

77% of nurses in a new poll say  
Covid-19 has made working  
as a nurse more difficult

*- Insightfully / NPAQ survey, Oct 2020*



# Queensland Nurses Survey.

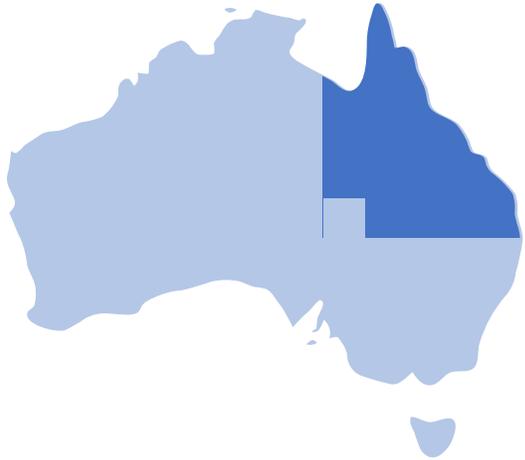
A pro-bono survey of NPAQ members by Insightfully market and social research

October 2020

# Nurses – the frontline during Covid-19.

- Australia's nurses are our frontline of defence during the Covid-19 pandemic
- We can help and support our nurses by understanding what is important to them in their workplaces
- The NPAQ is the second largest nurses' union in Queensland, and is run by nurses, for nurses. While the NPAQ is based in Queensland, it has members around Australia.
- Insightfully has conducted this survey of NPAQ members pro-bono on behalf of the Association to help understand what is important to their nurse members.

# The Survey.



**A survey of Nurses Professional Association of Queensland members**  
98% of NPAQ members are nursing in Queensland



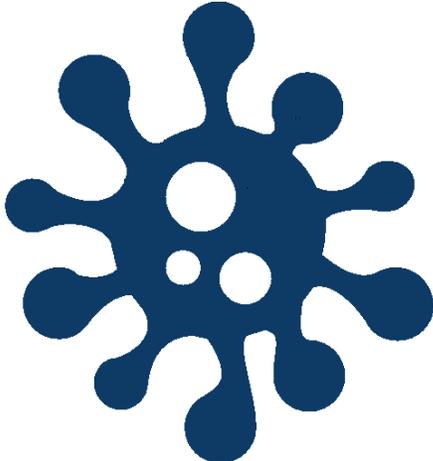
**n=796 respondents for scientifically valid results**



**Views accurately represent the opinions of NPAQ members**

n=796 nationwide online survey of NPAQ members, conducted 2-13 October 2020. Results accurate to within +/-3.23% margin of error at the 95% confidence interval on total sample. Smaller sub-samples may have larger margins of error.

# The Questions.



Impact of Covid-19



Safety at Work



Workplace  
Complaint Handling

# Key Insights.

1.



Survey results clearly show Covid-19 has made working as a nurse more difficult. More than three quarters (77%) of NPAQ members agree, and 32% strongly agree.

Nurses working in aged care facilities, male nurses and young nurses (18-24 years) are more likely to agree that Covid has made their work more difficult.

2.



More than half of NPAQ nurses feel unsafe in their workplace at least sometimes. 52% say they feel unsafe at work always, often or sometimes. 73% are aware that violence against nurses at work is increasing.

The vast majority (91%) agree there should be more security guards in hospitals to protect nurses. Nearly two-thirds (62%) strongly agree.

3.



A Sydney nurse died at work in April 2020 after a struggle with a patient who is said to have had a nicotine addiction and was trying to access cigarettes from the nurses' station. Only 11% of members were aware.

Even despite low awareness of this incident, 66% of NPAQ members agree that consideration should be given to legalising less harmful alternatives to cigarettes such as smoke-free vaping products to reduce smoking rates.

# Key Insights.

4.



Half of NPAQ members (50%) have been asked to act beyond their scope of practice, with female nurses more likely (52%).

More than half of members (53%) see other nurses acting beyond their scope of practice at least sometimes, with 15% saying they see this behaviour 'often'.

5.



Most members are unhappy with how workplace complaints have been handled. 22% have made complaints to HR, and of those, 69% were dissatisfied with employer handling of the complaint.

Former QNMU members are significantly more likely (25%) to have made a workplace complaint. They are also more likely to be dissatisfied with the employer's handling of the complaint (72%).

6.



Members want the NPAQ to advocate for them on issues related to management/ employers (13%).

Members of NPAQ who work for Queensland Health are more likely to seek advocacy help on issues around management and their employer (20%) than members generally (13%).

# Impact of Covid-19.

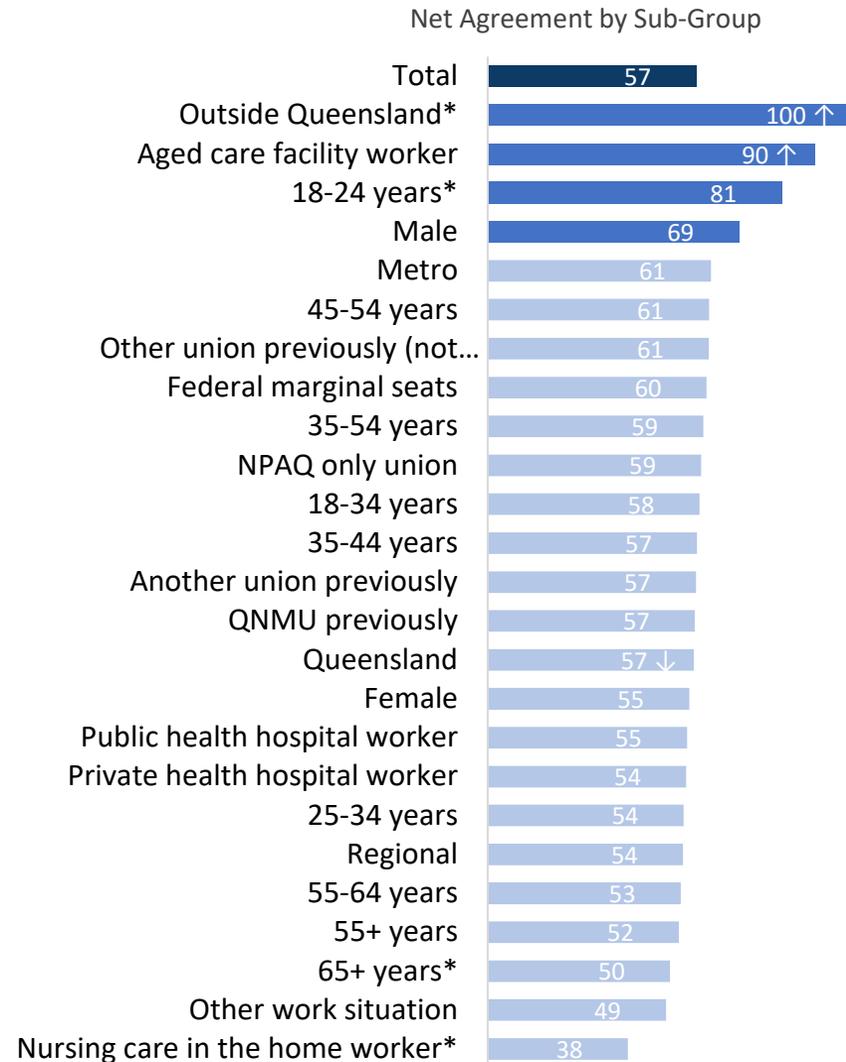
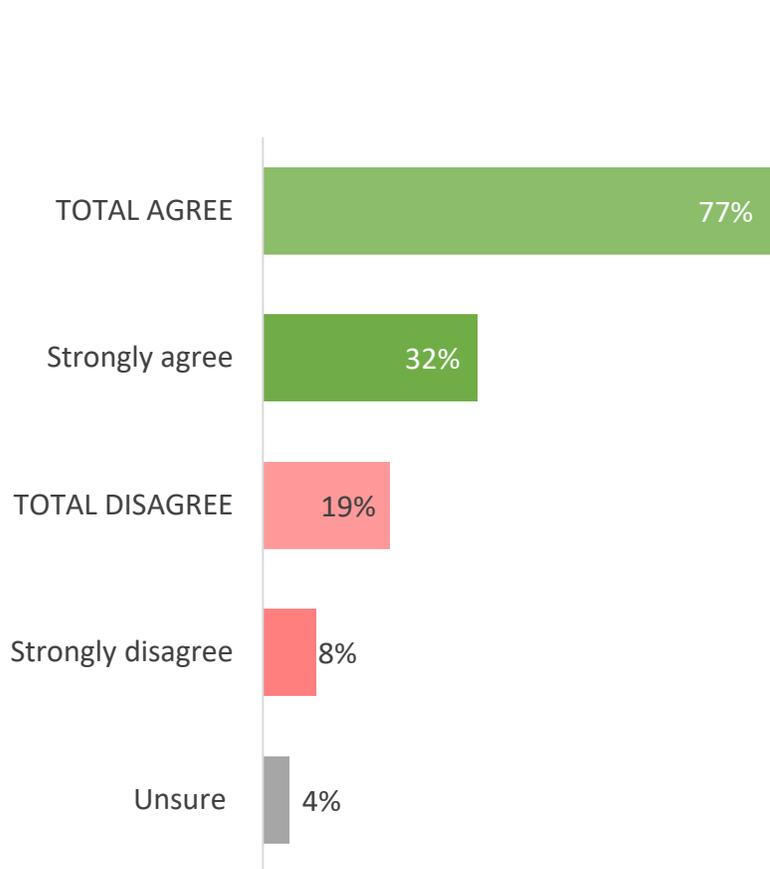
The logo graphic for Insightfully, consisting of several overlapping, semi-transparent grey rectangular shapes that form a stylized, abstract representation of the word 'Insightfully'.

