

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 organisational requirements.

The QRIDA workforce profile as at 30 June 2025 is as follows:

Table 1a: QRIDA employees by employment type as at 30 June 2025

	2023-24	2024-25	Movement
Permanent	127.36	142.20	⬆️
Temporary	71.34	47.90	⬇️
Total (FTE)	198.70	190.10	⬇️

Table 1b: QRIDA employees by level as at 30 June 2025

	2023-24	2024-25	Movement
Management (A07 and above)	32.96	38.27	⬆️
Professional (A05/6)	83.93	94.46	⬆️
Administrative (to A04)	81.81	57.37	⬇️
Total (FTE)	198.70	190.10	⬇️

Table 2: Workforce diversity data

Gender	Number ¹ (headcount)	Percentage of total workforce (calculated on headcount)
Women	112	56.28%
Men	87	43.72%
Non-binary	0	0%
Diversity groups	Number (headcount)	Percentage of total workforce (calculated on headcount) ²
Women	112	56.28%
Aboriginal Peoples and Torres Strait Islander Peoples	<5	2.51% ³
People with disability	<5	2.51% ³
Culturally and Linguistically Diverse – Speak a language at home other than English [^]	5	2.51%
Women in leadership roles	Women (headcount)	Woman as percentage of total leadership cohort (calculated on headcount)
Senior Officers (Classified and s122 equivalent combined)	1	20%
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

The permanent officer separation rate for this period was 8.63 per cent, while the permanent officer retention rate was 91.37 per cent.

Engagement

QRIDA achieved an engagement score of 72 per cent in the 2024 annual Working for Queensland (WfQ) Survey, an increase on our 2023 survey result of 67 per cent.

The WfQ Survey is conducted each calendar year by the Queensland Public Sector Commission (QPSC) to collect confidential attitude and opinion information from public sector employees. The employee engagement score is established by the QPSC as part of the survey, and incorporates the extent to which employees feel connected to their workplace. It is a global measure of employee experience with (but not limited to) leadership, a positive and inclusive work culture; manager support, accountability and flexible work contributing to influence this score.

QRIDA is committed to prioritising driving positive workplace change, creating positive and respectful workplace environments, and enabling employees to thrive and deliver to the Queensland community. As such, the survey plays a critical role in guiding the development of activities and initiatives to enable and support our people to provide better outcomes for Queenslanders through accountability, transparency and performance.

In 2024-2025 QRIDA again undertook to recognise all staff who have achieved key tenure milestones and to acknowledge their contributions to the organisation. A total of 22 staff were recognised, with periods of service varying between five to thirty years.

Recruitment

QRIDA undertook a number of recruitment campaigns spanning multiple disciplines to ensure effective service delivery. This included both permanent and temporary employees in order to service program outcomes and effective support services.

Early retirement, redundancy and retrenchment

There were no redundancy, early retirement or retrenchment packages paid during the 2024-2025 period.

Professional development

QRIDA continues to support the workforce with a variety of professional development opportunities via a range of learning methods. These include the following:

- online induction with over 95 per cent completion rate
- online core (compliance) annual training with over 95 per cent completion rate
- role specific training where required – via online or face-to-face delivery



- a bespoke Graduate and Emerging Leadership program – face to face delivery
- ASPIRE study assistance for those studying tertiary education

In addition, QRIDA's Career and Performance Development Plan (C&PDP) process commences in July each year. During 2024-2025 QRIDA continued to use an online platform to record the C&PDP, which supports both formal and informal performance conversations. It also provides a mechanism to support the identification of both career and role specific development opportunities.

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.

Diversity and inclusion

QRIDA's inaugural Equity and Diversity Plan was developed and implemented over the last 12 months. This plan focused on a number of initiatives aimed to cultivate a diverse workforce that represents and reflects the varied perspectives, experiences and backgrounds of the people of Queensland.

Industrial and employee relations

QRIDA has a suite of resources supporting employee conditions, industrial entitlements and information on how employees can resolve workplace issues. A very small caseload of staff performance matters was successfully resolved through the 2024-2025 financial year period.

New and amended Public Sector Commission directives continue to be released as aligned to the *Public Sector Act 2022*. QRIDA is working towards updating all relevant policies, guidelines and materials to ensure consistency and compliance with the resulting changes.

Agile, flexible and healthy workforce

In the 2024-2025 financial year, QRIDA continued to offer 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 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, and flexitime arrangements have been successfully embedded into QRIDA's workplace practices.

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.