

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 team¹ you are:



10 times more likely to be **highly effective** than workers in non-inclusive teams²



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**³



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

- 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.
- ² 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).
- ³ *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).