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# Covid-19 has made nursing more difficult.

Covid-19 made working as a nurse more difficult



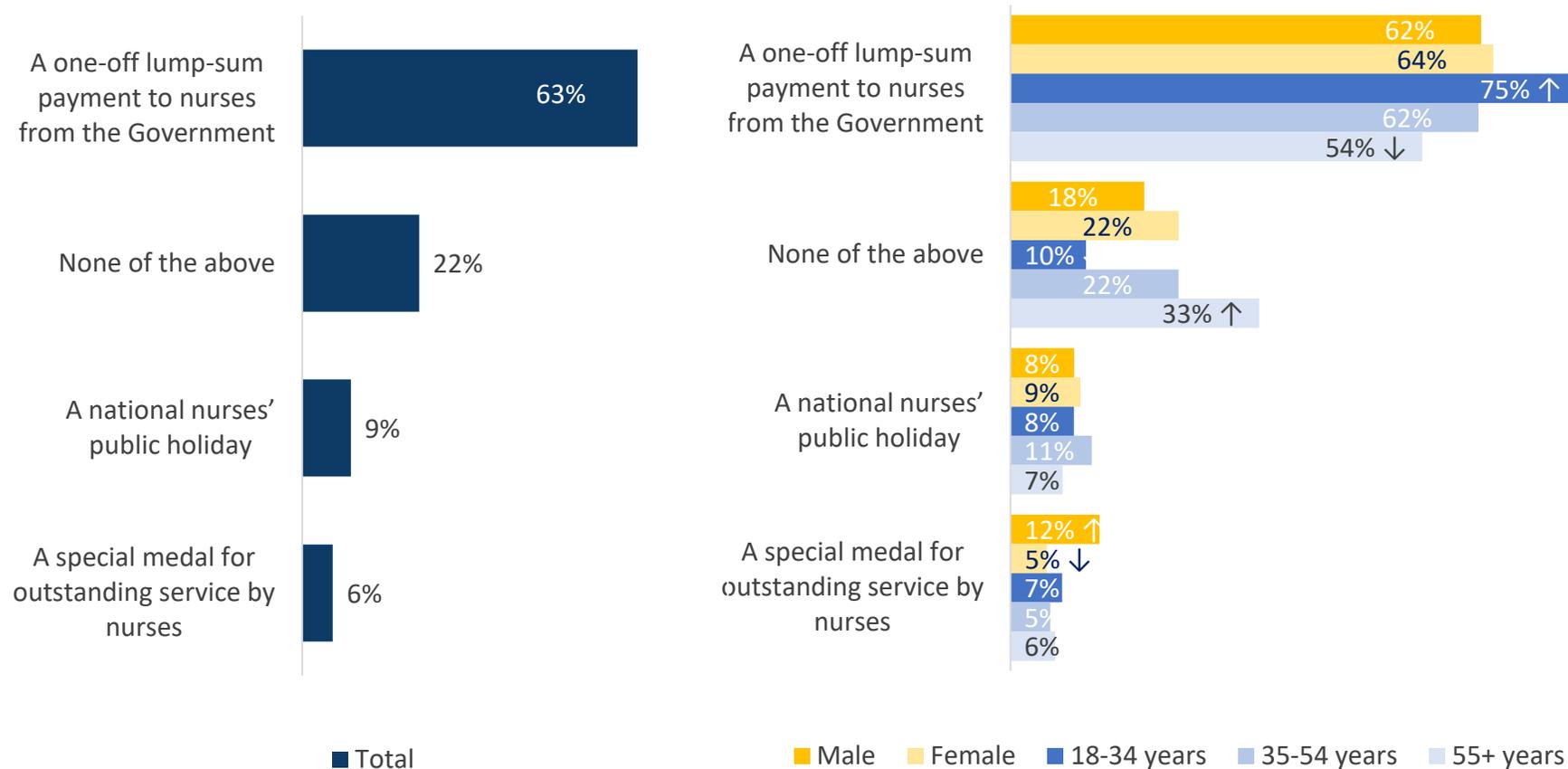
Net Agreement: % total agree - % total disagree \*Caution small sample n=<60

To what extent do you agree or disagree that Covid has made working as a nurse more difficult for **you personally**?

- More than three quarters of nurses in this study said Covid has made working as a nurse more difficult for them
- **A third (32%) strongly agree Covid has made working as a nurse more difficult**
- Those working in aged care and male nurses are considerably more likely to say Covid has made working as a nurse more difficult
- Younger nurses and those working outside Queensland are also indicatively more likely to have felt the negative impacts of Covid on their working situation

# NPAQ members support a one-off payment in recognition of work during Covid.

Support for ideas to recognise the sacrifices nurses have made during COVID-19

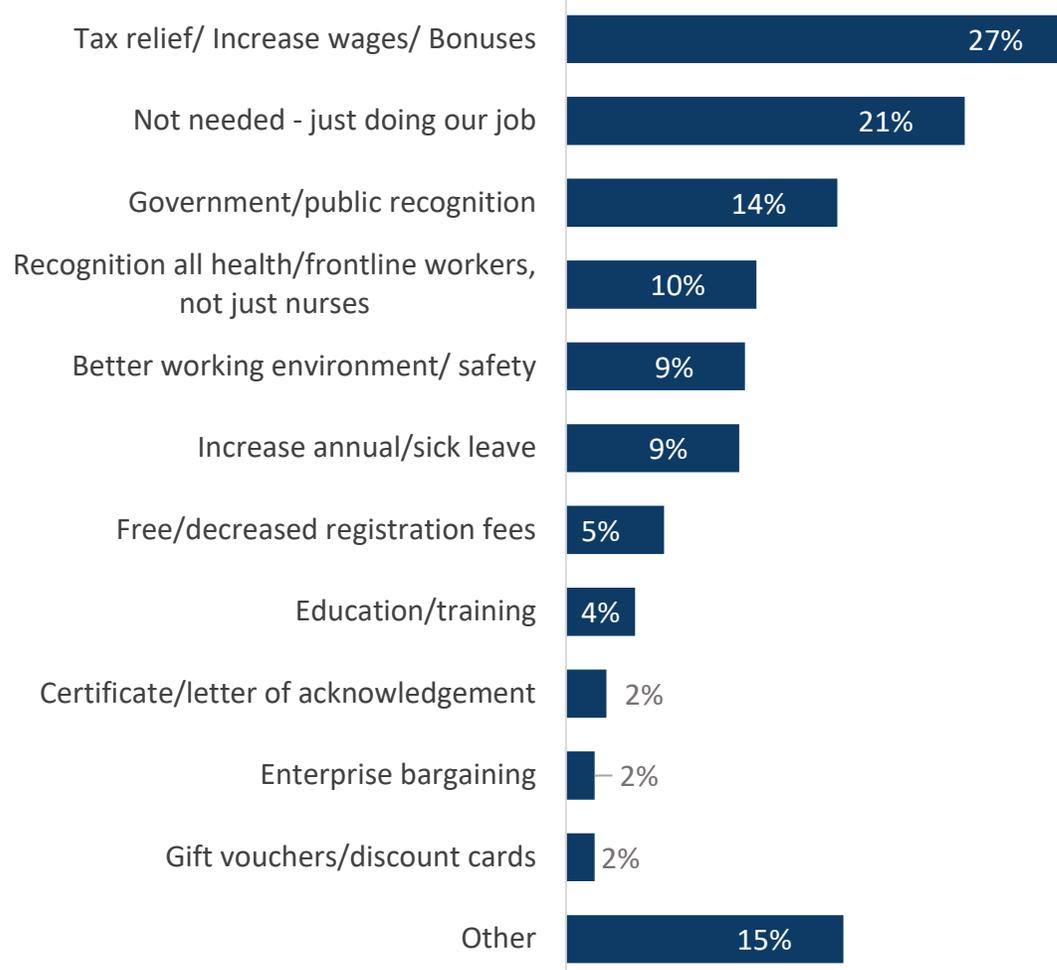


Some groups have called for public recognition across Australia of the important work nurses have done on the front line, and the sacrifices they have made, to keep Australians safe during the COVID-19 pandemic. From the below list of suggested ideas to pay tribute to the work of Australia's nurses during COVID-19, please choose the idea you support the most.

- 63% of NPAQ nurses support a one-off lump-sum payment to nurses from the Government to recognize the important work nurses have done on the front line, and the sacrifices they have made, to keep Australians safe during the Covid-19 pandemic
- Support for a lump-sum payment is significantly higher among young nurses 18-34 years (75%) than older nurses 55 years and over (54%)
- More than a fifth of NPAQ members do not support any form of recognition

# Other financial recognition is also supported.

Methods to recognise the sacrifices nurses have made during COVID-19



## Member Quotes

*'Direct tax reprieve for 3 years of at least 20%. We have supported all of those on job keeper and government assistance.'*

*'A pay raise including hazard pay especially for nurses working in COVID clinics or wards or in hospitals and clinics in hotspot areas.'*

*'Recognise nurses who have contracted the virus in their workplace as these are heroes who have put their life on the line for others just like our military personnel do.'*

*'A pay rise and more of sick/carers' leave.'*

*'Free registration for yearly registration fees. Was very disappointed that this did not occur.'*

*'I think I have just been doing my job.'*

*'Just a thank you. Often.'*

Do you have any other ideas on how nurses should be recognised across Australia for their service during COVID-19?

