks for all the mostly ineffectual 'great opportunities' (projects) that the overstocked 'thinkers' of middle and upper management continuously come up with in order to send small to medium business's broke and out of business, all the while patting themselves on the back as to how clever they are.

### Very Positive

Performance & Development, Agency engagement, Leadership, Service delivery

Overall the organisation has a number of productive, rewarding and interesting work units to be part of. In particular my work unit is a supportive environment to be part of due to the professional relationships created by my manager, supervisor and co-workers as well as a workplace where one can develop their work skills, experience and knowledge in their respective fields of work.

### Mixed

Leadership

Some sections (industrial) are good to work for (including management), other sections (Construction - Including management), are not good to work for, so make sure you pick the right area to apply for.

### Mixed

Agency engagement

It is a good place to work. You are well supported. Things may take a little longer but there is high level of scrutiny being a government agency.

Very Positive

Employee wellbeing, Service delivery, Leadership, Culture & Values

While it is similar to other government departments, I.E. red tape, long drawn out processes etc - the work seems to be satisfying, the management are involved and care about their work and employees and the working conditions are fantastic. I have a great work life balance.

Mixed

People and Teams, Leadership, Agency engagement

I would say that everyone is working hard, trying to do their best to make the organisation do its job well and make OIR a great place to work. I haven't met anyone who isn't well intentioned. I'd suggest that OIR is at a foundational stage in a number of ways, e.g. (internally focused) BPM, change management, benefits management, program management, and cross-functional (leadership-wise & engagement), but that's it is also a great time to get involved because if you can find the right manager/director, you can aid the long journey towards optimisation. I'd admit that the personal agendas of some of the executive remain clearly evident, which can threaten and dishearten the organisation's ability to do great work.

Very Positive

People and Teams, Employee wellbeing, Performance & Development, Leadership

My organisation takes care of its employees and provides opportunities for learning. My organisation supports flexible working environment and there is a good teamwork.

Very Negative

We need to better manage the degree of influence the CFMEU has on our regulatory approach and how it directly tries to influence our operational response to suit their vested interests. We need to be more independent and be less influenced by their direct involvement in operational decisions and response times. The CSU seems to be conflicted in relation to independence and clearly advocates on behalf of the CFMEU and tries to then influence the inspectorate in that vain across all regions and and operational units.

Mixed

Resources, Employee wellbeing, Leadership, Agency engagement

Overall its a good place to work, management in my area are very supportive of flexible work arrangements. I don't like the location of where we work, but all the other offices are located in nicer places. Senior management seems to be changing for the better, a few years ago I was not impressed. Our new director is really good.

Negative

Leadership

I would advise my friend to do their own due diligence on the organisation and the area within that they want to apply for and to take responsibility for their own decision.

Very Positive

It's a nirvana like paradise. The land flows with milk and honey, and the hills are alive with the sound of music.

Very Negative

Performance & Development, Communications, Agency engagement, Resources

It's not a bad place to work but some things around communication need to change. Also, don't make a mistake because I don't feel like there are any second chances available. Career progression is limited at the moment but if everything being told is true it may be changing down the track. I'm finding it hard to believe what is being said to me. Also, they claim they don't micro manage however actions speak louder than words and their actions lately say otherwise.

Mixed

Leadership, Agency engagement

CCFS was a great place to work however the current level of micro management, lack of mutual trust and respect creates an environment that I wouldn't recommend to anyone. It's sad to say but myself and many others are looking to leave at the first opportunity. I believe that this is not the same for other business units and other regions.

Very Positive

Service delivery

From what I have seen so far, this OIR staff are very professional/polite and don't waste time on petty bickering or back stabbing (which I have seen in other departments). All levels of staff are approachable and friendly.

Mixed

Leadership

I would tell my friend that prior to the last five years since the structure change and with the current management this place was a friendly happy environment. Since the change in structure there has been inconsistencies, micro management, lack of support and poor management understanding on how to create a harmonious environment

Neutral

If you are passionate about safety and helping businesses achieve this then this is the right job for you.

Very Positive

Diversity, Inclusion, & Fairness, Agency engagement, People and Teams

It is a good group of people and organisation. It is a position that you can make a difference. You will always keep busy with interesting and diverse work. The organisation has expectations.

Very Positive

Performance & Development

The Organisation has great facilities. There is support in your job role. There is also plenty of learning opportunities available and future promotion in your role or other roles.

Mixed

Service delivery, Leadership, Agency engagement

I tell them that it can be a great place to work, but is currently overburdened by red tape and micro management

Very Negative

Leadership

I tell them not to do it. The double standards are out of control and what you can actually do depends on your relationship and how chummy you are with your manager.

### Very Positive

I would say that people are courteous and respectful and that the work is interesting.

### Very Negative

Resources, Service delivery, Leadership, Employee wellbeing

I don't think there is adequate thought put into the words used in the survey such as "My workplace" and "My work group". In OIR - WHSQ this changes regularly. Is my work group my office or is it CFS or is it CCFS or is it Major Projects or is it the lead inspectors. The questions such as "My organisation is well managed", most people don't know, they only hear rumours and can only generally speak to their immediate supervisor where "managed" could be asking if the Director and the Executive Director manage well and most of the inspectors in the field don't know and are over worked and not putting their mind to trivial things as that. Field inspectors are concerned with self managing workload and prioritising work load being issued. Most people are too scared or think its not their place to talk to the ED or Construction Director such as Helen Burgess.

### Very Positive

Performance & Development, Employee wellbeing, Resources

The organisation offers a broad range of opportunities for advancement across business streams. Being a smaller organisation, these opportunities are more easily accessible than a larger one. Work-life balance is generally a priority and IT systems support the ability to effectively work remotely.

### Very Positive

Employee wellbeing

There's great flexibility and work-life balance

### Very Positive

Culture & Values, Employee wellbeing, Communications, People and Teams

Flexible work arrangements; good communication in my team and a strong willingness to help when family problems arise; we have fun; we are committed to do the best we can and work hard to make it happen.

### Very Positive

Communications, Service delivery, Leadership, Employee wellbeing, People and Teams, Agency engagement

I would highly recommend working within the IR Division. The DDG OIR and ED IR seem to be a great team who value the work of the division. The leadership of OIR communicate well and are very responsive to requests and issues. The directors and managers are very professional and proficient. Colleagues show genuine care for each other and pitch in to get the job done when there is a lot of work to do. Stakeholders often have unrealistic expectations, however this is not unique to OIR. The work is a mix of interesting and mundane. Workloads are high and unexpected urgent issues often come up and at times it will impact negatively on your work-life balance. You will be encouraged to take personal responsibility for ensuring your own work-life balance and will be supported by your colleagues and manager to do so.

### Very Negative

Performance & Development, Resources, Service delivery, Culture & Values, Leadership

Sadly the lead agency for industrial relations and occupational health and safety is one of the worst organisations you can work for within the Queensland Government. The workplace culture is toxic and forget raising any issues because HR are completely ineffective and do not have the right skills to effectively provide advice or deal with matters. As an employee there are expectations of you to perform your role etc yet Executive

Leaders are completely ineffective and nothing happens to them when they don't deliver. In fact, it seems the more incompetent the senior leader is the more secure their role. One Executive Director in particular Yasmin Cox, is so grossly inexperienced that the recruitment process to appoint her is very questionable. What a disappointment Craig Allen has turned out to be when he speaks to the organisation about his expectations etc yet his Executive Director is not performing, is destructive, is a bully, exercises coercive, is dismissive when serious issues are raised with her. It is very difficult to have any faith when these kind of people (Yasmin Cox) continue to destroy the working lives of their staff yet, don't know how to lead, consistently perform poorly and yet Craig Allen does nothing!

Very Positive

Agency engagement, Leadership, Service delivery, Employee wellbeing

It's a great place to work, very supportive. The work is challenging but rewarding and interesting. Flexibility and working from home arrangements implemented since COVID have given better work life balance.

Very Negative

Culture & Values, Service delivery, Leadership

This has happened to me and I told the person not to consider applying to work here. It is a toxic work environment where the manager and director are incompetent and negligent. We are constantly expected to confront stakeholders without the support or backing of management. Their low level of knowledge is astoundingly poor and they pander to the sycophants who work for them while punishing those who complete the actual work. There is no leadership or direction given to the inspectorate. Any concerns raised are ignored or replied to in an emotionally bullying manner. Attempts are being made to address these matters by the ED, however this only serves to highlight how incapable the manager and director are. Subsequently it makes the day to day operations worst. I could not recommend the role of electrical inspector to anyone in good conscious. The only surprise to myself is that moral continues to drop to lower and lower levels ...all the while I doubted this was possible.

