

# Our People

## Workforce Profile

### Staffing

Service areas	MOHRI FTE <sup>1</sup> 30 June 2016
Building and Asset Services	1,083.5
Housing Services	1,119.9
Office of the Registrar National Regulatory System	39.1
Strategic Asset Management	113.7
Building Industry and Policy	69.5
Procurement Transformation Division	44.6
QFleet	45.0
Aboriginal and Torres Strait Islander Strategy Unit	1.0
Corporate	461.5
<b>Total</b>	<b>2,977.8</b>

Note:

1. Minimum Obligatory Human Resources Information Full Time Equivalent (MOHRI FTE).

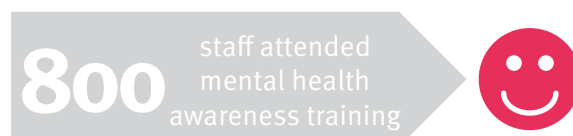
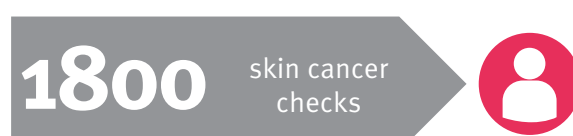
During 2015–16, the department's separation rate was 5.45 per cent.

### Equity Statistics as at 30 June 2016

Employment and Equal Opportunity Group	Actual <sup>1</sup>
Women in senior management (Senior Executive Service and Senior Officer positions)	37.8%
Women in management (classification range of AO6 to AO8)	49.7%
Aboriginal and Torres Strait Islander staff	4.8%
People from a non-English speaking background	7.0%
People with a disability	4.2%

Note:

1. There were no targets set for 2015–16.



**49.7%** of our management cohort are **women**

## Workforce Planning

We continued to align our workforce programs and strategies with the Queensland Public Sector's Five Year Workforce Strategy and Strategic Workforce Investment Plan through the implementation of our People and Culture Strategy 2015–19.

The People and Culture Strategy identifies ways to respond to our workforce challenges and priorities around people, leaders and culture and to:

- maximise the performance and potential of the workforce in a safe and engaging work environment
- align the capability of the workforce with our needs to deliver our objectives
- build the capability of the workforce to better engage, enable and connect with our tenants, customers, stakeholders, business partners and communities.

### Employee Performance Management

To support a culture of high performance and maximise the potential of employees, we have implemented a Performance Excellence Framework that links to our People and Culture Strategy.

The Performance Excellence Framework highlights four key areas:

- recruitment and induction
- engagement
- performance and review
- recognition and reward.

The framework includes a Performance Excellence Policy, a range of guidelines and templates, and an achievement and development planning process.

During 2015–16, a range of training programs and resources were implemented to support our workforce to achieve performance excellence.

### Workplace Attendance

The workplace attendance strategy, workplace attendance guidelines and reference tools continued to assist in managing staff attendance with our unplanned absenteeism rate increasing marginally by 0.14 to 10.79 days per employee during 2015–16.

## Leadership and Management Development

Developing leadership and management capability remained a key focus for us in 2015–16. Leaders and managers were actively supported in their development aspirations.

We continued the Managing for Results Program to optimise individual and organisational productivity, performance and service delivery, with 42 departmental employees at the AO4 to AO8 classification levels completing the program.

We continued to access the Emerging Leaders Program, facilitated by the Queensland University of Technology, to help employees develop skills to build and lead highly effective teams. A total of 92 departmental employees at the AO6 classification level and above completed at least one module from this program.

The Public Service Commission provided various development offerings which were promoted and accessed by departmental employees in 2015–16.

In supporting continuous learning, nine graduates participated in the department's graduate program.

### Flexible Working Arrangements and Work-Life Balance

In 2015–16, we continued our commitment to flexible working arrangements and work-life balance through the Flexible Work Arrangements Policy and supporting guideline.

The policy covers all flexible work arrangement options, and recognises that supporting employees to meet their work, family and personal responsibilities in a balanced way through flexible work arrangements can have a positive impact on individuals, their engagement and motivation, which contributes to creating a high performance culture.

The policy is supported by a Flexible Work Arrangements Guideline that provides information and guidance for employees and managers about flexible work arrangement options, including a guide for requesting, managing and implementing flexible work arrangements.

A fully equipped carer's room is available in 80 George Street, Brisbane to provide employees with more flexible options in caring for dependents at the workplace, and breastfeeding facilities have been established in other departmental offices and regions.

A Child Care Referral Service is available to assist employees to locate and secure child care.

An Aged Care Referral Service is available to assist employees who have the responsibility of caring for elderly relatives. The service provides employees with advice, information and appropriate referrals.