Base is n=327

- For nurses who had additional ideas about the kind of recognition they would like, monetary benefits were mentioned most often (27%) including tax relief, increased wages and bonuses
- 21% of nurses said they did not need a special form of recognition, that the response to Covid was part of their job
- The verbatim comments showed that nurses who have contracted Covid-19 as a result of working during the crisis are a special focus for recognition by NPAQ members

# Workplace Safety.

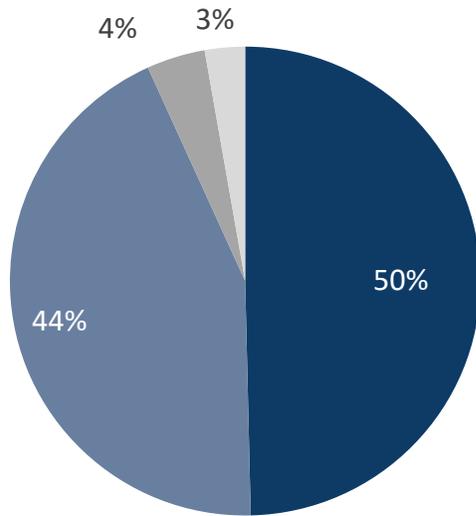
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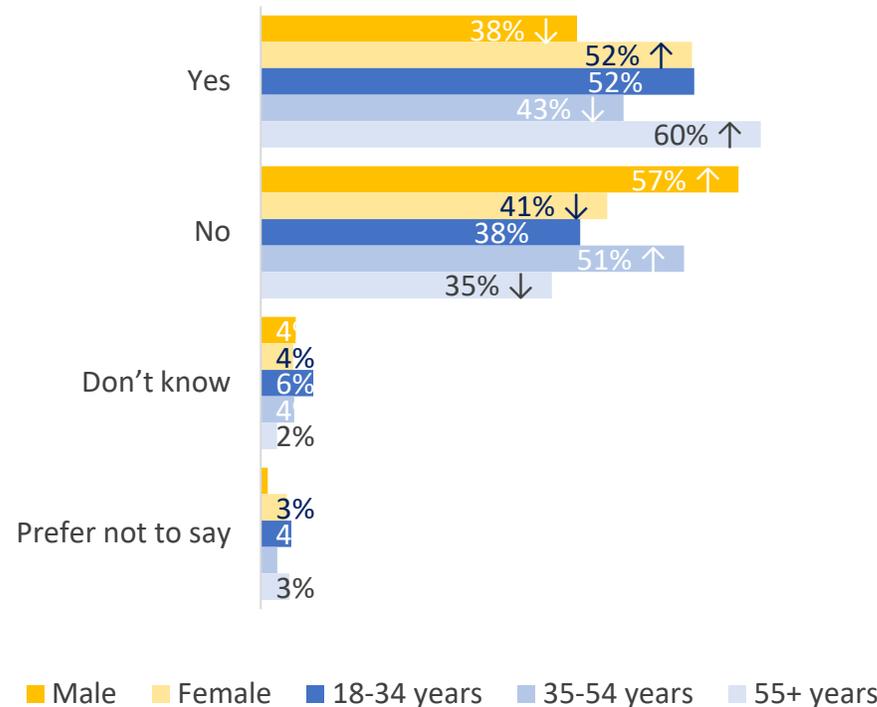
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# Many nurses are asked to act beyond their scope of practice.

Asked to Act Beyond Scope of Practice



■ Yes ■ No ■ Don't know ■ Prefer not to say

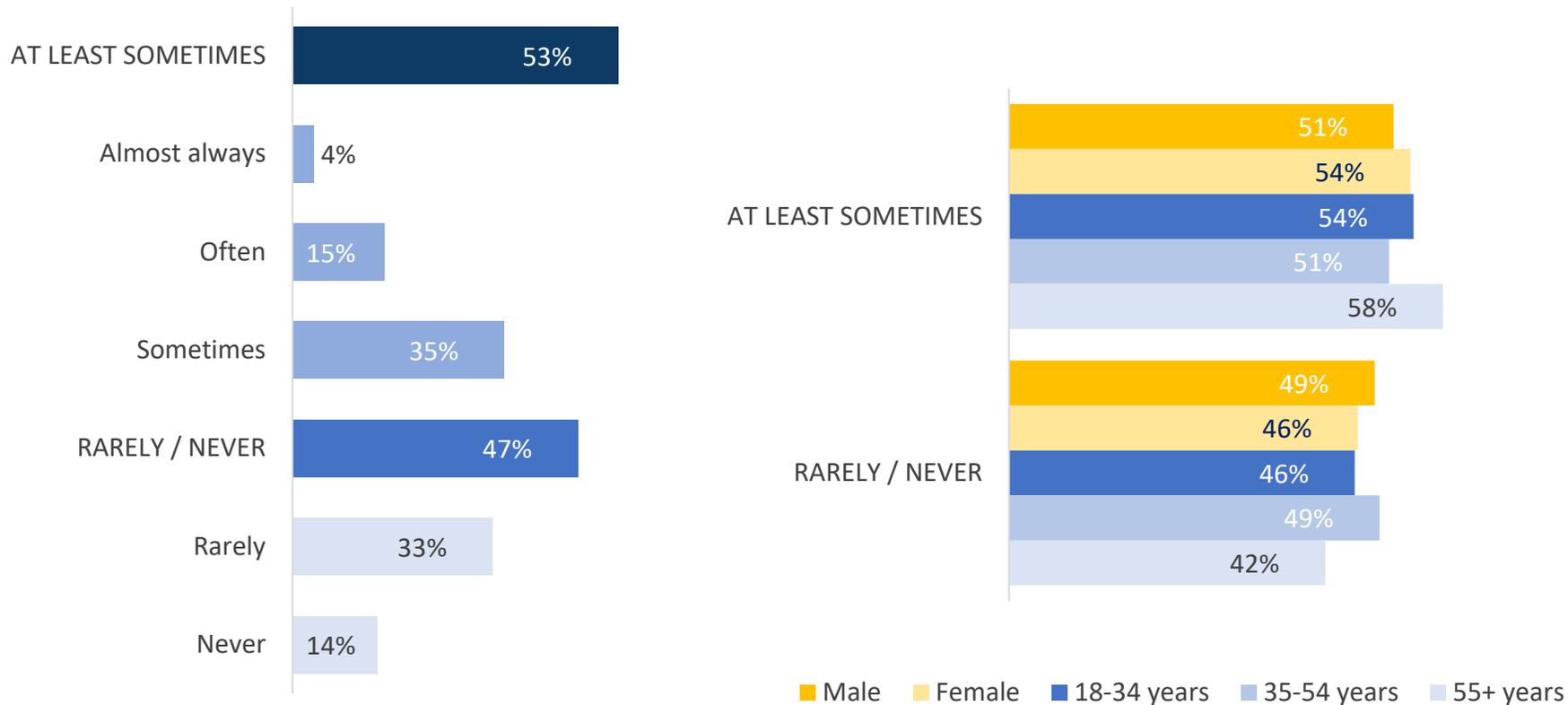


- Half of NPAQ's nurses have been asked to act beyond their scope of practice
- Female nurses are significantly more likely to have been asked to act beyond scope (52%) as are nurses 55 years and older (60%)

As a nurse, have you ever been asked to act beyond your scope of practice?

