

# INCLUSION@WORK: MAPPING THE STATE OF INCLUSION IN THE AUSTRALIAN WORKFORCE

'Inclusion' is more than just the latest buzzword; it has benefits for business and workers too. The DCA-Suncorp Inclusion@Work Index 2017-2018, which surveyed 3000 working Australians, found that Inclusion@Work matters to Australian workers – it fuels team performance and boosts employee satisfaction, success and security, while also minimising the risk of harassment and discrimination.

## Inclusion@Work matters to Australian workers



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



**Only 3%** oppose or strongly oppose their organisation taking action

## Inclusion@Work is good for business

If you work in an inclusive team<sup>1</sup> you are:



**10 times more likely** to be **highly effective** than workers in non-inclusive teams<sup>2</sup>



**9 times more likely** to **innovate**



**5 times more likely** to provide excellent **customer/client service**

## Inclusion@Work is good for employees

If you work in an inclusive team, you are:



**19 times more likely** to be very **satisfied with your job** than workers in non-inclusive teams



**4 times more likely** to **stay** with your current employer

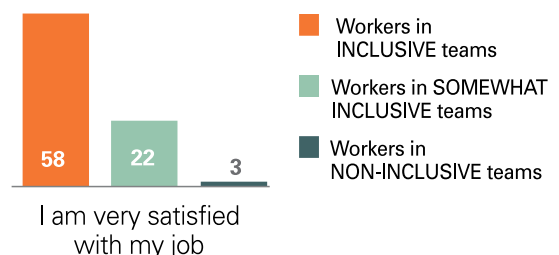


**2 times more likely** to receive regular career development opportunities

## Even a little Inclusion@Work helps



Working in a **somewhat inclusive team** also **boosts employee satisfaction, success and security, and team performance** – just to a smaller degree than working in a highly inclusive team



## Inclusion@Work minimises harassment and discrimination

If you work in an inclusive team, you are:



**Almost 7 times less likely** than workers in non-inclusive teams to have personally experienced **harassment** and/or **discrimination** in the past year

## Inclusion@Work benefits EVERYONE



In organisations taking action to create a **more diverse and inclusive workplace**, a similar proportion of female and male workers were very satisfied with their jobs (43% women, 45% men) – and **significantly more satisfied** than men and women in organisations where no action was being taken (28% women, 23% men)



### What is Inclusion@Work?

Inclusion occurs when a diversity of people (i.e. from different ages, cultural backgrounds, genders) are respected, connected, progressing, and contributing to organisational success.

### The state of inclusion



**Almost one in two** Australians work in an **inclusive team** or for an **inclusive manager**<sup>3</sup>



**One in five 5 (22%)** Australians have personally experienced **harassment** and/or **discrimination** at work in the past year



**38% of Aboriginal and/or Torres Strait Islander Australians** have personally experienced **harassment** and/or **discrimination** in the past 12 months – the highest rate of workplace discrimination and harassment of any demographic group

### Leading industries vs Lagging industries

**+**  
Financial and Insurance Services  
Education and Training



**-**  
Manufacturing  
Information, Media and Telecommunications

- <sup>1</sup> *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.
- <sup>2</sup> Where we have indicated that inclusive teams/ leaders were “X times more likely” than non-inclusive teams/managers to be effective, innovative, stay etc. for ease of reading we have rounded up or down the original number to be a whole number (e.g. 9.7 times has been rounded up to 10 times).
- <sup>3</sup> *Inclusive Managers* = Respondents scored their manager on average 4 or above out of 5 (where 5 = highly inclusive, 3 = neither inclusive or non-inclusive, 1 = not inclusive at all).