Positive

I would support them applying as it is a good organisation to work in with opportunities to progress.

Mixed

People and Teams

The pay and flexibility can be great - if you're in the right team, although everyone is overworked due to under resourcing of key corporate areas.

Very Negative

Performance & Development, Leadership, People and Teams, Service delivery

I choose not to answer this question based on my scoring throughout the survey. My response would be negative and I don't believe that this would be helpful to getting this organisation back on track. What I can say is that I yearn for an unfrozen leadership team, opportunity for career development, upskilling and a robust performance management process for underperforming staff, nothing is more disheartening and disengaging than knowing people actively do nothing and still get the same wage as I do, and in some cases get promoted/rewarded for their "efforts".

Very Positive

Service delivery, Employee wellbeing, People and Teams

The organisation has a clear focus on the support that they provide to stakeholders. There is alot of work and can be hard to keep up but there is plenty of support from Team members to help you get through the work.

There are flexible work arrangements too which can be helpful with a family. The workplace do see that there are other important things outside of work now which is great.

#### Mixed

Performance & Development, Culture & Values, Leadership

It is a secure work environment but be prepared for disappointment. You will have to cope with significant flaws so don't expect perfection in decision making. If you want a promotion become friends with someone in a leadership position.

#### Positive

Agency engagement

It is a good place to work depending on where you work.

#### Very Positive

One of the best workplaces I have ever worked in. Staff are amazing and helpful.

#### Very Negative

Leadership, Performance & Development, Resources

Limited resources to be able to undertake the work we do. Financial spending in inappropriate areas could be utilised or spent in other areas. Arguments could be made to Cabinet for more FTE's to help support the operational needs and strategic goals of OIR but it feels as though the Executive do not want to take the time to make this bid to Cabinet for this assistance when there is sufficient evidence to show that additional resources are desperately needed to comply with OIR's legislative functions.

#### Neutral

Service delivery

If you can handle the red tape and jumping through hoops you'll be fine.

#### Mixed

Service delivery, Resources, Communications, People and Teams

The organisation is currently undergoing transformative change. The ICT systems are archaic, but budget restrictions and change resistance will limit progress to incremental improvements. Communication is poor and unstructured. Red tape and risk aversion rampant. However, the people are great - friendly and accommodating - and the rationale for the work is hard to beat. There is so much work and you can really make a difference.

#### Very Positive

Leadership, Employee wellbeing, Culture & Values ,Agency engagement

I would high recommend it. WHSQ's Statewide Investigations is a very rewarding place to work. It is a highly professional and dedicated area of OIR, that has strong and supportive leadership, high morale and a great culture.

#### Negative

Performance & Development

limited opportunities for job promotion, change of roles, education opportunities/upskilling if you are not in Brisbane

Neutral

Prefer not to answer

Very Positive

Agency engagement

I believe OIR is a good place to work. You will be given opportunity to apply for different jobs that suit your qualifications and also assistance to study for improving your qualifications. The wages are very fair and you will be treated fairly and honestly if you apply for a different job within the Department. A good range of clothing is offered on a subsidy basis for you to keep separate from your social clothing which is a real benefit that you don't realise until your part of it. You will find most, if not all, employees very welcoming and helpful with your settling in period and going forward in your job. They will show interest in you development and help you along the way I think you will be very pleased working for OIR and all the best in your endeavour to do this.

Negative

Have a go, it could be a good foot in the door to working for government

Very Negative

Performance & Development, Diversity, Inclusion, & Fairness, Leadership, Employee wellbeing, Resources

Managers never show appreciation for the work effort you put in but will criticise you on any minor fraction that may occur in the field. Managers put their own wellbeing first and will look after their mates when it comes to higher duty opportunities. Manager will lie or not pass down all the information to enable them to keep you in the dark. Age, Gender and Disability are barriers for any chance of career progression. Some managers lack honesty and integrity. You will never have any one-on-one discussion or have any interest shown in your welfare, or professional development by your manager, even though they are suppose to conduct regular professional development meetings with staff.

Very Positive

Resources, Leadership

WHSQ is an agency investing large amounts of resources into its people and systems. Some things aren't perfect, but work is being done to improve our workplace for staff. The work is broad and interesting, and makes a real difference to the safety of people in the community. Most of our people are committed and passionate about their work, and management are exceptional.

Mixed

Culture & Values, Resources

This is a good department to work for. The people in it are hard working, committed, and dedicated to the purpose of the department. They work with respect for each other and yet can also have fun. You could work in worse places than the Office of Industrial Relation, both within the government and in private industry - I should know, I have!

Very Positive

SWI is one of the best organisations to work with. The work we do is exceptional and the experiences and learnings you get from the work is life changing.

Very Negative

Resources, Service delivery, Employee wellbeing, Leadership

Last year, my acting manager raised alleged "work performance" issues, also related to initial computer access issues during the full Covid lockdown. These were never the subject of a formal process. I was required to attend the workplace daily while other staff, including managers, worked from home full time. There was no clear plan for ongoing resolution. The situation cost me significantly financially (>\$1,500), increased the Covid risk for me and my family, despite it being acknowledged that family members were in identified vulnerable groups, and dramatically increased the stresses on me and my family. Working from home was continually denied, however at no time in the office did I have personal supervision. The situation was handled very badly, and HR became involved, at my request - as I had the mistaken belief that they may be able to help. HR provided no support to me whatsoever when I raised my concerns with them and the situation deteriorated sharply. I was in a no-win situation and the only "support" offered was a suggestion to have external counselling which conveniently meant that HR did not have to address the issue. The erosion of confidence, disappointment and sense of betrayal are still keenly felt. You know who I am in LAS. I have considered submitting a grievance or further complaint but have absolutely no trust in the system and feel it would just leave me open for further grief.

Mixed

Performance & Development, Resources, Employee wellbeing, Agency engagement

Great place to work. You are given the opportunity and freedom to contribute and improve outcomes for Queenslanders. People are generally respectful and you have great access to training and development opportunities and flexible work arrangements although I am not 100% sure about support to take on acting or secondment opportunities especially out of the agency.

Very Positive

Resources, Employee wellbeing, Leadership, Culture & Values

OIR is an organisation where you will be able to work with clear expectations in a professional and cordial environment. The management and leadership within OIR are very fair and reasonable, and there is a strong support system for flexible working arrangements. The culture within the organisation isn't necessarily jovial, but rather is upbeat, professional and kind.

Negative

Agency engagement

It's not the place to work that it was

Mixed

Resources, Leadership, Employee wellbeing, People and Teams

The job offers exposure to a variety of industries. This provides opportunity to work across all hazard areas and not limited to just few. People within my own work group are good to work with but I am aware that not all work groups are as cohesive as our work group across the organisation. One on one manager/worker meetings are a very rare occurrence due to demographics but have weekly team meeting and can contact manager by phone if need advice in relation to a matter. Other inspectors are always happy to assist you when working in area that not totally confident about. Managers have high job demands that do not allow them time to effectively manage staff at times. Professional development opportunities are limited particularly within the the regions but this has improved somewhat due to COVID. However due to having no qualified inspectors to backfill this can lead to offices being under resourced which leads to increased workloads. The organisations is very supportive of professional development through further study and offers SARAS.

Very Negative

Culture & Values, Employee wellbeing, Leadership

In my area I would encourage them to apply as it is a rewarding, challenging and flexible work environment. From looking outside I would not encourage them to apply for a position as an Inspector particularly as a construction Inspector due to the continuing internal challenges and very poor leadership. The department needs to reduce the influence and access the Unions have over the Construction area and the Director.