# Seeing other nurses acting beyond scope is common.

Frequency Seeing Others Act Beyond Scope

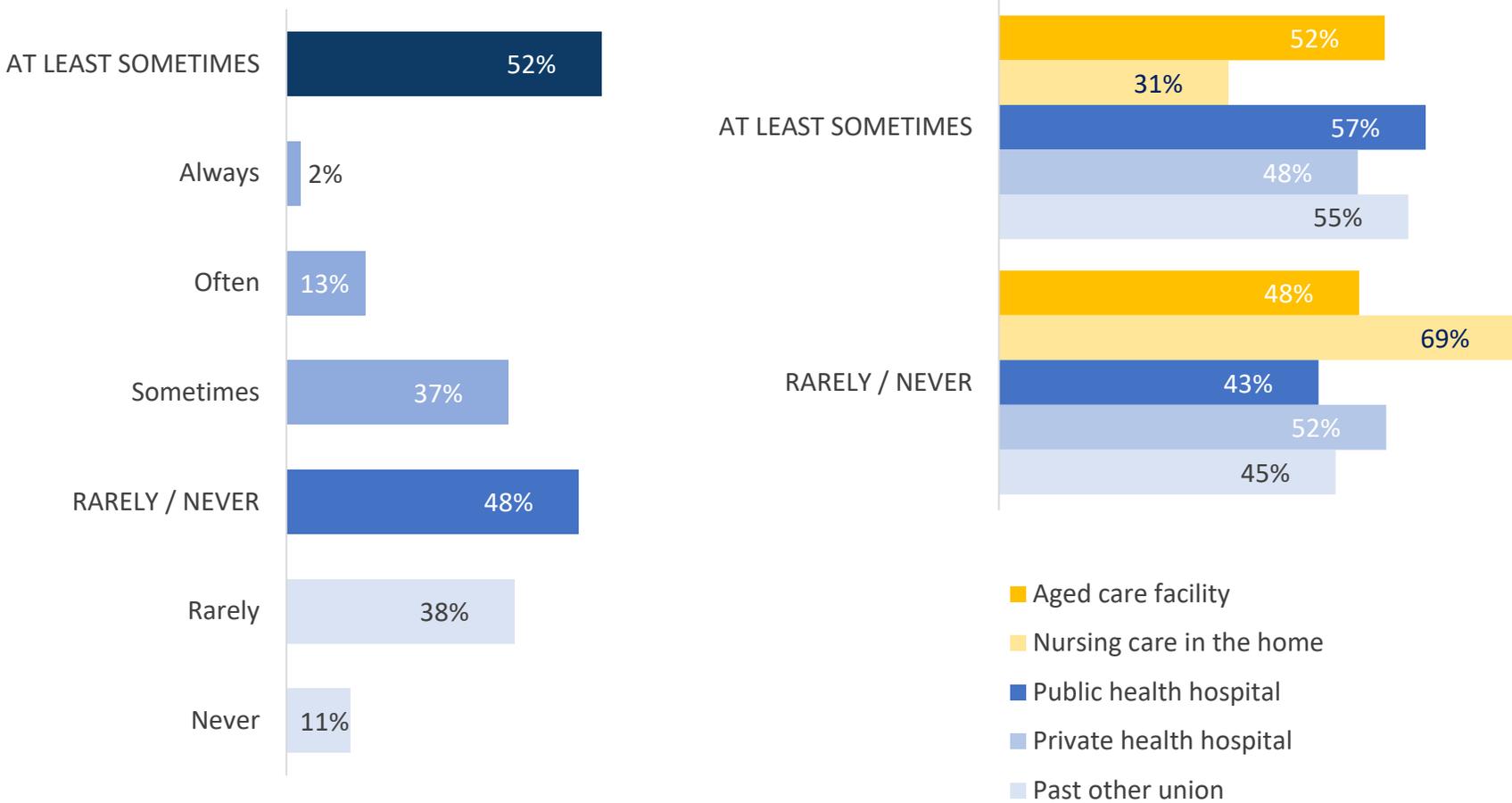


- More than half of NPAQ nurses see other nurses acting beyond their scope of practice
- 15% see other nurses acting beyond their scope 'often'
- Older nurses – those over 55 years – are more likely to see other nurses acting beyond their scope of practice at least sometimes

How often do you see other nurses in your workplace operating beyond their scope of practice?

# More than half of NPAQ's members feel unsafe at work at least sometimes.

How often nurses feel unsafe in their workplace

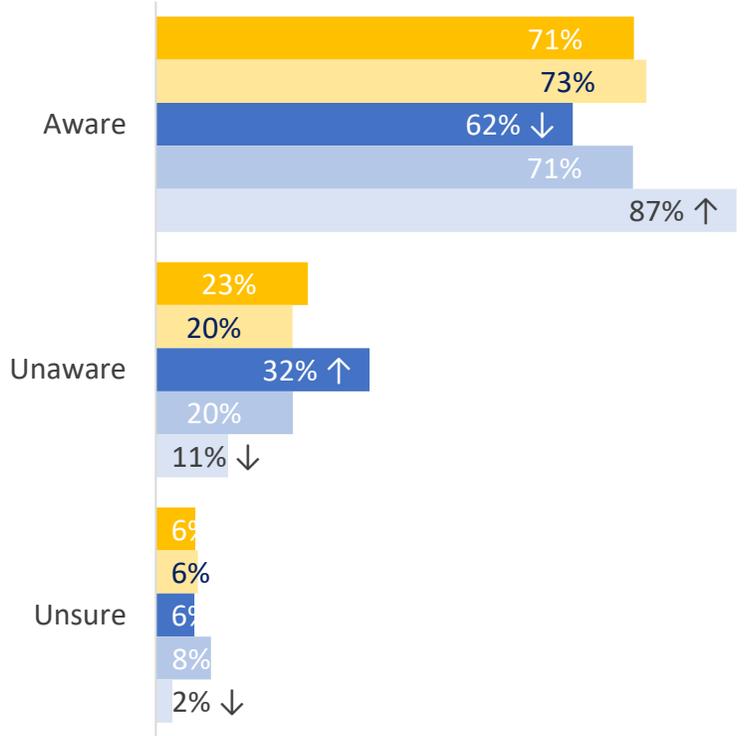
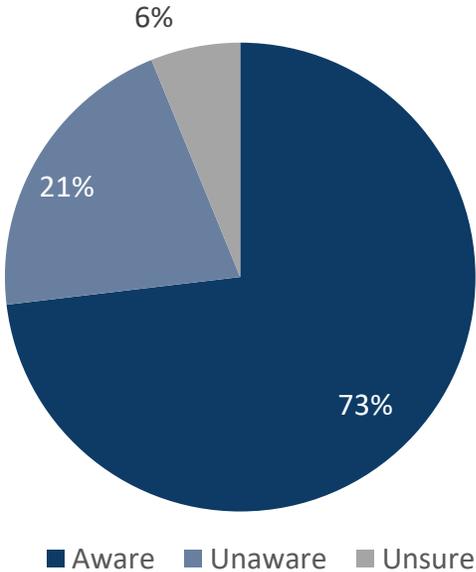


How often would you say you feel **unsafe** in your workplace?

- More than half (52%) of members feel unsafe at work either sometimes, often or always
- Nurses working in public hospitals (57%), and those who have been members of other nurses' unions (55%) are more likely to feel unsafe at work

# Nurses are aware of the rising tide of violence in their vocation.

Awareness of increasing violence against nurses



■ Male ■ Female ■ 18-34 years ■ 35-54 years ■ 55+ years

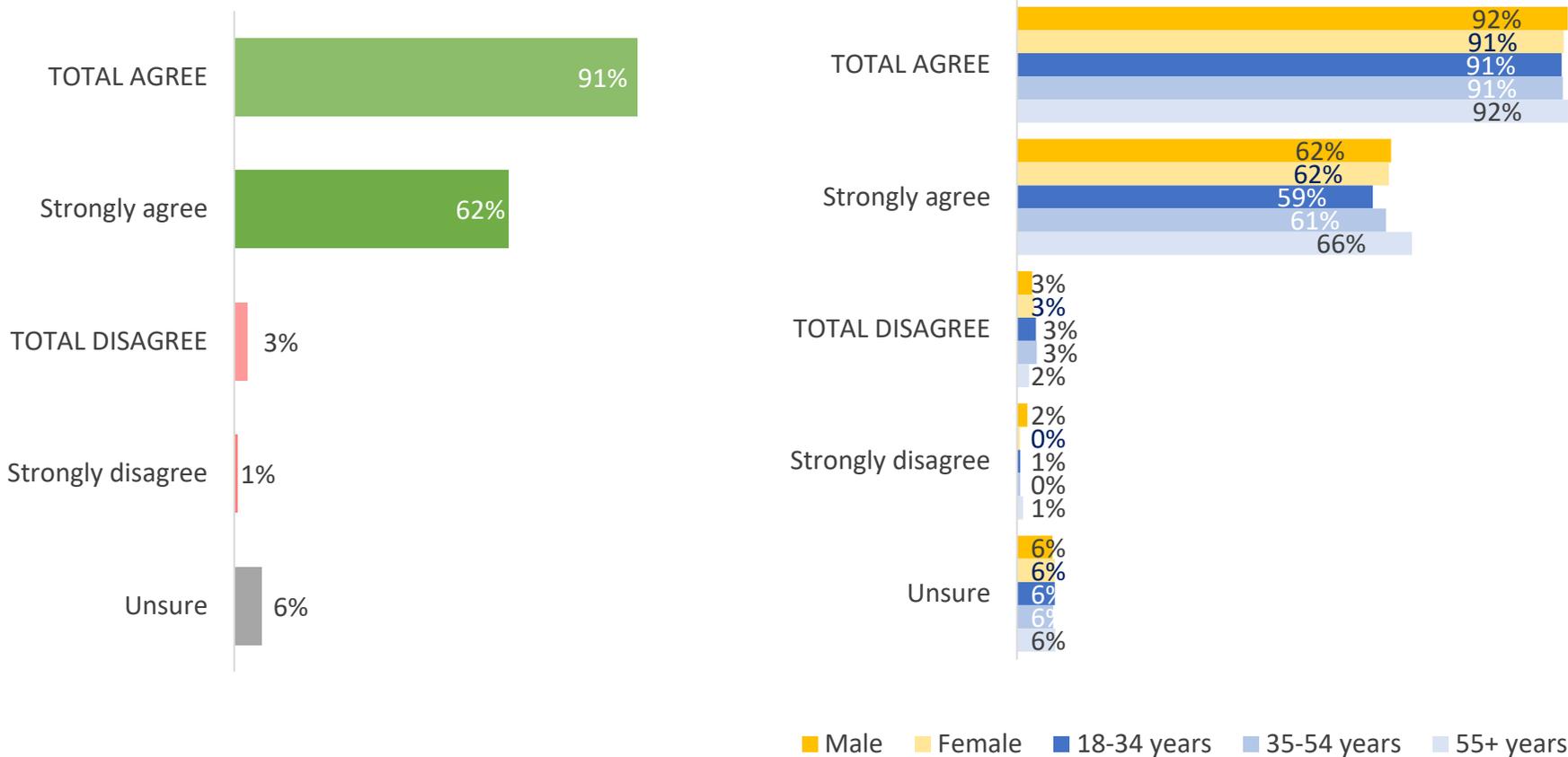
- 73% of nurses are aware that violence against nurses at work is increasing
- Awareness is significantly higher among older nurses (over 55 years)

Official figures show that in the three years to June 2019, violence in hospitals has increased by 48% in Queensland, 44% in New South Wales, and 60% in Victoria, with nurses often the victims of that violence.

Were you aware that violence against nurses at work was increasing?

