

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 2023, QRIDA employed 159.24 full-time equivalent (FTE) staff, an increase from the 2022-2023 budget of 149 FTE staff, due to temporary staff required to manage the extension to several Disaster Recovery Financial Assistance (DRFA) schemes, together with several other financial assistance schemes QRIDA is administering.

Staff numbers as at 30 June 2023 were comprised of 48.84 per cent women and 51.16 per cent men.

The permanent officer separation rate for this period was 12.61 per cent, while the permanent officer retention rate was 87.39 per cent.

A comparative breakdown of staff numbers is shown below.

Table 1a: QRIDA employees by employment type as at 30 June 2023

	2022-23	2021-22	Movement
Permanent	114.58	90.25	↑
Temporary	44.66	69.96	↓
Total (FTE)*	159.24	160.21	↓

Table 1b: QRIDA employees by level as at 30 June 2023

	2022-23	2021-22	Movement
Management (A07 and above)	29.40	29.87	↓
Professional (A05/6)	70.47	70.67	↓
Administrative (to A04)	59.37	59.67	↓
Total (FTE)*	159.24	160.21	↓

Table 2: Workforce profile data

Gender	Number (Headcount) ¹	Percentage of total workforce (calculated on headcount)
Woman	84	48.84%
Man	88	51.16%
Non-binary	None declared	
Diversity groups	Number (Headcount)	Percentage of total workforce (calculated on headcount) ²
Women	84	48.84%
Aboriginal Peoples and Torres Strait Islander Peoples	<5	2.91% ³
People with disability	<5	2.91% ³
Culturally and Linguistically Diverse – Speak a language at home other than English [^]	<5	2.91% ³
	Number (Headcount)	Percentage of total leadership cohort (calculated on headcount)
Senior Officers (Classified and s122 equivalent combined)	-	-
Senior Executive Service and Chief Executives (Classified and s122 equivalent combined)	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 Only voluntary declared responses expressed as percentage of total headcount

³ Percentage based on a rounded-up figure of 5 for privacy purposes

[^] This includes Aboriginal and Torres Strait Islander languages or Australian South Sea Islander languages spoken at home

Engagement

Every year, QRIDA conducts an employee engagement Survey. In the 2022-2023 reporting period QRIDA shifted from utilising an independent specialist survey provider to the Working For Queensland whole-of-sector survey platform. The results of the survey inform and guide our employee engagement action plans across QRIDA.

As an outcome of the survey conducted in September 2022, 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. It was noted that 84 per cent of staff regard QRIDA as (at least) a satisfactory place to work.

In 2022-2023 QRIDA again undertook to recognise all staff who have achieved key tenure milestones and to acknowledge their contributions to the organisation.

Recruitment

Low permanent officer turnover occurred this financial year. High levels of scheme-based recruitment activity, particularly for temporary officers during the COVID period, has gradually reduced to more traditional levels.

The voluntary turnover rate for this period was 18.38 per cent. This is a sound result in the context of a workforce which has included a large percentage of temporary staff who have options available to them in a highly competitive employment market. 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

QRIDA's new on-line Learning Management System has proven to be highly successful. A high number of business-critical training modules have been rolled out to all staff with a 100 per cent completion record to date. QRIDA is now in a much better position with regards to compliance training.

QRIDA's performance and development process commences in July each year. During 2022-2023 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 2022-2023 QRIDA embarked on an ambitious leadership development and coaching program for all of QRIDA's operational management staff. The program has been extremely well received.

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, as well as a range of skill development programs.

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 2022-2023 financial year QRIDA cemented a flexible working arrangements approach that achieved a consistent office attendance pattern with a further ability to manage exceptional circumstances. 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 and public candidates through targeted advertising, deployed additional Queensland Government employees through mobility and secondment arrangements and engaged further resources from 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. In the next reporting period QRIDA will be required to develop a workforce and diversity plan with identified targets for key diversity groups. 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.