Mixed

Performance & Development, Resources, Leadership, Culture & Values, People and Teams, Service delivery, Agency engagement

If I was talking to a friend of mine, they would understand my military background. I would tell them it is a great place to work if you just want to do your job. If you do your job (even at the "minimum" standard) you are "all good". If you want something more it can be frustrating. The frustration of the job is the "politics" that is included. Examples of this are: The totally unacceptable way that the CFMEU are dictating the way our Construction Inspection conduct their role. I only know a little of what is going on but think it is borderline, if not, criminal. The "career management" system is joke but without completing changing the system it is what it is. In my military career my "career management" was set. It identified what competencies were mandatory, what level of proficiencies was required to be considered for progression etc. While "regimented" it still allowed career shifts, additional training not related to career progression etc but as far as "career management" it was very clear what was required. Unlike the "career management" that government uses. I.e. It appears to be a writing competition and a good interview that determines who progresses. I believe I understand the "intent" of the system in place but it is not used effectively. I enjoy working for Workplace Health and Safety Queensland. My Operations Manager (Terrie-anne Norris), with support from Peter Yates, manages our team very well but the "system" government uses is frustrating and surprisingly deficient in a lot of areas. I.e. only now talking about competency requirements for positions: "Tools" and documentation required to complete your role are not managed effectively. I.e. IF updates are receive they are not date stamped and changes are not highlighted so you need to "find" the old version and do a "line by line" comparison. This could go on detailing other "shortfalls" in how the system is deficient in a lot of ways but the back to the question. Good place to work, so long as the "politics" don't wear you down.

Mixed

People and Teams, Resources

OIR could do better with how the work groups work together. There is a lot of pressure put on the inspectors and they are getting more and more work. They are really good with flexible options and being able to request equipment to be able to work actively with sit stand desks and good chairs

Very Positive

Agency engagement, Communications

That is it a great place to work - all employees at all levels are knowledgeable, respectful, approachable, supportive, consultative, fair and transparent.

Very Positive

Performance & Development, Agency engagement

I've already discussed with many of my friends outside the organisation to join if they would like to consider a career in workplace health and safety. A great place to learn directly from the regulator, gain industry knowledge and create a name for yourself in the industry sector you choose. So yes, I would recommend friends to the organisation.

Mixed

Leadership, Employee wellbeing

Work life balance is really good. Can't speak for other regions, but management in our region is almost non-existent so don't expect a lot of support. Having said that our new ED is taking steps to address this. Perhaps in 6 months I would be in a better position to provide this person a better response in that regard.

Mixed

Performance & Development, Leadership, People and Teams

I would tell them that it is a good organisation to work for. There is still a lot of work to do culturally across the organisation, however it is moving in the right direction. It is a fast paced environment with each day different to the last. You would be surrounded by supportive colleagues and supervisors who have a genuine passion for what they do.

Very Negative

Communications, Leadership, Culture & Values, People and Teams

The current culture dynamic, continuous restructuring and change in management has made the workplace a very negative, unstable and unpredictable environment to work in with too many chiefs and not enough Indians. Professional development seems to be dictated by upper management where majority of people do not feel confident to voice their interest in any upcoming opportunities as management seem to have favourites and already picked out for these roles. There have been times where of recent where positions have just had people appointed and the teams have not been advertised internally - even if they are for a short period of time, no one knows about them. I would be open and honest about my experiences as above and let them make their own decision.

Very Negative

Leadership

Look elsewhere. Senior management is bloody minded.

Mixed

Performance & Development, Resources, Agency engagement, Leadership, Service delivery, Employee wellbeing, Culture & Values, People and Teams

This is a high performing, professional prosecution office. It is highly specialised and has some very skilled prosecutors. Recruitment is difficult as the skillsets are unique within the legal profession, and requires extensive experience in complex prosecutions. This is an office which is well-suited to experienced and capable prosecutors as there are difficult legal concepts to contend with, in circumstances where many matters are strongly contested by very experienced defence counsel. It is relatively frequent that there will be difficult legal arguments raised on technical points, however it is very infrequent that matters involve jury trials. The working culture within the prosecution team is, generally, exceptional. The team is, largely, very skilled and very willing to help colleagues. There is a genuine sense of mentoring and development of junior staff including paralegals. It is a high pressure work environment, and there are often unplanned and unpredictable work requirements that mean additional hours above usual work patterns. This can be difficult to fit around flexible and part-time arrangements, but is a typical feature of criminal litigation. The organisation is still in a development phase, refining processes and procedures which can currently seem overbearing, unnecessary and sometimes not targeting the key issues for prosecutors. Change is continuing, although not a swift process. Resourcing remains the critical factor. There is not yet the support for litigation that would otherwise be present in larger prosecution agencies, which can be frustrating and limiting. Creative problem solving usually finds a solution, but this emphasises the need to work closely and collaboratively with colleagues. There is limited opportunity for high level advocacy. Most matters are dealt with in the summary jurisdiction and any hearings, which are not frequent, are routinely briefed out. The court appearances are spread throughout the state which can be difficult to maintain a regular or consistent presence before the bench or defence practitioners. This can be career

limiting if there's a professional interest in advocacy. It would be rare in any other prosecution agency to have direct and regular access to the calibre of prosecutor that is the WHSP. The complexity of legal decision-making, alongside organisational responsibilities, in the WHSP role is unique. It is also a unique opportunity to work with WHSP and develop heightened legal reasoning skills. Where workloads permit, this can be an office environment that supports and rewards proactive interest in professional development. The key challenge to this is balancing a demanding workload with continued energy and commitment for further learning. There is genuine utility and purpose in the work undertaken by the office. The subject matter of cases is routinely of high public interest, either attracting general media attention or industry-specific attention. While there are significant demands placed on prosecutors, it can be very rewarding work to be engaged in.

Mixed

Agency engagement, Leadership, Culture & Values, Service delivery, Employee wellbeing, Performance & Development

The flexible work arrangements, remuneration and variety of work is great. Performing the work can be rewarding if you find enjoyment and satisfaction in your the type of work undertaken. The staff are friendly, respectful and professional. The staff turnover has reduced. Management is supportive, approachable, committed to the needs of staff. Be prepared to work hard and demonstrate a willingness to learn, assist and apply yourself and you will be provided with opportunity to progress over time. You will be expected to uphold to Public Service values and adhere to the unit's purpose and vision. The changes implemented over the last two years have made a large and very welcome difference to the workplace. There is less aggression, intimidation and uncertainty. However, the customers/clients can have complex personality types coupled with injuries that can lead to aggressive behaviour on a regular basis. When this occurs, management will provide support however understand that our customers/clients largely consist of aggrieved parties and this will not change. Go on, apply. Take the challenge.

Very Positive

Agency engagement, Leadership

Great place to work, doing very rewarding work. Despite going through a lot of internal workplace changes, it remains one of the better Govt agencies to work for.

Positive

Performance & Development, Diversity, Inclusion, & Fairness

It would depend on their age, career and life goals. However, I am happy in this organisation.

Mixed

I find the workplace to be secure and pleasant. There are a lot of people that you interact with that aren't 100% happy and this can dampen the way you feel about things. It has taken a long time to establish myself into the position.

Neutral

NA

Very Positive

Leadership, People and Teams

Great working environment. All staff including my supervisors are great and very easy going. Love the work I do. Love coming to work. Enjoy the time working with my colleagues. They are a great bunch of people.

Positive

Work/life flexibility is good

Positive

Agency engagement

Good place to work

Very Negative

Agency engagement, Service delivery, Resources, Leadership, Employee wellbeing, People and Teams

DO NOT APPLY! You will be overloaded with work that has been generated at the whim of a senior manager or directed by a powerful stakeholder with very little evidence that the work will result in any benefit to the Queensland community. Your repeated complaints that workloads are too high will be listened to by sympathetic supervisors who are also overworked, but nothing will change. Almost every decision you make needs to be approved by an Executive Director or the DDG and that will take an eternity to receive back because they have to approve everything. Despite that you will be expected to perform at an exceptionally high level and be confronted if work isn't produced on time. You will have mountains of red tape to navigate whenever you want to complete even simple tasks and 'support' units just create more work for you because they have been instructed to create more and more red tape to manage all of us unethical public servants. You will be expected to work with shoddy ICT systems, some of which are decades old, but then made to feel like you've let the team down when you can't place your finger on the exact piece of information an 'important person' needs yesterday. Forget trying to procure anything new though that might help...unless you're married to the person signing off on the purchase or just ignore the procurement rules and just go rogue. Of course, going rogue is pretty much encouraged because when people do and get found out, there are no consequences for those people. And don't expect to get any strategic direction from senior leaders who spent 9 months coming up with a strategy that just contains a bunch of motherhood statements that can mean just about anything you want them to mean. No direction, no focus, no plan to achieve anything closely resembling a target...just waffle. And saying all of this breaks my heart...the potential of this organisation is enormous and could make a massive contribution to the Queensland community. It could also be a place that people are proud to work because they should be taking effective steps to protect workers of Queensland. Instead they spend much of their time tied up in red tape and hampered by massive underfunding and lack of insightful leadership. I would love to tell people to come and work for OIR, but I just can't.