# The vast majority of members want more security guards in hospitals.

Security Guards Needed in Hospitals

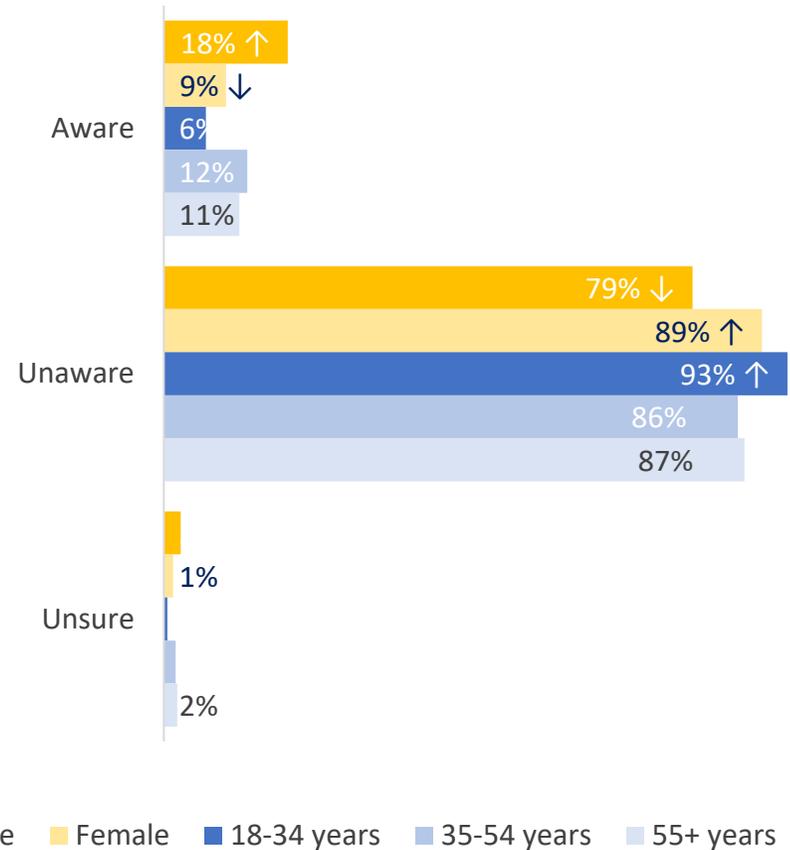
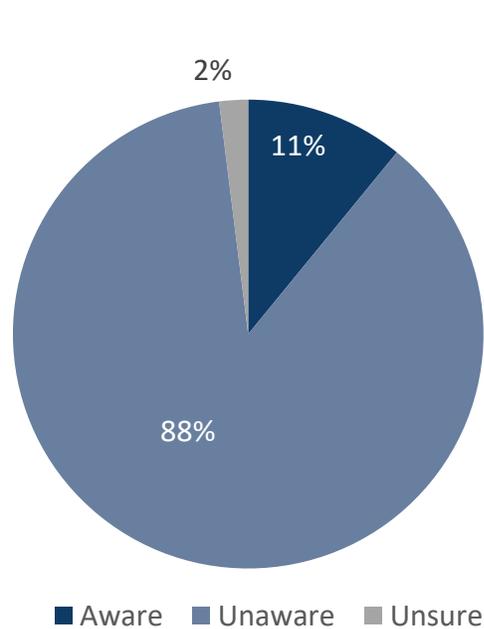


- Nine out of ten NPAQ nurses agree more security guards should be employed to protect them and their colleagues in hospitals
- Agreement is consistent across age and gender groups and locations and across nurses who work in different workplace types

Do you agree or disagree that more security guards should be employed to protect nurses in hospitals?

# However, few aware a Sydney nurse died after a nicotine-related patient struggle.

Awareness of Sydney Nurse Death after Patient Struggle

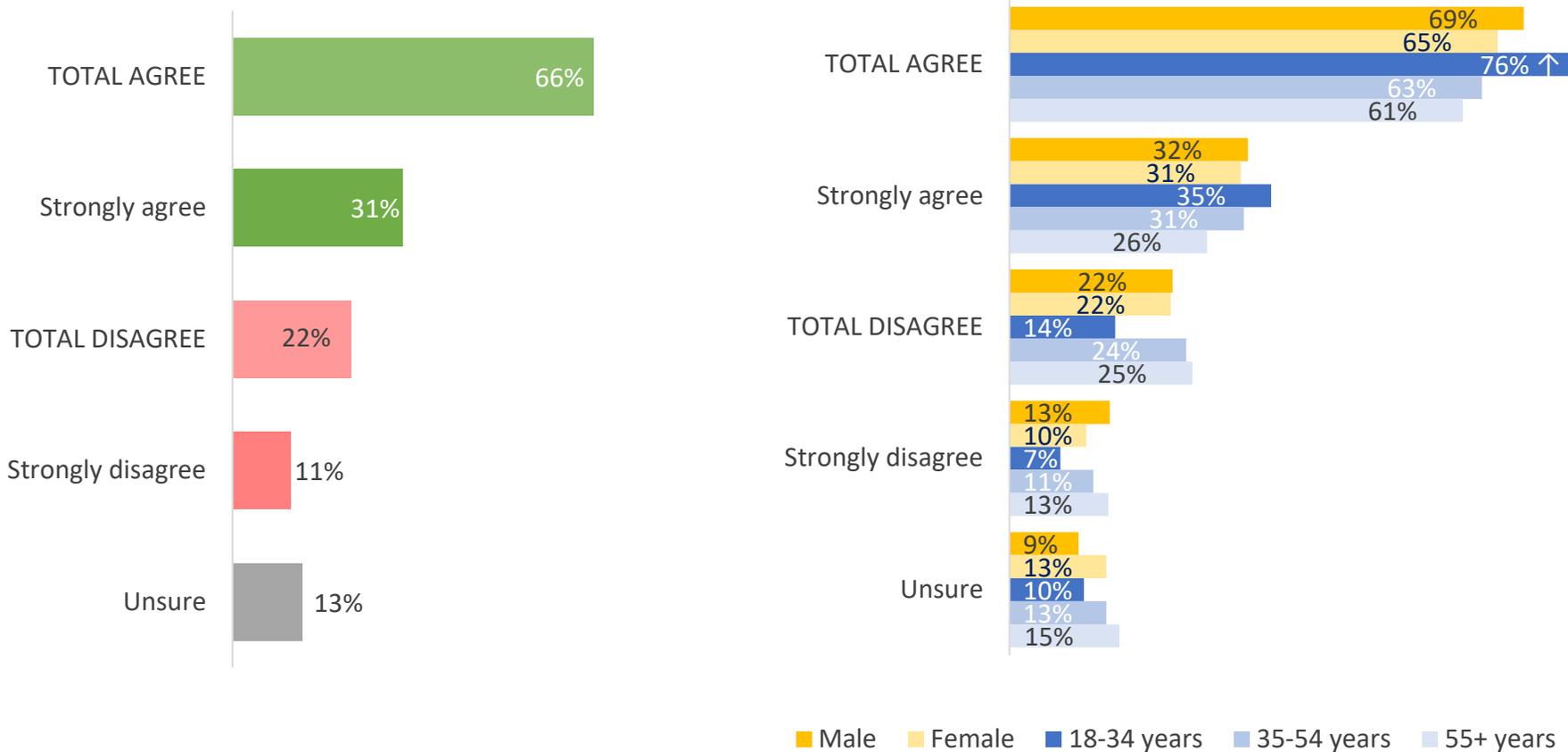


- Awareness is low that a Sydney nurse died this year after a physical struggle with a patient who is said to have had a nicotine addiction and was trying to access cigarettes from a nurses' station drawer
- Only 11% of NPAQ members were aware of this incident
- Awareness is significantly higher among male members

A Sydney nurse died at work in April this year after a physical struggle with a patient who is said to have had a nicotine addiction and was trying to access cigarettes from a drawer in the nurse's station. Were you aware of this incident?

# Most NPAQ nurses support legalising smoke-free products to help smokers quit.

Whether agree or disagree that leaders should legalise alternatives to cigarettes

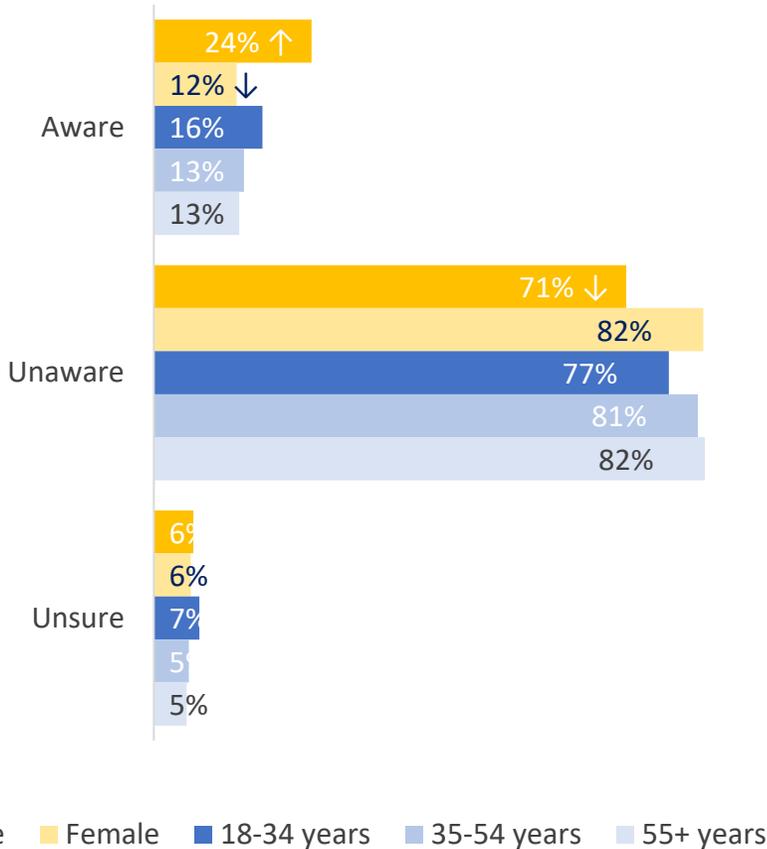
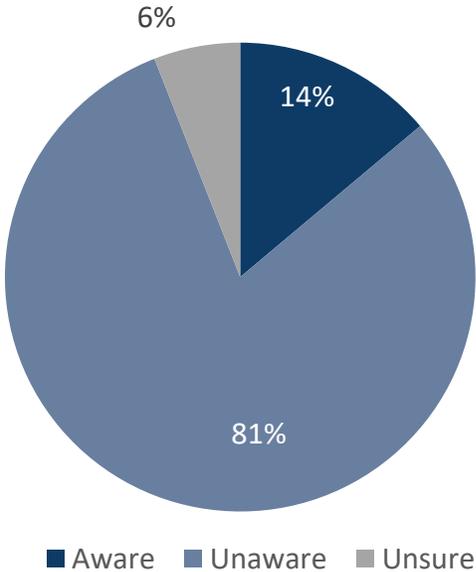


- Two-thirds of NPAQ nurses (66%) agree that leaders should consider legalising less harmful cigarette alternatives to reduce smoking rates for smokers who don't quit
- Nearly a third of NPAQ nurses (31%) strongly agree
- This support is significantly higher among young nurses 18-34 years (76%) and among male nurses (69%)

Do you agree or disagree that for smokers who don't quit smoking, our leaders should consider legalising less harmful alternatives to cigarettes such as smoke-free vaping products to reduce smoking rates?

