

QRIDA workforce profile

The multitude of schemes QRIDA administers require a highly flexible and agile workforce.

QRIDA maintains a core permanent workforce which is supplemented by temporary officers and contract staff when required. This allows QRIDA to ensure staffing levels and resources are highly flexible and maintained at optimal levels, appropriate to business need.

As at 30 June 2022, QRIDA employed 160.21 full-time equivalent (FTE) staff, an increase from the 2021-2022 budget of 134 FTE staff, due to temporary staff required to manage the Exceptional Disaster Assistance Recovery Grants (EDARG) for the South East Queensland Rainfall and Flooding Event, together with several other financial assistance schemes QRIDA is administering.

Staff numbers as at 30 June 2022 were comprised of 48.55 per cent women and 51.45 per cent men.

The permanent officer separation rate for this period was 5.78 per cent, while the permanent officer retention rate was 94.22 per cent.

A comparative breakdown of staff numbers is shown below.

Table 1a: QRIDA employees by employment type as at 30 June 2022

	2021-22	2020-21	Movement
Permanent	90.25	87.02	↑
Temporary	69.96	62.06	↑
Total (FTE)*	160.21	149.08	↑

Table 1b: QRIDA employees by level as at 30 June 2022

	2021-22	2020-21	Movement
Management (A07 and above)	29.87	30	↓
Professional (A05/6)	70.67	64.85	↑
Administrative (to A04)	59.67	54.23	↑
Total (FTE)*	160.21	149.08	↑

Table 2: Workforce profile data

Gender	Number (Headcount) ¹	Percentage of total workforce (Calculated on headcount)
Woman	84	48.55%
Man	89	51.45%
Non-binary	None declared	
Diversity groups	Number (Headcount)	Percentage of total workforce (Calculated on headcount) ³
Women	84	48.55%
Aboriginal Peoples and Torres Strait Islander Peoples	<5	2.89% ⁴
People with disability	<5	2.89% ⁴
Culturally and Linguistically Diverse – Born overseas	8	4.62%
Culturally and Linguistically Diverse – Speak a language at home other than English (including Aboriginal and Torres Strait Islander languages or Australian South Sea Islander languages)	<5	2.89% ⁴
	Number (Headcount)	Percentage of total leadership cohort (Calculated on headcount)
Women in leadership roles ²	1	20%

1 To ensure privacy, in tables where there are less than 5 respondents in a category, specific numbers should be replaced by <5

2 Women in Leadership Roles are considered those positions that are Senior Officer and equivalent and above.

3 Only voluntary declared responses expressed as percentage of total headcount

4 Percentage based on a rounded-up figure of 5 for privacy purposes

Engagement

Every year, QRIDA conducts an employee engagement survey through an independent specialist survey provider. The results of the surveys inform and guide our employee engagement action plans across QRIDA.

In 2022 QRIDA will shift to the whole-of-government survey platform known as Working For Queensland. This survey will be conducted in September 2022 with QRIDA again seeking to exceed an average engagement target of 85 per cent level of satisfaction with QRIDA as a place to work.

As an outcome of the 2020-2021 survey, QRIDA continued to focus on maximising engagement and consultation with employees via a heightened approach to learning and development, leadership development programs, wellness activities and a revision of QRIDA's flexible working arrangements.

In 2021-2022 QRIDA again undertook to recognise all staff who have achieved key tenure milestones and to acknowledge their contributions to the organisation.

Recruitment

Minimal permanent officer turnover occurred this financial year. Recruitment activity in 2021-2022 remained high due to the recruitment of temporary staff required to support the delivery of the Exceptional Disaster Assistance Recovery Grants (EDARG) for the South East Queensland Rainfall and Flooding Event in addition to the usual and customary turnover of temporary resourcing.

The voluntary turnover rate for this period was 13.55 per cent. This is a strong result in the context of a year which has included a large percentage of temporary staff and continually evolving scheme delivery. This turnover rate demonstrates a positive impact from QRIDA's employee retention and engagement strategies, enabling us to retain talent and intellectual property.

Early retirement, redundancy and retrenchment

No redundancy, retrenchment or early retirement packages were paid during this period.

Professional development

As a result of employee feedback from the 2020-2021 Employee Engagement Survey, together with a recognition of the importance of increasing QRIDA's compliance training, a new on-line Learning Management System was implemented during the reporting period. A number of business-critical training modules have been rolled out to all staff with a 100 per cent completion record to date.

QRIDA's performance and development process commences in July each year. During 2021-2022 QRIDA continued to use a well established performance management system which captures and measures the outcomes of both formal and informal performance conversations. This contemporary online performance approach focuses on achieving deliverables against key performance indicators and behavioural competencies, as well as matching employee training and development to business requirements and QRIDA's strategic direction. In 2021-2022, many staff undertook skill development programs related to their field of expertise via tailored training courses, and external tertiary studies, amongst other bespoke learning outcomes.

QRIDA also recognises the importance of on-the-job learning and has continued to support and implement a considerable number of staff rotations, relief arrangements and secondment opportunities.

Industrial and employee relations

QRIDA's consultative employee relations framework continued to provide a mechanism to successfully address any employee concerns relating to organisational change or business process improvement. No employee grievances were received during the year. A very small caseload of staff performance matters were successfully resolved through management action.

Agile, flexible and healthy workforce

In the 2021-2022 financial year QRIDA continued returning staff to the office environment with varying levels of attendance required at points during the year for executives, managers and staff. This attendance pattern is adjusted in accordance with Queensland Government health advice and to accommodate personal circumstances on a case-by-case basis. QRIDA remains able to return to an outplacement model if circumstances require.

QRIDA values its staff and strives to support quality work-life balance, with a suite of available options for staff to alter their working arrangements while maintaining a high level of service. Formal flexible working arrangements, including working from home, part-time, job share and transition to retirement strategies, have been successfully embedded into QRIDA's employee relations model. The majority of QRIDA staff also access flexible working arrangements notably flexitime arrangements.

QRIDA's traditionally high staff satisfaction scores are considered a strong indicator of the effectiveness of QRIDA's workforce flexibility and wellness programs.

Strategic workforce planning

QRIDA seeks to provide a pathway to assist the organisation achieve a flexible and agile workforce that can meet current and future work demands with regards to program management and QRIDA's changing operational environment. During the reporting period, QRIDA again undertook a multi-channel recruitment approach to rapidly deliver a diverse and capable temporary workforce. The organisation redeployed internal resources, attracted Queensland Government candidates through targeted advertising, deployed additional Queensland Government employees through mobility schemes and engaged further resources from external professional services firms and specialist temporary employment agencies. QRIDA continues to refine recruitment and onboarding practices to meet the continuing capability challenges associated with schemes delivery.

Looking ahead

QRIDA is continuing to focus on managing a 10 year client account legacy from the COVID-19 Jobs Support Loan Scheme and remaining focused on organisational improvement activities and initiatives, as well as continuing to review employment arrangements, capability strategies, workforce planning initiatives, succession strategies and staff engagement. Together these strategies will continue to ensure appropriate human resource capability is in place to meet workloads associated with existing programs, new functions, emerging business opportunities and future natural disaster events.