Very Positive

Leadership

It's a great organisation to work in where you know you will make a difference to people's lives - through WHS. People working in the organisation are committed to helping industry, small business and individuals to have and work in a safer environment. Sometimes the organisation is not liked by business but they appreciate what the consequences of an unsafe workplace can be and how it can affect lives.

Mixed

Culture & Values

While improvements can be seen, the organisation needs to continue to focus on a consistent positive workplace culture across all areas.

Very Positive

Performance & Development, People and Teams

IRPS is the best team to work for so come along and learn and grow you'll love it.

Very Negative

Communications, Employee wellbeing, Service delivery ,Leadership

I don't think that enough progress has been made to streamline decision-making. Decision making needs to be devolved to an appropriate level. Directors should be able to make decisions commensurate to their level of responsibility. Protracted decision making impacts job demands e.g. tighter deadlines, uncertainty regarding direction, potential impact on organisational reputation, lack of response/delayed response to workplaces/clients. I have also witnessed a style of communication towards others which is blaming and intimidating. Whilst this may not be intentional could potentially impact psychological wellbeing.

Positive

Performance & Development

I have lead a full and enjoyable career and based on my experience I encourage you to join the organisation.

Very Positive

Culture & Values, Agency engagement

The ESO is a great place to work with a strong positive culture which i don't see in other groups in OIR

Very Positive

Employee wellbeing, Leadership, Agency engagement, Performance & Development

The best State Government Department i have worked in, in a long time. Management support staff and encourage personal training and development. plus the option to work from home is a bonus and not offered by other departments. I would definitely recommend working in OIR.

Very Positive

Leadership, Resources, Service delivery, People and Teams, Performance & Development, Agency engagement

It is a challenging area of law to work in, but it is great to experience something different. It is a very supportive and professional office to work in and everyone is willing to lend a hand where it is needed. The supervisors and management team are open to feedback and suggestions and even if the suggestions are not implemented, they are genuinely considered. I would recommend working in this of fice to anyone.

Very Negative

Leadership, People and Teams

The department senior managers are in the pocket of the CFMEU and do what this union tells them generally. Inspectors in construction are treated badly and no other team of Inspectors is treated the way Construction are. You will regret applying for a job here

Neutral

Mixed

Performance & Development, Resources, Communications, Leadership, Service delivery, Employee wellbeing, People and Teams

You get weekends off but, Flexible work arrangements Much praise has been attributed to the benefits of flexible working arrangements that arose predominantly out of our organisational response to COVID 19 in 2020. Working from home affords great individual advantages including the elimination of daily travel, fares, inc reased time with family etc. From an organisational point of view, the most touted advantage appears to be increased productivity. However, the organisation's rush to celebrate quantitative outcomes has neglected to consider qualitative consequences. Our working area recruited several call centre staff during the COVID period. Training

was minimal before they were sent home with a laptop and a phone to answer questions from the public. They were denied the developmental benefit of working alongside peers and more experienced staff under the direction of a supervisor in the early days of their employ. Staff were also responsible for the assessor hotline to address questions put forward by accredited assessors. In March 2020 responsibility for the assessor hot line was expanded to include staff from LOC. This was preceded by 'complaints about service' and the assertion that 'staff were unable to meet service standards' (as stated in the meeting at which LOC staff were advised). It is also worth noting that the change was made one week after a planning meeting during which yearly priorities and tasking were set for LOC without mention of the change. It appears that LOC continue to be relied upon to compensate for the inadequacies of other areas who have previously held the responsibility, not unlike general construction induction training which was redirected to LOC without adequate staffing. Administrative responsibilities have also shifted. It appears that changes have been made to accommodate working - from-home arrangements rather than the provision of actual support to working units. Fleet management is one such area. Fleet management responsibility were shifted from LOC to LAS admin. LAS Admin then proceeded to rely on LOC admin staff to do the work and in one case, an LAS administration staff member, working from home, asked the LOC staff member why they were not in the office when they sought details about vehicle use. In another instance, the forwarding of accreditation documentation to new assessors was delayed by two weeks when, through no fault of their own, a staff member was absent for a 14 day period. No arrangements were made to ensure continuity of service. Previously, accreditation documentation was handed to assessors upon completion of their induction delivered by LOC staff. With the responsibility now shifted, documentation is posted to them in the days/weeks following their induction, representing a backward step in terms of service to our clients. Apart from the delay of postage this issue was compounded through the relevant work area having no redundancy built into their working arrangements, resulting in very poor service. Assessors often are required to wait for many months before their accreditation is finalised. Adding additional time to the process through inefficiencies does not represent good service and stifles business and industry at a time in which regional RTOs are experiencing difficulties attracting suitable people to become assessors. Their businesses should not be inhibited by departmental inefficiencies. Responses to SafetyInfo email services have also suffered in terms of response times and quality. Enquiries are typically required to be addressed within seven days. It is common practice for technical questions to be triaged and allocated to LOC Inspectors to address. On several occasions LOC inspectors have been issued enquiries to attend to up to three months after they were submitted by the public. Recently (August) an enquiry submitted in January was forwarded for attention. This is unacceptable. Other matters arising from work-from-home arrangements include:

- Quality of responses provided to the public via the Safety Info email service. In one instance the reply read 'We can't be sure' or words similar)
- Access to management staff.
- Inadequately managed staff outputs.
- Repeat calls for service by persons seeking to have issues addressed only to be referred to our website which, in some cases, is years out of date. While clearance rates are celebrated, as they should, perhaps data should be analysed to determine how many 'cleared' calls were repeat calls about the same issue that were not previously resolved.

Staffing and Recruitment In February 2021, a LOC Inspector went on extended leave pending resignation in April 2022. A request for ROI in the A06 Licensing Inspector role sent out inspectorate wide. 3 x applications were submitted. Two possible persons proceeded beyond the application stage; however, the preferred person declined the role. In normal circumstances, one would assume that the next person in the order of merit would fill the role, however this did not occur. Instead, the process stopped and was recommenced some weeks later. The second candidate, who was suited to the role in terms of technical knowledge; however, was advised that they could not fill the role as they did not have inspector powers, having completed phase 2 Inspector training only. One might conclude that the process was for 'show' as his training status was detailed in his initial application and should have nullified his eligibility for the role from the outset. A further EOI relevant to the position at A05 level closed on 22 June 2021. The position remained unfilled until 30 August 2021 some 6 months after the position became vacant, despite the heavy workload in the LOC area. Staff repeatedly advised that the wait was with HR. In July 2020, LOC were advised that the management would be altered to include a new AO8 position in addition to the AO7 position left vacant upon the resignation of the previous manager. At that meeting staff were also informed that the AO7 position would likely be filled by a licensing inspector and that inspector position would be backfilled. As of the date of submission the AO8 has been appointed and a temporary AO7 put into place until November

