

# 2021–2022 INCLUSION@WORK INDEX: MAPPING THE STATE OF INCLUSION IN THE AUSTRALIAN WORKFORCE



## WHY IS INCLUSION@WORK IMPORTANT FOR AUSTRALIAN ORGANISATIONS?

Because employees *want* their workplace to be diverse and inclusive



**3 out of 4** Australian workers *support* or *strongly* support their organisation taking action to create a workplace which is diverse and inclusive



**Only 4%** *oppose* or *strongly* oppose their organisation taking action

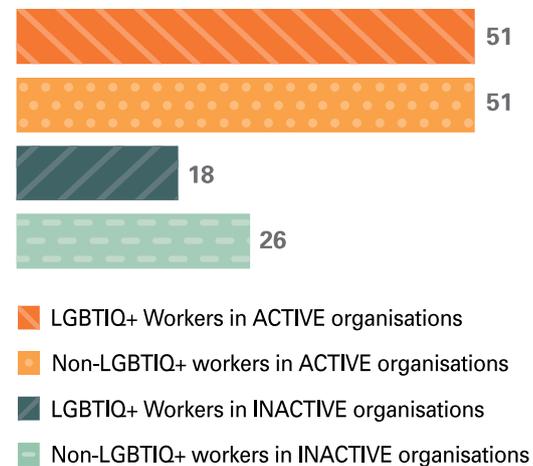
## Because Inclusion@Work benefits EVERYONE

When organisations take action to create a more diverse and inclusive workplace **everyone** benefits.

In organisations taking action to create **a more diverse and inclusive workplace, a similar proportion of LGBTIQ+ workers and non-LGBTIQ+ workers were very satisfied with their jobs** – and significantly more satisfied those in organisations where no D&I action is being taken.

This is also the case for Aboriginal and/or Torres Strait Islander workers and non-Indigenous workers, workers with and without disability, culturally diverse and non-culturally diverse workers, and men and women.

Overall, how satisfied are you with your job? (% very satisfied)



## Because Inclusion@Work boosts performance and wellbeing

Workplace inclusion significantly **increases performance and wellbeing**, and **decreases discrimination and/or harassment**. Clearly, it pays to be more inclusive!

Workers in inclusive teams<sup>1</sup> are:



**11 times more likely** to be highly effective than those in non-inclusive teams



**10 times more likely** to be innovative



**6 times more likely** to provide excellent customer service



**4 times more likely** to work extra hard



**10 times more likely** to be very satisfied



**4 times less likely** to leave their job in the next 12 months



**4 times less likely** to feel work has a negative or very negative impact on their mental health



**5 times less likely** to experience discrimination and/or harassment

1. Inclusive Teams = Respondents scored their team on average 4 or above out of 5 (where 5 = highly inclusive, 3 = neither inclusive or non-inclusive, 1 = not inclusive at all). Somewhat Inclusive Teams = Respondents scored their team on average between 3 and 4. Non-Inclusive Teams = Respondents scored their team on average less than 3.

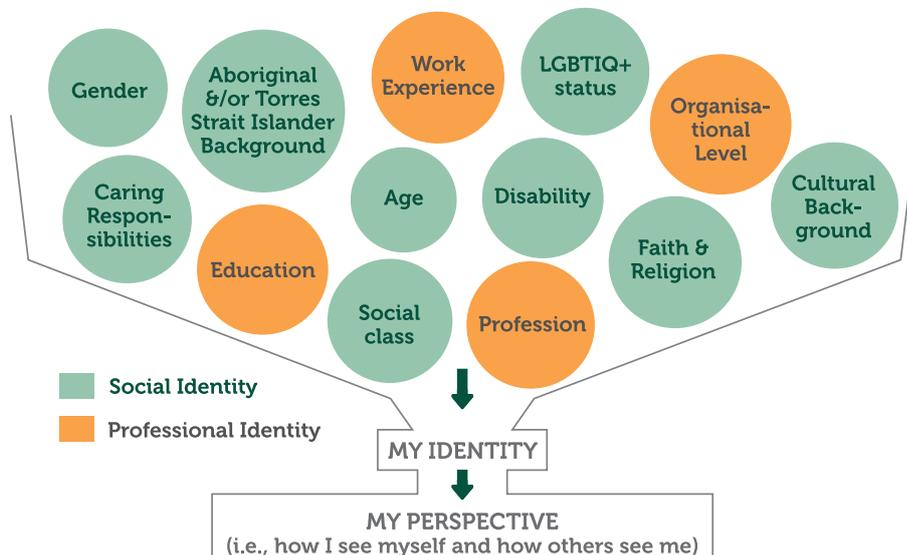
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## WHAT IS DIVERSITY AND INCLUSION?

### What is diversity?

Diversity refers to all the differences between people in how they identify in relation to their Social Identity, that is their Aboriginal and/or Torres Strait Islander background, age, caring responsibilities, cultural background, disability, gender, LGBTIQ+ status, social class, faith and religion, and their Professional Identity, that is their profession, education, work experiences, and organisational role.



### What is inclusion?

Inclusion occurs when a diversity of people are respected, connected, progressing, and contributing to organisational success.

**Respected:** a diversity of people feel valued and respected for who they are.

**Connected:** a diversity of people feel connected to their co-workers and feel they belong.

**Progressing:** a diversity of people have opportunities to develop their career and progress.

**Contributing:** a diversity of people can contribute their talents to the organisation.



### What is an inclusive team?

An inclusive team is one where a diversity of people feel that they:

- are respected and valued team members
- are able to be themselves
- can contribute and progress at work.



### Who is an inclusive manager?

An inclusive manager is someone that creates an inclusive team environment, who:

- values differences
- seeks out and uses a diversity of ideas
- treats everyone fairly
- deals with inappropriate behaviour.



### What is an inclusive organisation?

An inclusive organisation is one in which employees:

- trust they will be treated fairly
- feel diversity is valued and respected
- report that top leaders demonstrate a visible genuine, visible commitment to diversity and inclusion.