# Nursing groups' support for vaping and e-cigarettes is not widely known.

Awareness of Nursing Groups Support for Legalisation of Vaping



- Despite strong NPAQ member support for legalising smoke-free alternatives, awareness is low that other nursing groups also support legalisation
- Only 14% of NPAQ among members are aware that nursing groups such as the Royal College of Nursing and Drug and Alcohol Nurses of Australasia support legalising vaping and e-cigarettes as a way to encourage patients to stop smoking
- Awareness is significantly higher, however, among male nurses (24%)

Were you aware that nursing groups including the Royal College of Nursing and Drug and Alcohol Nurses of Australasia support the legalisation and use of vaping and e-cigarettes as a way to encourage patients to stop smoking?

# Workplace complaints.

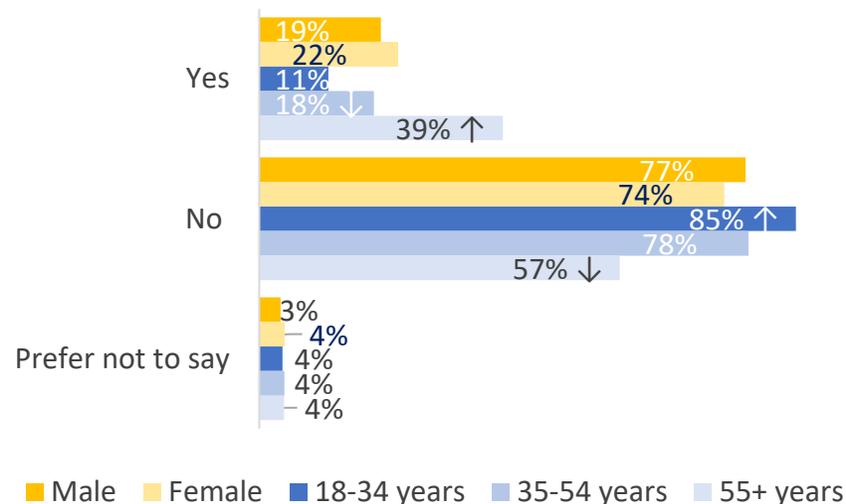
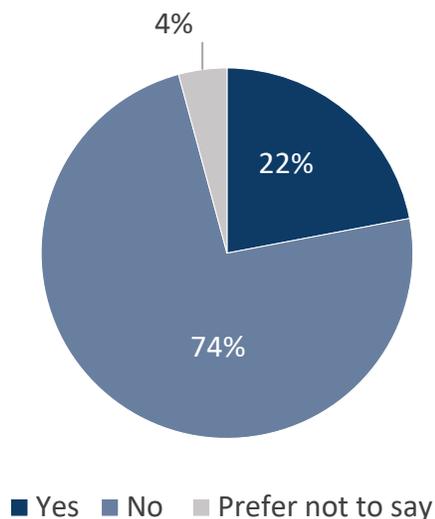
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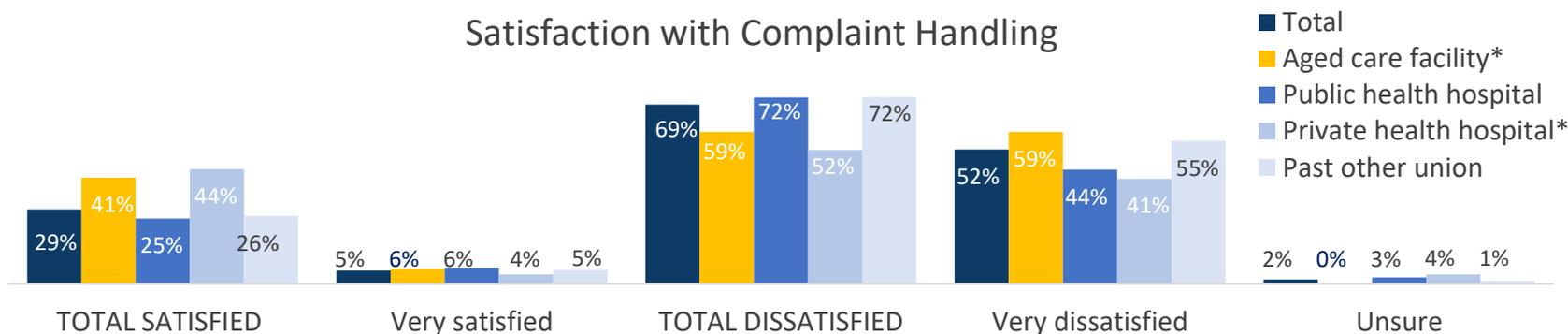
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# NPAQ members unhappy with handling of workplace complaints about others.

Submitted a workplace complaint



Satisfaction with Complaint Handling



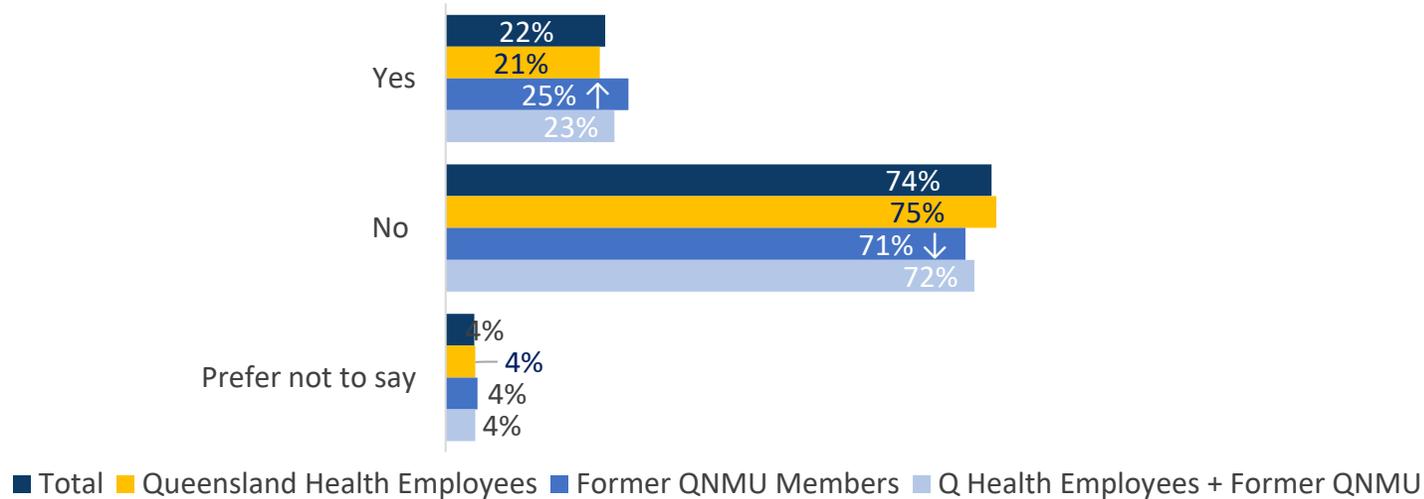
- 22% of nurses say they have made a workplace complaint, with female nurses (22%) more likely than male nurses (19%)
- 69% of those who made a complaint were dissatisfied with the employer's handling of that complaint, with over half (52%) very dissatisfied
- Dissatisfaction was higher among those working in public hospitals (72%) and who have previously been members of other unions (primarily QNMU) (72%)

Have you ever submitted a workplace complaint to your human resources department? / To what extent were you satisfied with your employer's handling of the workplace complaint which you submitted to human resources? *Base is made complaint: n=173*

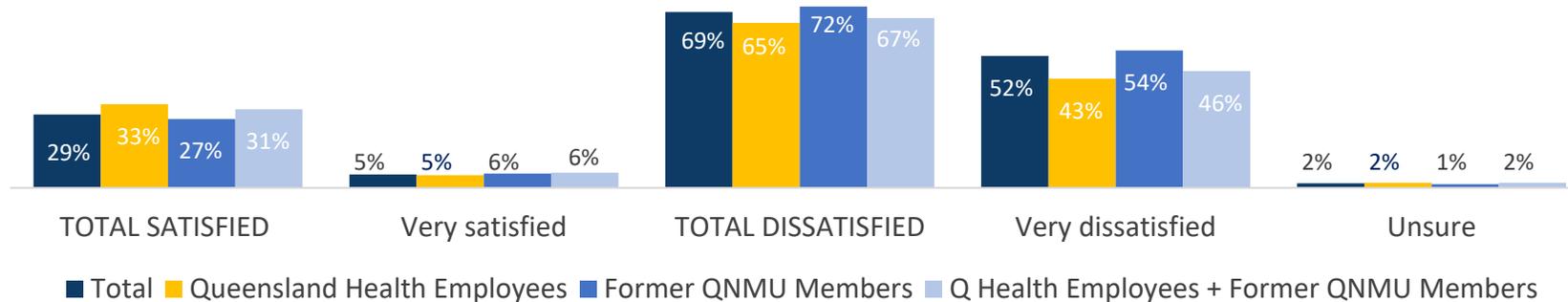
*\*Caution: Small sample size*

# A quarter of former QNMU members have made workplace complaints to HR.

Submitted a workplace complaint



Satisfaction with Complaint Handling



- 25% of members who were previously in the QNMU have made workplace complaints to human resources
- 21% of members who are employees of Queensland Health have made workplace complaints to human resources
- Over half of the NPAQ members who have made a workplace complaint (52%) are very dissatisfied with the how the employer handled it
- This is higher for Queensland Health employees who used to be in the QNMU (54%) showing Q Health and QNMU are failing to satisfactorily address workplace complaints for nurses who have now joined the NPAQ