2021. We are now advised that the AO6 Inspector position will not be back filled. LOC has had having 4 different managers since 2018, none of whom possessed any technical knowledge about the function or responsibilities of LOC. There is a degree of urgency incumbent in appointing a permanent Lead Inspector who is able to provide guidance to the Manager and stability in the unit however we persist with temporary appointments. There is a feeling among team members that the position will never be permanently filled. Inspector numbers have decreased from eight to six, one of whom commenced as a temporary AO5 on 30 August 2021. Our area needs stability and capable leadership. Contrast this with a regional recruitment process, by which a LSC staff member applied, interviewed and was placed in a permanent inspector role in a regional inspectorate just two weeks after interview. The responsibilities for LOC inspectors continue to grow while the numbers of inspectors doing the work declines. The ongoing staff shuffle undermines trust in the recruitment and selection processes as well as those administering them. Add to this, increased responsibilities that our area have picked up after other areas have failed to manage them appropriately. General Construction Induction Training being one. To state the staffing of this program is a joke would be an understatement. One AO2 is dedicated to data entry. The program is always in a state of 'disarray' and has never been managed appropriately. Instead of another AO8 or AO7 in LAS, we need a dedicated AO5 to manage the White card program effectively. One may question what clever accounting has been undertaken to facilitate the management of Licensing Services to increase from 1 x AO8 to 3 x AO8s and from 1 x AO7 to 3 x AO7 positions (one of which was split between two part time people) in just a couple of years. In an email earlier this month LS were advised of the creation of yet another AO8 position. This will see our Department headed up by a Director and 4 x AO8s and 3 AO7s. The staffing of the unit is a top-heavy joke. Ownership and responsibility for prescribed roles is undermined by continual movement of staff between roles which ultimately impacts quality of service to internal and external customers. Good staff who are denied internal opportunities simply leave the unit or the organisation. Assessor portal roll out The introduction of the updated assessor portal represented a major shift for RTOs, assessors, and staff across LAS. The enhanced ICT project, having been in development for more many years went live on Tuesday 4 May 2021. On that day the program developer commenced leave. I do not begrudge persons taking leave, nor in any way seek to denigrate the great work that has been done, but for management to permit the developer to commence leave on the day the system went live defies any logic. Immediately following the roll out, A promised dedicated 'Assessor portal hotline' was discarded with calls regarding the system redirected, in Part, to LOC staff who had undertaken little to no assessor portal training or training in the use of the in-house telephone systems. One of those persons, now rostered to tend to calls is at AO6 level. These staff now have less time to dedicate to their primary LOC roles. Additionally, the assessor portal added a myriad of data collected, however the de-scoping of the portal reporting function has meant that reports that were previously available to do our work are no longer available, representing a backward step in our capability. Unreasonable and improper management behaviour WHSQ documentation 'Dealing with Workplace Bullying - A Workers Guide' defines 'Unreasonable behaviour' as behaviour that a reasonable person, having considered the circumstances, would see as unreasonable including behaviour that is victimising, humiliating, intimidating, or threatening. On 29 June 2021 a 'communication' meeting was conducted involving all inspector staff, admin staff, an out of area manager and the director. That meeting was implicitly stated not to be a 'dressing down' after staff expressed concerns that no details were provided when the meeting was called the week before. What transpired was a disgusting display of singling out a staff member as an example of 'poor communications' behaviour. In the absence of any one-on-one discussion regarding the matter or the opportunity/courtesy of a right of reply or investigation into the circumstances, the director proceeded to make an example of the member in the presence of their peers and junior staff. It was a disgusting attack. This is not how such matters should be addressed and could not possibly be considered reasonable. The approach only served to victimise and humiliate the member. Team members later saw fit to make their concerns known to the manager and director verbally and in writing. For an organisation that espouses the value of mental well-being, we are not doing a very good job when it comes to our own staff and such actions are inconsistent with the organisations own processes. Management in such senior roles are obviously not appointed for their people management skills. For all the rhetoric around recognising performance in the organisation, I would suggest it is difficult to do when the organisation has little understanding of the work undertaken in our work area which has been involved in large bodies of work of national significance for some time. I am aware that in other areas, when significant bodies of work outside the

ordinary duties are identified, projects are raised, and the work is often funded. This does not occur in my work area. There is an expectation that large bodies of additional work are undertaken in addition to regular activities, that have suffered as a result. In summing up, I would say that work loads have increased significantly while staff numbers expected to do the work have decreased and management staff numbers have exploded.

### Very Negative

Performance & Development, Resources, Leadership, Diversity, Inclusion, & Fairness, Culture & Values, People and Teams, Service delivery, Agency engagement, Communications

The Manager rolls her eyes, is rude and condescending. She provides no support (when asked multiple times) when a staff member is on the phone with a person threatening to take their lives in June 2021, Manager picks up her bag and leaves with the Team Leader who blatantly lies and says he had no knowledge of the call, so he can do the 'investigation'. Another staff member witnessed it and said I can't believe they just did that and a second said oh they are all going out for drinks. That effected staff member broke down in front of other staff the following day and was very quiet and withdrawn for a long time. In May 2021 two staff witnessed another staff member being bullied by the Manager, after the staff member returned to the workplace after a period away because of a mental illness caused by bullying in the first place. Two staff listened to the Manager on the phone telling someone that the bullied person had never been bullied. The Manager inappropriately selects staff for positions with no mind to a fair process and coaches them only and tells them not to tell other staff, she is currently having a friend apply for direct appointment in 'secret', but saved the application on another staff members HR file. The person whose file it was saved on tried to discreetly alert the Manager who sent her a condescending and rude email. The Manager then rang IT to have it moved and was not happy that they wanted process followed - still hearing about the uselessness of IT. Five staff members watched the Manager go into a literal screaming tirade of abuse about a HR representative from another culture whom she had just spoken to on Teams. The Manager said she was having drinks with the HR Manager and would give it to them. One female staff member immediately challenged the disgusting behaviour and the inappropriateness of what she was trying to do when speaking to the HR rep (having an Acting Team Leader directly appointed because 'they made that job for her and she deserves it') and a male staff member was making cut throat motions at the one who called it out. The Team Leader witnessed it all and seemed rooted to the floor in stone silence. It is a great place to be ghosted and isolated. Different rules are applied to different people depending on your relationship with the Manager and Team Leader. They do nothing but encourage and protect one particular staff member who is a known bully and refuses to interact with anyone, but the whole group was told by the Manager that she is the standard for leadership and the AO6 positions. A staff member whose parent is at end of life continues to be overloaded with work, along with others who show any weakness in coping with extreme caseloads. Some unpopular staff who want to do particular types of work are being completely left out and deskilled. This has been raised many times with the Team Leader whose response is to stare blankly like a child and never ever answer. Oh and if you have a workplace injury as a result of equipment purchased by the Manager, don't expect any help or follow up. If you go on leave or secondment, expect everyone to critique your work and talk behind your back openly. Expect to work for free when you are forced to do excessive hours due to caseload numbers and then have to forfeit many hours. And minutes of meetings are pre written and that is your 'new reality' regardless of the actual conversation taking place. Information one needs to do their work is not passed on uniformly, with the Manager witnessed by several staff saying sorry forget sometimes who I tell what to. The leadership team appear to assess their own 'new and improved' behaviour and nominate for awards, which is completely bizarre and showing absolute zero honesty and insight. If you apply for a position expect to be completely refused any independent feedback from a panel member when you are not successful. On the plus side, there are a lot of very good, caring, loyal and hardworking staff.

### Mixed

Communications, Employee wellbeing, Leadership

I would tell them that the organisation is led by a strong senior leadership group that provides timely communication and support. An opportunity for further development is to ensure the organisation is willing to

take a stronger stance to support managers to manage serious conduct, performance or attendance issues rather than taking a risk adverse approach which is in favour of the employee and not supervisor. The organisation's desire to support flexible work arrangements is welcomed but is not always balanced around business needs.

#### Very Positive

People and Teams, Agency engagement, Employee wellbeing

Excellent place to work, good work life balance. Supportive team members and the ability to work liberally in whatever method suits you as a worker.

#### Mixed

Performance & Development, Resources, Employee wellbeing, Leadership, Culture & Values, People and Teams, Agency engagement

OIR is a good place to work with a strong organisational identity and culture. There are some divides between the program and regulatory areas and those areas not public facing. There is not always consistency between the type of work people perform and their pay classification or in the structures of different units in relation to distribution of classifications, advancement opportunities etc. Overall a fairly functional organisation, with interesting programs, priorities and deliverables. Over the last year or so, management support for flexible work has been seen to increase and the use of Microsoft Teams has been beneficial. Opportunities for working with other areas in OIR are good when they come up and there is plenty of opportunity to feel like you are contributing to good work.

#### Mixed

Performance & Development, Leadership, People and Teams, Agency engagement

It's a good place to work, and the colleagues are friendly and the work is interesting. However, the organisation would benefit by taking more interest in developing its staff below management level, and the contributions they can make.