Additionally, we offer employees and their immediate family access to confidential, professional counselling to assist with the resolution of work or personal concerns that may impact on their work or quality of life.

### Workplace Health and Safety

We continued to support the five Queensland public sector values, as well as the sixth, department-specific value of Healthy and Safe Workforce – committing to a culture of Zero Harm.

In 2015–16, our workplace health and safety performance continued to trend positively with significant reductions in lost time injuries and working days lost to injury. In 2015–16, we achieved the following results:

- 50 per cent fewer lost time injuries than in 2014–15
- 64 per cent fewer days lost to workplace injury than in 2014–15.

### Key achievements

- The Building and Asset Services safety management system was successfully recertified to AS/NZS 4801:2001 Occupational health and safety management systems.
- Over 800 employees attended mental health awareness training as part of beyond blue's National Workplace Program.
- Over 1,800 skin cancer checks were conducted, with 21 employees referred and treated for cancerous lesions or cancerous spots.
- Over 1,600 seasonal influenza vaccinations were administered.

In 2015–16, the results of the Working for Queensland Survey, Department of Housing and Public Works showed ongoing consistency in how staff perceive workplace safety in the department.

Question	2014	2015	2016
There is adequate focus on workplace safety at my workplace	81%	85%	84%
People in my workgroup are committed to workplace safety	85%	87%	86%

### Industrial and Employee Relations Framework

Employees are employed under four separate certified agreements:

- Building and Asset Services Certified Agreement 2013 – covering Building and Asset Services office staff
- QBuild Field Staff Certified Agreement 8 (2011) – covering Building and Asset Services field staff
- QFleet Certified Agreement 2016 – covering QFleet staff
- State Government Entities' Certified Agreement 2015 (Core Agreement) – covering the remainder of the department's employees.

During 2015–16, the department negotiated the QFleet Certified Agreement 2016 and reached in-principle agreement with Together Queensland on a replacement certified agreement covering Building and Asset Services office staff. In addition, a replacement Core Agreement, which the department is a party to, was negotiated by the Office of Industrial Relations, Queensland Treasury and peak unions.

### Early Retirement, Redundancy and Retrenchment

During 2015–16, no employees received voluntary redundancy packages and there were no paid early retirement or retrenchment packages.

### Code of Conduct

The Code of Conduct for the Queensland Public Service came into effect on 1 January 2011, and is approved under the *Public Sector Ethics Act 1994*.

The code sets out the standards of behaviour and expressly applies to all departmental employees and any volunteers, students, contractors, or consultants who perform work in any capacity for the department.

During 2015–16, we:

- continued to promote the Code of Conduct to new staff through the provision of Public Sector Ethics training during induction
- reviewed and refined the department's Public Sector Ethics training and Workplace Behaviour Policy
- proactively encouraged all departmental staff to undertake online Public Sector Ethics training to ensure the currency of their understanding
- developed a dedicated Workplace Behaviour online learning module for implementation in 2016–17.

### Celebrating Achievements

The achievements of staff were celebrated throughout the year, through a series of formal divisional awards ceremonies and other informal events.

Staff were recognised for their service and commitment at the Australia Day Achievement Awards and through local long service award ceremonies. In 2015–16, 45 staff received long service awards.

Our Australia Day Achievement Awards ceremony was held on 27 January 2016 in Brisbane, with awards presented to six staff by the Honourable Mick de Brenni MP, Minister for Housing and Public Works.

### Special Events

During 2015–16, we celebrated a number of special events and observances.

Staff raised funds and awareness for a number of charities supporting people

who have experienced domestic and family violence, and people who are experiencing, or at risk of homelessness.

During May 2016, staff were encouraged to participate in the CEO Challenge Darkness to Daylight Challenge Run, to raise funds and help shine a light on the issue of domestic and family violence.

In June 2016, we contributed to the Vinnies' CEO Sleepout by holding events, raising funds and collecting winter woollens to assist Vinnies' Homelessness Services. The Director-General and the Minister participated in this event.

Other events, sponsored by divisional areas, included gold coin donation barbecues to mark International Women's Day, Harmony Day, Reconciliation Week and Queensland Week.

To promote Harmony Day, a commemorative cookbook 'Tastes of HPW' was compiled, including family recipes contributed by staff to celebrate the diversity of our workforce.

The response to these initiatives were overwhelming, with staff from all parts of the department providing support and donations.

We were once again on show in August 2015, at the annual EKKA Royal Queensland Show in Brisbane. Staff volunteered their time to talk to Queenslanders about the services provided by the department in a 'Welcome to our place' backyard-themed display booth. More than 4,500 people visited the display during the show to find out more about our building, procurement and housing services.