Have you ever submitted a workplace complaint to your human resources department? / To what extent were you satisfied with your employer's handling of the workplace complaint which you submitted to human resources? *Base is made complaint: n=173*

*\*Caution: Small sample size*

# Why Nurses are Joining the NPAQ.

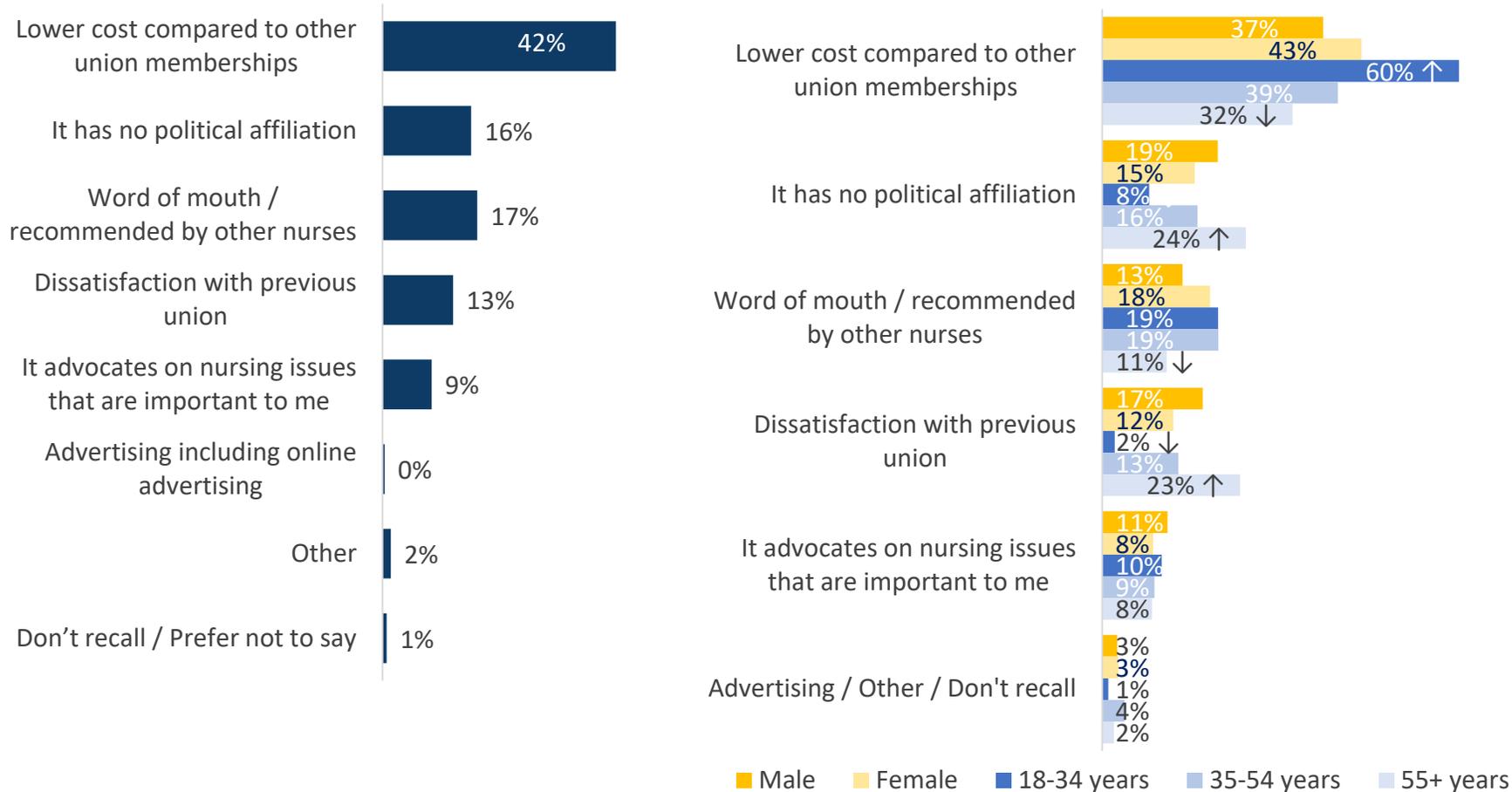
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# Cost is a big motive for joining NPAQ.

Main reason for joining NPAQ by Gender and Age



- The NPAQ’s competitive pricing is a considerable driver of membership
- Word of mouth and a lack of political affiliation are also reasons to join the NPAQ, as is dissatisfaction with a previous union
- The lower cost is a significant driver for younger members
- For those over 55 years, the lack of political affiliation and dissatisfaction with another union are significantly more important in driving membership

What was the main reason for you joining and becoming a member of the NPAQ?

# Aged care nurses in particular feel the NPAQ advocates on their issues.

## Member Quotes

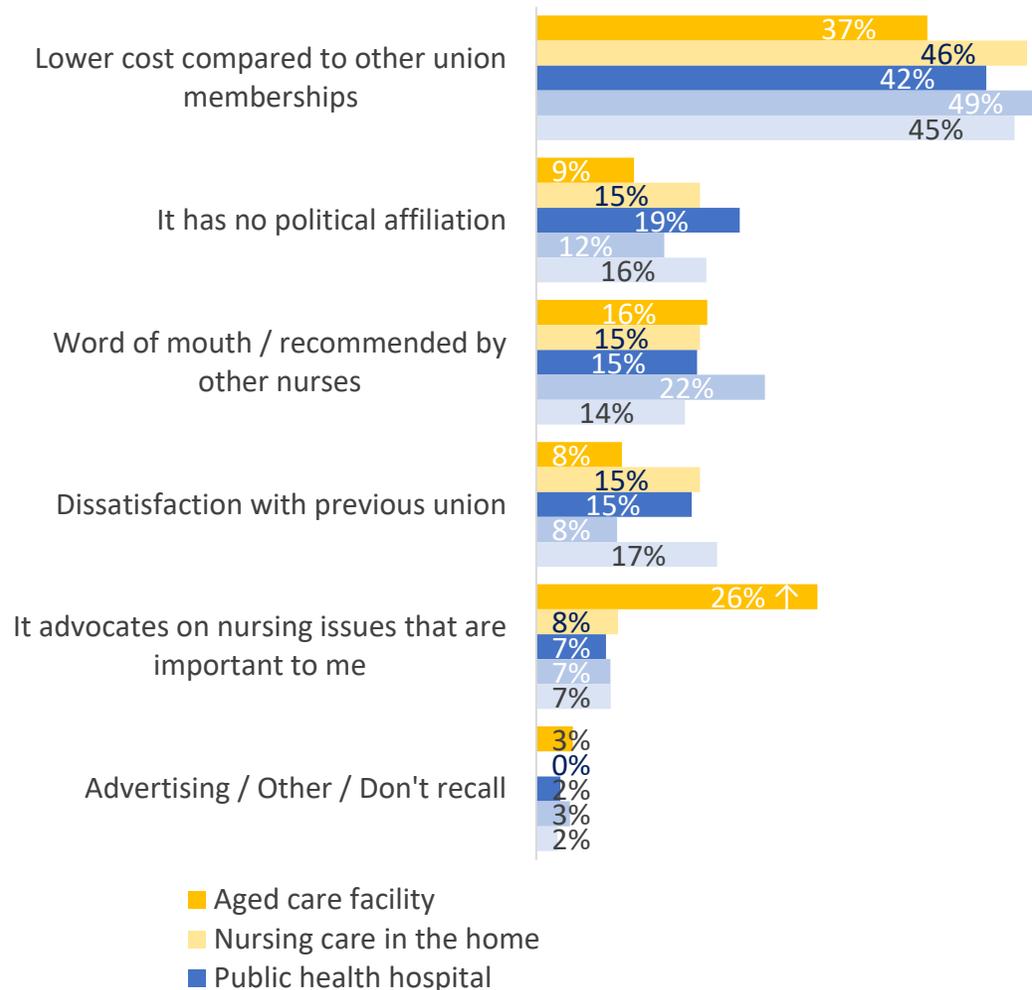
*'A combination of factors persuaded me to join NPAQ - cost, word of mouth, run by nurses.'*

*'I would say it is for two reasons equally: **dissatisfaction** with previous union and lower **cost** of membership.'*

*'I liked the idea that a union representing nurses was **run by nurses** without political affiliation'*