#### Neutral

don't

#### Very Negative

Performance & Development, Resources, Communications, Service delivery, Employee wellbeing, Leadership, People and Teams

I would tell them to know everything about everything and do not expect support from our support groups. WHSQ has wide range of support groups / units that do not leave their desk, and offer support only through miles of red tape, arrogance and lengthy delays. 1. For example, WHSQ have as Asbestos unit whereby their communication and response is poor to say the least. More broadly the specialised health and safety services unit is invisible and should be held accountable for their lack of action to such a serious health risk. Solution: Allocate Asbestos assessments to this unit. This unit must put together an Asbestos Rapid Response Team (ARRT) that are also on an on-call roster 24/7. They could also cover silicosis. They have got the skill, the resources, the qualifications, WHSQ funded academic qualifications/ education. Survey the Inspectorate to see if they feel they would benefit by having an easy to reach asbestos team. Yes, most likely ARRT would be Brisbane based and not be able to respond to the whole state immediately, however, Brisbane has the highest population, and an ARRT member could surely drive or fly to another region. Logical. 2. WHSQ have a psycho-social unit that do not get allocated psycho-social assessments. Solution: They are smart people, allow them the freedom to do what their academic education (often WHSQ funded) has taught them to do and allow them to make a real difference by being hands on. Let them do Inspector training, give them Inspector powers and

provide support to the Inspectorate. Not by developing more guidance material, or a point of contact 'if required' but to assess these assessments themselves. These assessments include suicidal people, bullying alleged against Govt departments and sexual harassment to name just a few. Lets work together to create change and not rely on the frontline Inspectors to memorise every psycho-social policy and procedure when we are on the run in between attending to horrific incidents. 3. Manufacturing and transport unit: They could benefit by attending to assessments and complaints also. Solution: Get them out and about, get them in front of PCBUs whereby events are reactive and allow the learnings and support flow freely, for all stakeholders. 4. Ergonomic staff: Inspectors never see at any hazardous manual tasks assessments or complaints, yet HMTs are WorkCovers highest costing injuries, and these people are qualified. Solution: Support the Inspectorate and assist in lowering the HMT injury and cost rate by getting out and joining the front line from time to time. 5. Engineering Unit: they attend to site. They are well managed, visible and approachable. The other units can learn from this model. Be like the Engineering unit. 6. Unions, arrogant bullies who push Inspectors to the point where they consider suicide, terminate their employments, or take medications for work place induced anxiety. What do we does our organisation do about this? This is no secret but the Department does not send any communication about how we are resolving this terrible union behaviour. 7. IPaM is not a solution for any of the above mentioned. As a proactive return to work function for WorkCover they can not enforce the CMEP. 8. Projects and proactive campaigns are very meaningful, but they come at a cost of burning out our Inspectors when Inspector resources are so very, very stretched. The above units could do their own campaigns, and scrutinise themselves instead of the already mentally ill health affected Inspectorate. Mental Health and Well-being is something we take as a Department take seriously, so lets see change. At a local office level my management team are amazing, most Operations Managers are. They are just as passionate about the above as what us Inspectors are. The question provided, "Management is willing to act on suggestions to improve how things are done" I have rated as strongly disagree. I am referring to Managers of these work units above. This is the same for the 'caring for well-being question', care is only at a local level, no-one else cares. The OMs, Inspectors and few Investigators carry burden of the whole department. The Inspectors scope for what we need to know and what we need to attend is so broad it is mind boggling. We live and breath vicarious trauma daily. Just like the boots on ground Police, Fire, Ambulance Officers and the Armed Forces, WE ARE THE FRONT LINE, YOU ARE THE SUPPORT - SO SUPPORT US! HELP US!

Mixed

Performance & Development, Leadership, Service delivery, People and Teams, Agency engagement

It is a very interesting and rewarding position in terms of the duties you are required to undertake and the matters that are investigated to enforce the relevant legislation from a compliance standpoint. The organisation itself is generally very supportive of your role and provides opportunities to undertake tasks outside the norm. Sometimes certain colleagues do not seem to pull their weight and there is little sense of urgency in getting things done for external stakeholders, with priorities constantly shifting as new matters arise and older issues being pushed aside. Overall though, the organisation is recommended as a good place to work, also given the potential advancement opportunities.

Very Negative

Performance & Development, Resources, Service delivery

There is no opportunity for relieving at higher levels within ESO unless you are an inspector. Even very short term vacancies are either not filled or a recruitment process is undertaken and often internal employees are overlooked. How can we develop any skills if not given the opportunity to perform higher duties. Current employees should be given opportunity for short term relieving without going through interview processes.

Negative

Performance & Development, Service delivery, Leadership, Culture & Values

Ways to address and improve workplace culture are in the discovery phase currently. A shift in mindset is needed to move away from 'blame' and fear of reprisal over raising concerns to one of positive growth and continuous improvement. Managers and staff alike need to be provided with support from all levels of the organisation to help them make this change and promote a whole of organisation approach to creating and maintaining a safe workplace.

Very Positive

Performance & Development, Leadership, People and Teams

Fair - So long as you put the effort in and do your job they are happy to work with you in any flexibility you need to coordinate your personal life. Approachable - People are happy to chat and help where needed, also happy to hear suggestions on changes. Helpful - Management are happy to help assist in career growth and conduct additional training to assist the unit. The new management team is appreciated and doing well, the new structure is much better.

Very Positive

Performance & Development, Leadership, Service delivery, Resources, Employee wellbeing, People and Teams

From my experience working in the Statewide Investigations Unit I have found the management and leadership of our unit to be of a very high professional standard. They provide clear direction around how we are expected to perform our role and support us fulfilling our roles with the necessary information and equipment. They provide a well balanced level of oversight to ensure accountability while at the same time affording a responsible degree of autonomy. Responding to and investigating serious workplace incidents and fatalities with a likelihood of prosecution action and high level coronial oversight is a very serious role that carries a heavy responsibility but it is interesting, challenging and rewarding. Our unit has developed strong professional and collaborative working relationships with key internal and external stakeholders. We are given the opportunity to utilise a range of flexible working options that create a great work/life balance. I believe the Senior Leadership and Management of Statewide Investigations is serious about the professional development of staff as evidenced by multiple internal and external training sessions and opportunities to relieve in higher duties. From my 10+ years experience in multiple government investigation roles I believe that Statewide Investigations is the most professional, challenging, interesting, autonomous and rewarding investigations role.

Very Positive

Employee wellbeing, Performance & Development

The job provides a different avenue for someone with similar skills from other agencies. The need for this work is always going to be necessary and offers job security. The job is flexible with work life balance and reasonable requests are always considered and generally never knocked back.

Very Positive

Leadership, Agency engagement, People and Teams

The OWHSP is an excellent workplace and I highly recommend it. We have a visionary leader who works tirelessly and selflessly to discharge his statutory functions for the benefit of all Queenslanders. I feel privileged to be part of such a dynamic workplace, which is comprised of highly motivated and talented professionals.

Very Positive

People and Teams

Our team is friendly and inclusive. Other employees in other departments are friendly and helpful. I enjoy my team environment.

Mixed

Leadership, Performance & Development, Resources, Service delivery, Agency engagement

It is a great place to work with highly intelligent, friendly and competent lawyers. There is inconsistency with approaches taken by management, with inconsistent information and feedback being provided. There is also limited / no access to an independent complaint process. But the attitude of the majority of the staff does assist to reduce the tensions that these shortfalls cause.

Mixed

Diversity, Inclusion, & Fairness, Employee wellbeing, Resources, Service delivery

The job security is a distinct plus in the current environment, while the opportunities for development and approach towards flexible work arrangements are also positives. In this line of work, the systems are behind the times and advanced methods aren't employed, so not the ideal environment for those looking to hone their craft. I would encourage working for the organisation as you do get to work with great and diverse group of people.

Very Positive

Culture & Values, Leadership

My organisation is the best place I have ever worked. We work really hard, but the atmosphere is supportive and people treat each other well. I look forward to going to work and feel part of something worthwhile. The senior leadership is of a very high calibre and they set the tone.

Negative

Service delivery, Leadership, Resources

We don't have the document management and work management tools we need which compromises our effectiveness and productivity every day.

Very Positive

SWI is a exciting and supportive unit that encourages positive outcomes through mentoring and flexibility.

Very Positive

Employee wellbeing, Agency engagement

Great place to work with flexible work arrangements and good work life balance

Negative

Performance & Development, Culture & Values

I would suggest that this agency values training staff properly at the commencement of employment including with a year long mentor which elevates the employer above previous employers

Positive

Performance & Development

A supportive environment that promotes flexibility and a fair approach to employment.

Very Positive

Agency engagement, Leadership, Service delivery, Employee wellbeing, People and Teams

I have already informed at least two friends that they should apply for positions within my particular field, SWI. The work is similar to what they are doing now, (QPS), but is more autonomous. The investigations are complex, but satisfying, and we are not dealing with criminals or people that are threatening, violent or obstructive (Solicitors excluded). The hours of work are conducive to a great work/life balance, with no night shifts, not

working public holidays, Christmas and New Year off (first times in 34yrs for me), and great people to work for and with. You have to be prepared to pull your weight, work hard, and be self motivated, but the rewards and job satisfaction are worth it. They even give you a car!!!!!!

Mixed

Employee wellbeing, Leadership, People and Teams

Recent management change has been positive but there is some inconsistency between team leaders so your experience will be different depending on who you end up with. We get flexible options to work from home.

Very Negative

Resources, Leadership, Service delivery, People and Teams, Performance & Development

The monitoring and assessment of every step of the business process occurs e.g. request for information under the Act Section 71 notice is required to be approved at director level. Under the Labour Hire Licencing Act 2017 this is not a legislative requirement. Like most pieces of legislation a requirement to request information is a standard part of an Investigators/Inspectors duties. Feedback from many colleagues also reflects that every report submitted is being returned before proceeding to the delegate for a decision. Even those reports that appear to be related to style or minor grammatical matter e.g. use of capital D for director. This focus on "low-level" matters and the lack of applying risk adversity often delays decisions and impacts on productivity and team members feeling respected and valued.

Mixed

Leadership

Great opportunities to improve workplace safety across Qld. The role is very rewarding, but at times can be stressful.

Mixed

Leadership, People and Teams

I don't know. My immediate work colleagues are great, as are some of the end users, but recent upper management decisions seem a bit dubious and disconnected. It could be a much nicer place of work if upper management connected to the lower levels.

Mixed

People and Teams, Resources, Employee wellbeing

The department is chronically understaffed. This means it can be difficult to maintain a work/ life balance. It can feel like your workload is unreasonably high and while understaffing is acknowledged from above, there are still high expectations to get the work done. However, the people are wonderful and I have never worked in a more supportive and friendly team.

Very Positive

Leadership, Employee wellbeing, People and Teams, Performance & Development, Agency engagement

The team is really great, especially the manager. Everyone is lovely to work with and are receptive to your ideas. There is a really good work-life balance and this is encouraged/supported from management. I receive regular feedback about my performance. It is an enjoyable place to work.

Mixed

Resources, Employee wellbeing, Leadership, Culture & Values, People and Teams, Service delivery

The culture in my workplace is like no other I have worked at. I am supported by a great Manager that's extremely knowledgeable, and is a huge asset to me and my organisation (Robert Sinnamon), I great leader that establishes a culture and feel in the workplace you look for (Rachel Hawkins) and an Executive Director that leads and is involved, with a door open policy that's real and not fake or said to mislead you (Janene Hillhouse). Whilst the workloads are high, its shadowed by the support and understanding by my team and management. So in return, the stress of getting everything down is limited by the people around me, who are under the same pressures and have the same attitude to get it done. This may not be everyone's cup of tea or experience, but its mine. Mick Spencer

Neutral

Don't

Mixed

Culture & Values, People and Teams, Leadership

We are looking for some new people who can embrace and drive change. Who want to work as part of a team to improve a culture that has been entrenched in the construction inspectorate for more than a decade. The position can be rewarding if you do your job well because you have an opportunity to improve the lives of construction workers in Queensland. We need inspectors who can read, write and research and who have enough courage to stand apart from the negativity. After a couple of years of a lot of hard work, we have made some improvements in the last 12 months, however, there is still significant work to be done. Having said that there are some awesome people who work very hard and I am sure you will get on with them well. If you are up for the challenge and want to make a positive difference you are likely to find the job rewarding. I think you would be good, make sure you get someone to help you with the application as government applications are difficult if you have not done one before.

Positive

Good luck

Positive

Agency engagement

It is a good place to work, and the conditions and pay are good.

Positive

Good Luck I hope you enjoy it.

Mixed

Service delivery, Agency engagement, Employee wellbeing, Leadership, People and Teams

I have only been working in this organisation for a short period but I have enjoyed the team environment. Not all is roses, but there are significantly more flowers than thorns. The team connects and interacts really well with other teams and stakeholders and are very supportive of each other. There has been a period of uncertainty and I believe that everyone is looking forward to some consistency and stability in the management of the team. It is hoped this will streamline approval processes and support initiatives beyond the reactionary tasks that consume significant effort and time. The ability to retain flexible work arrangements, particularly in the current COVID response is of great importance. One major concern is the lack of succession planning to allow for leave, attrition, and/or surge activity.

Very Positive

Agency engagement

It's a great place to work where staff are supported and mentored.

Very Negative

Leadership, People and Teams

We have consistently received a poor response from the WfQ survey but there is never any action to come out of it. No changes are made and the same issues continue. Direct requests from the team are sent to HR and ignored. Whilst the survey focuses at supervisors/manager level, the issues within the team stem from a higher level and this survey has been responded to with that in mind rather than the manager level.

Mixed

Employee wellbeing, Agency engagement

overall good place to work. Will be taking a pay cut from outside industry but there flexible work arrangements - working remotely and accrued time.

Very Positive

Communications, Service delivery, Culture & Values, Leadership, Resources, Agency engagement

Overall, OIR is a great place to work. There are the usual politics and red tape that go hand-in-hand with government organisations, but the leaders seem to be listening more to the people on the ground, providing more tools and are seeing the value in better communication across the board, and listening to those who have experience in certain areas. I like working for my agency, because if anything I do means that workers are safer, or are looked after better when they are injured, then I know I will have made a difference.

Very Positive

Performance & Development, Agency engagement, Diversity, Inclusion, & Fairness, Service delivery, Leadership, Culture & Values, People and Teams

Good interesting work which genuinely creates positive change, a generally fun team and wonderful supportive leadership. The work can be complex but to a large extent you get out what you put in - if you are looking for a challenge and opportunities to learn and expand your knowledge and skills then it is a good fit. I have always been encouraged to have a go, and been supported to stretch my wings. If you don't like detail-oriented, analytical work that requires careful thought and decisions on a case-by-case basis, or you prefer 'checklist' style work, this may not be the kind of work that appeals to you as the work is very diverse.

Very Positive

Employee wellbeing, Leadership, Agency engagement

Working for OIR is an opportunity to work for the benefit of the community. The staff are motivated to make change and managers work to support this work. Flexible work arrangements mean I can balance work and family life with less commuting and I am less interested in leaving for another workplace.

Very Positive

Leadership, Employee wellbeing

I enjoy my job, find it interesting and rewarding to improve safety. The conditions are good and the flexible arrangements assist with work/life balance.

Very Positive

Performance & Development, Communications, Leadership, People and Teams

That my organisation has a very strong understanding of all the people in the organisation and the skills that they all possess and encourage open communication with everyone in the organisation. Majority of employees in this organisation have worked together for a significant number of years which provides trust in both the knowledge we possess and trust in that we will conduct ourselves effectively to do the work correctly and in a timely manner.

Negative

Agency engagement

I wouldn't recommend working for OIR.

Neutral

Experience will vary depending on the Directorate

Very Negative

Leadership, Communications, Employee wellbeing, Culture & Values, People and Teams, Performance & Development, Resources

I would tell them not to apply. This is because I have observed my colleague be bullied mercilessly by a manager and when that manager's bullying behaviour was reported and my colleague showed a willingness to just work with the manager, the bully manager was supported and not my colleague. My colleague was made to feel worthless. This bully manager demeaned her in meetings in front of others, including a more senior manager and he did nothing, he let this behaviour occur. Absolutely shocking! This is because when that bully manager left the organisation, she was celebrated on MWM, much to the horror of many staff. This made my colleague feel even more worthless. This is because despite many people raising concerns about this bully manager, the bully manager was supported and not my colleague or others who have been bullied by her. This is because management still don't communicate important information despite there being a newsletter specifically for our area; rather we get to know someone has a new puppy. This is because management still don't allocate files fairly and only one person in our team is being allocated certain types of files. This is despite this issue being raised time and time and time and time and time again. It's still happening. This was evident at our last joint meeting. Management's response was to deflect this issue and say didn't a colleague look lovely in her photo (I mean, really!). This is because my colleague was asked to attend a meeting with 3 managers and out of the blue and that she could bring a support person, she was not told of the reason to attend the meeting until she complained further up the chain of command. When she disclosed this to me (as she was extremely upset - crying and I had not seen her cry at work), I was outraged on her behalf. I was even more outraged when I found out that this had happened to another person. This is the sort of behaviour we see in the files we work on and we say that this is unreasonable management action and here it was happening in our own organisation and under my very nose. That senior manager should be ashamed of himself but he's not. This is because we are treated as if we are children as we had to complete "Team Agreements". This made me feel as if I was still at school. The people in this place who don't behave appropriately are the managers! And, this is despite the entire leadership team getting performance coaching. Here's the thing, if the behaviour of the leadership team (and they're certainly not 'leaders') doesn't change and they have had more support than anyone I know, then guess what, it's the leadership team who need to be told to move on. Most of the leadership team should not have been given the job in the first place. The only thing that has saved the culture of this place in any shape or form, is COVID lockdowns and the ability to work from home. Who would have thought that a pandemic would be our saviour!