*'The other union are really pushy and aggressive even with their members.'*

Main reason for joining NPAQ by Work Situation

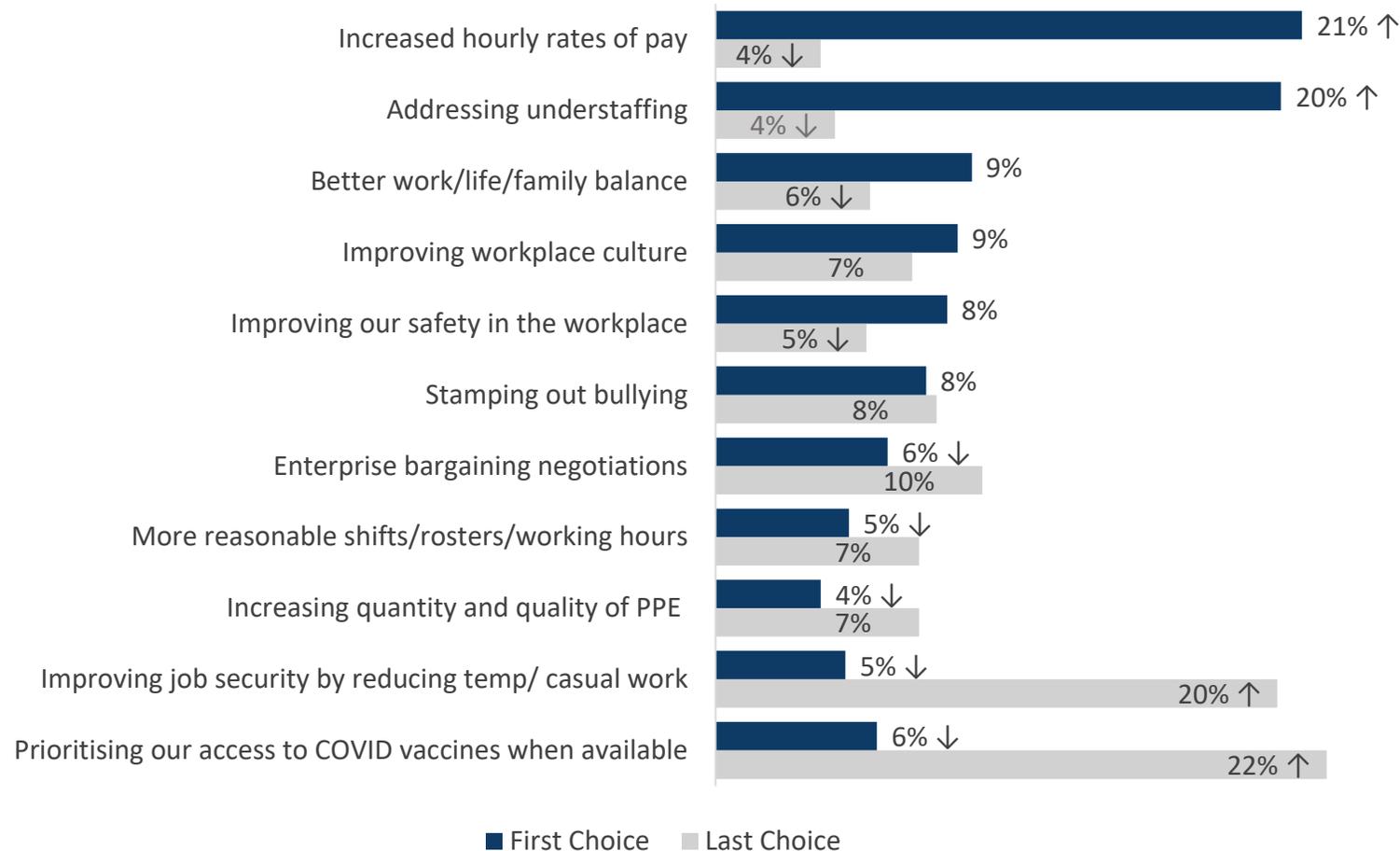


- Reasons for joining the NPAQ vary significantly depending on the nurse's work situation
- Nurses working in aged care are significantly more likely to say they joined the NPAQ because they feel it advocates on issues important to them (26%)
- Nurses who were previously members of the QNMU are considerably more likely (17%) than other members to have joined because of dissatisfaction with their previous union

What was the main reason for you joining and becoming a member of the NPAQ?

# Issues for which NPAQ members want union advocacy and support.

Priorities for NPAQ advocacy



Here is a list of issues that are facing nurses today that the NPAQ could be advocating for on your behalf. Please rank these issues in order of importance to you personally, from top to bottom

- The highest priority issues for NPAQ advocacy efforts are increasing hourly rates of pay and addressing understaffing
- Second-order issues include:
  - Better work-life balance
  - Improving workplace culture
  - Improving workplace safety
  - Stamping out bullying
- The lowest advocacy priorities for members on the whole are:
  - Improving job security by reducing temp/casual work and
  - Prioritising access to Covid vaccines

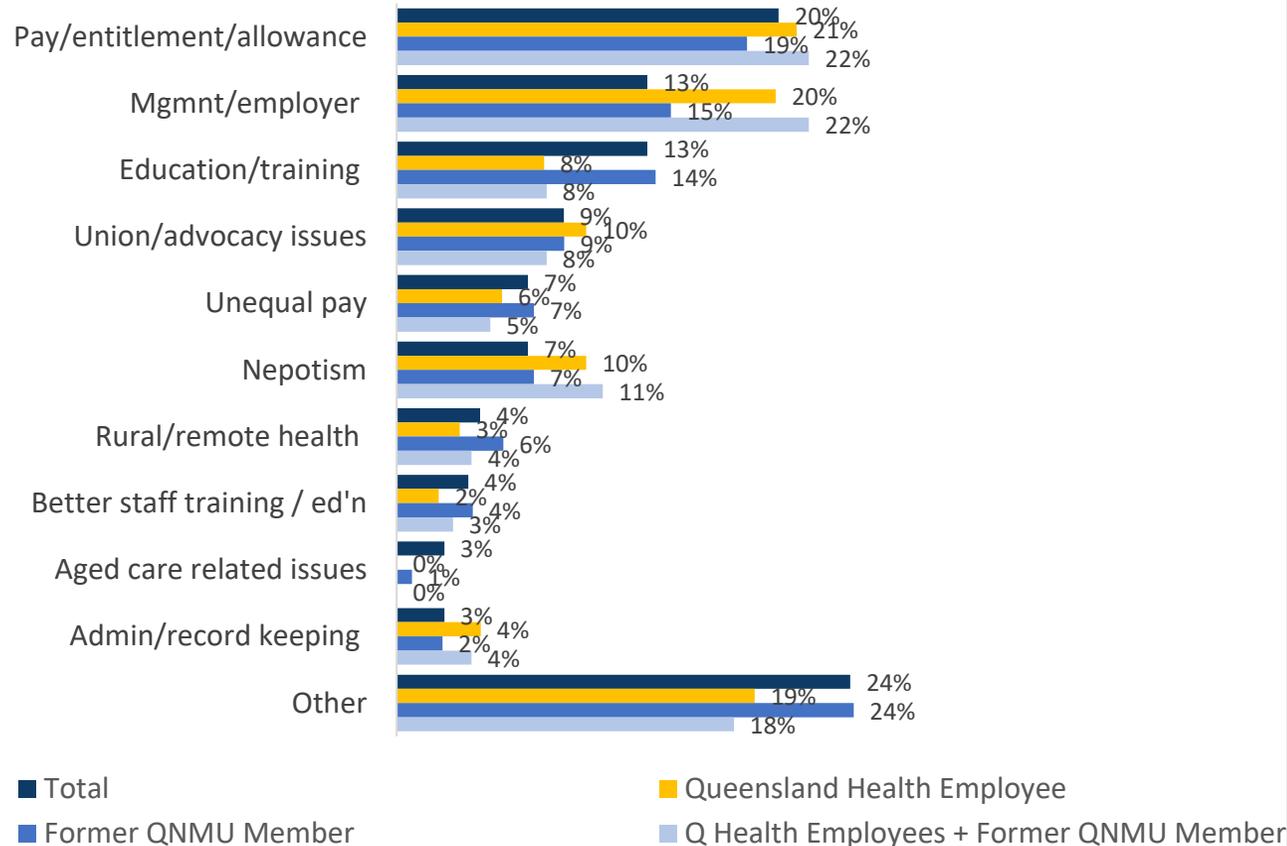
# Q Health employees more likely to want NPAQ to advocate on management issues.

## Member Quotes Management/Employer

*'More support in the workplace. Having another union onsite to keep others honest and to stop other union reps' bullying and intimidation.'*

*'Look I know too many fellow nurses who have been beaten and busted up on the job by aggressive patients and have had little to no support from management. Whether it be NUMs or HR or what have you, everywhere I've worked so far seems to play favourites with staff and pick and choose who they support and who they make feel alienated. So honestly, management needs to sort their stuff. Bullying is beyond ridiculous in this industry and it's not needed on top of the challenges we face at work from management not treating everybody fairly.'*

Priorities for NPAQ advocacy (Unprompted)



- Unprompted 'other' issues members want advocacy on include pay/entitlement issues (20%) and issues with management / their employer (13%)
- Members of the NPAQ who work for Queensland Health are more likely to seek advocacy help on issues around management and their employer (20%)
- These issues are even more strongly cited as needing advocacy focus by Q Health employees who were previously members of the QNMU (22%)

Besides the issues mentioned in the previous question, please list any other issues you would you like the NPAQ to advocate for on your behalf. *Base is n=157*

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- Our qualitative focus groups, mini-groups and depth interviews go beyond telling clients what stakeholders think to uncovering messages and strategies that will really make a difference.
- Our quantitative surveys and opinion surveys deliver the numbers to formulate and refine strategies, messages and creatives that really work.
- At Insightfully, we offer services in Social and Market/Opinion Research as well as Strategic Communications.
- Insightfully Founder & CEO Leanne White has a track record of helping high-profile clients to understand stakeholder views, identify target groups, develop and execute winning campaigns and manage regulatory challenges.