Very Positive

Its a good organisation to work for. Fair, flexible, professional and I am supported to do my work

Negative

Performance & Development, Employee wellbeing

Workload is too high and not adequate ongoing training

Mixed

Performance & Development, Diversity, Inclusion, & Fairness, Resources, Employee wellbeing, Leadership, Culture & Values, People and Teams, Service delivery

Management and supervisors have been nothing but understanding and accepting to the flexible working conditions I requested to achieve what I consider, the perfect work/life balance. It is heartening to see women in director, manager and supervisory positions - all of whom are well-organised, well-spoken and just in their decision-making to date. Colleagues are positive about their positions and the workplace as a whole, and there appears to be no 'office politics'. I feel the work is multi-faceted but also achievable given the varying deadlines of each task. Some of the processes appear to be unnecessarily laborious with several approval processes to meet before an end result. However, the cause of this could be due to: - my inexperience, the newness of the unit as a whole or that no one has taken the time to provide a suitable resolution to management to date. I believe management would be supportive of any change I wished to promote, should that change align with the legislative objectives and provisions of the unit/agency and be truly more effective than what is currently in place.

Very Negative

Service delivery, Leadership

Can't really be bothered offering any suggestions here. Nothing of any value or substance is ever done to improve anything, just implement new delivery plans, behaviour statements and performance/development agreements to make some people feel like they are actually accomplishing something, talk about losing sight of the root aim of the WFQ survey. Upper management are typical self-serving public servants only interested in tree climbing or empire building. If you are reading the above and feel I am incorrect, consider then that this is the perception of those below you, which is just as big a problem.

Mixed

Agency engagement

It is a good place to work but the pay rates are quite low compared to private industry.

Positive

Agency engagement

Decent place to work as public service work goes.

Neutral

Do you realise that it's likely to be a significant pay cut from your current position in industry?

Very Negative

Service delivery, Leadership

Red tape has not been reduced. It has been increased. I spend more time justifying my work than I do actually doing it. I feel micro managing and undervalued because management has no trust in me. There has been so much change that there hasn't been any time to reflect on what is working and what isn't. Management seem to want to focus on good news stories and ignore the things that aren't working well. The amount of consultation has increased which is great. However I don't participate because I don't trust that things will change and I'm worried I would be considered as a trouble maker if I raise anything other than a positive.

Very Negative

Performance & Development, Service delivery, Resources

The interview process is bullshit, and though designed to be completely impersonal, it is hard not to take personally. Experience in the workplace and position count for nothing in an interview and only your ability to promote yourself matters. It is somehow acceptable for an employee with 5 years experience in a role to not gain permanent employment because someone else scored more 'merit points' in the process, despite the position being advertised for that person to secure permanent employment.

Positive

Fair and safe workplace

Very Negative

Resources, Agency engagement

there is a lot of talking. not much doing. feels like there is always some new initiative e.g. new performance program. but no-one wants to deal with hard problems like bad behaviour, underperforming employees, staff who are completely taking the mickey (i.e. phoning into meetings when clearly they are out shopping and saying they are wfh, 'WFH' when they leave their computer in the office, not producing any evidence of actual work product, telling people blatantly that they have been promised they won't be made to perform no matter what they do.). hard to feel motivated when people are swanning around doing a four day week because they have 'banked' all this time even though they apparently done nothing in the week. so no i would not recommend a job here.

Mixed

Performance & Development, Employee wellbeing, Service delivery, Leadership, Culture & Values

plenty of opportunity to self develop and very good working conditions, although can be frustrating at times as the organisation has some of the wrong people in their current roles and they would be better suited and more productive in other positions. Unfortunately there are career public servants not performing in their roles that I witness regularly, however their managers are reluctant to address for whatever reasons. I would like to see a stronger focus on work ethics and culture, where staff actually can show what they have produced at the end of the day and not just turn up for the sake of it. It is the only workforce I have seen that staff can turn up, do nothing all day and still get paid. This is probably the issue I see affecting diligent staff the most.

Positive

People and Teams, Resources

It really depends on what office and team you will be working in as it is a different experience depending on where and who you will be working with. I can say the team I work in are a good bunch and for that reason I really enjoy my job. The people you work with - how they treat you and others makes all the difference in how much you enjoy working.

Very Positive

Agency engagement, Diversity, Inclusion, & Fairness, Employee wellbeing, Culture & Values, People and Teams

OIR is a diverse and interesting place to work. Depending on where you work you can really make a difference and Staff are passionate about what they do and great to work with. People and working condition are good with option for flexible working arrangements. Definitely recommend to apply.

Very Positive

Employee wellbeing

Your mad if you don't work there!!! This organisation has a great work life balance!!! Go for it mate and put your application in and best of luck!!

### Very Negative

It is dysfunctional and so empire driven that there is no real prospect of improvement. The organisation is beholden to the Union agenda and jump at the drop of a hat to their requests under threats against ministers. Under this cloud there is no real opportunity to affect safety change in industry.

### Mixed

Leadership, Performance & Development, People and Teams

Great area to work in with a great developing team with a good management structure in place. Good autonomy. Pay is low commensurate to the requirement standards and expectations of the required work.

### Mixed

Performance & Development, Employee wellbeing

The work/life balance is excellent, however you can feel a bit adrift at sea and isolated in your work unless you proactively ask for support. Opportunities for advancement are nonexistent within the organisation so you have to be prepared to leave the job for any career progression.

### Very Positive

Leadership, Agency engagement

I have only recently commenced working at OIR. In my very short time here I have felt welcomed to the organisation and my interactions with my staff and my managers have been very positive. I would say that based on my very short time here it is a good place to work.

### Very Positive

Its great.

### Very Positive

Culture & Values, Leadership, Agency engagement

I would tell my friend that OIR can be a fantastic place to work dependant on what business unit the position is within due to some areas of the organisation having issues around culture, direction and leadership.

### Neutral

To not bother.

### Very Negative

Leadership, Agency engagement, Employee wellbeing

The organisation has gone through significant change over the past 3 years. Although new Senior Leaders have commenced, there still seems to be a lack of trust within the EDs (some more than others). There is a huge workload issue being pushed onto staff and no solution being put forward on how to overcome this. I probably wouldn't recommend this organisation to a friend until some of the major issues have been resolved.

### Very Positive

Leadership, Agency engagement, Resources

The Electrical Safety Office is a great place to work due to the excellent leadership of the Executive Director Donna Heelan.

Mixed

It is a public service instrumentality subject to all the pros and cons of that. It is flawed but staffed with people who genuinely believe in what we do and why we do it. The how is more open for debate.

Mixed

Performance & Development, Resources, Agency engagement Leadership, People and Teams

I would tell my friend that this is a great area of WHS to start your career. I would let them know that there is a high staff turnover generally due to the type of work that is done in SMA and the LP Teams. I would also advise that person that there has been A LOT of change recently and to expect further changes as the new management (to be recruited) settle in.

Mixed

Agency engagement, Service delivery, Employee wellbeing, Leadership, Culture & Values, People and Teams, Diversity, Inclusion, & Fairness

Whilst the work is interesting, the AEU workplace culture is the worst it has ever been - at face value the team looks fine and functional, but is really not. Many in the team are commenting they are frustrated, exhausted and there has been no action to resolve any issues raised in the last working for QLD. People are now starting to leave as they cant be bothered to keep raising issues, or to stay in the hopes it gets better. One issue continually raised is perceived favouritism between Director level and at least one particular staff member which unfortunately creates multiple issues across the team as this has impacted numerous work decisions, actions taken - despite issue being raised numerous times no action is taken, and results and actions continually reinforce this. This is just one issue that severely impacts the team - as it has been raised directly many times across all levels, and has to date been seen by upper management as a petty or personal issue, the impact on the team though is significant and ongoing. More generally, poor behaviour or poor work performance is not addressed. Whilst team appears big, there is actually only a small number who deliver or carry the bulk of the work, once these people leave (and they are starting to) AEU will be left with people who cannot deliver the wide variety of work due to lack of capability (experience, qualifications or have a poor quality of work) or capacity (including a willingness to take on the workload required).

No more results to show