



AUSTRALIAN WORKPLACE EQUALITY INDEX

2018

AUSTRALIAN WORKPLACE
EQUALITY INDEX 2018
**EMPLOYEE SURVEY
ANALYSIS**

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BLACK AND HISPANIC/LATINO NETWORK (BHLN)

The BHLN provides professional development and networking opportunities for black and Hispanic/Latino employees and serves as a community to share ideas, raise awareness and create an inclusive environment.

DISABILITY INTEREST FORUM (DIF)

The DIF aims to create an inclusive environment that is accessible to current and future employees, clients, candidates and guests with a disability.

FAMILY FORUM

The Family Forum focuses on sharing best practices, creating a support community for working parents, and acting as a forum for raising parents' issues to senior management.

LESBIAN, GAY, BISEXUAL, TRANSGENDER AND INTERSEX (LGBTI) NETWORK

The LGBTI Network advocates for a work environment that respects, welcomes and supports lesbian, gay, bisexual, transgender and intersex professionals, and enables them to perform to their fullest potential and contribute to the greater goals of the firm.

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WELCOME FROM ACON'S PRIDE INCLUSION PROGRAMS DIRECTOR



DAWN HOUGH

Director

ACON's Pride Inclusion Programs

Pride in Diversity, Pride in Sport, Pride in Health + Wellbeing

On behalf of ACON and the Pride in Diversity team we are pleased to present the 2018 AWEI Employee Survey results.

The data that we collect annually is significant. This is not only the largest annual survey on the impact and perceptions of LGBTI workplace inclusion initiatives but it is also the survey by which those participating can annually benchmark their results.

This year we collected 23,120 complete responses. This rich source of data helps inform our practice as leaders in LGBTI inclusion; informs us of internal views, perceptions and experiences while providing us with invaluable insight into the lived experiences of LGBTI people within the organisations that we work.

In addition to the usual summary that we provide within this publication, we have invited Dr. Ilro Lee, Post Doctoral Research Fellow at the Australian Graduate School of Management, UNSW to find useful HR informed correlations within the data that can provide further insight into what we can do to be more effective in our work.

Dr. Ilro's application of Conservation of Resource Theory to the impact of witnessing negative LGBTI related commentary or bullying within the workplace highlights the critical importance of trust in a manager addressing such behaviours should they arise. This research is presented at the front of the publication with our annual analysis by Helen Conway following.

Also this year we have introduced AWEI Practice Points, data driven analysis from the AWEI specifically written for HR, Diversity Professionals, Executive Sponsors and Network Leaders to assist with the application of current, Australian data while providing useful practice points stemming from the survey findings. To sign up for these please go to:

<http://eepurl.com/dvH0rv>

In closing, I would like to thank Ilro Lee, Helen Conway, Goldman Sachs and Dentons for their support of the publication and its launch this year. I would also like to thank the entire team with ACON's Pride Inclusion Programs for their work and dedication throughout the AWEI marking process and Finlay Long for the design and publication of these reports.

I encourage all employers to participate in next year's AWEI and Employee Survey, balancing the results of the AWEI with the impact of your work on your employees.

WELCOME FROM OUR 2018 PUBLICATION SPONSOR



SIMON ROTHERY
Chief Executive Officer
Goldman Sachs
Australia & New Zealand

Goldman Sachs is honoured to sponsor the Australian Workplace Equality Index (AWEI) annual benchmarking and survey publication for the eighth consecutive year. We would like to extend our congratulations to all the organisations and their Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) networks who took part in the 2018 AWEI.

As a founding member of Pride in Diversity (PID), we hope this publication provides support and guidance to further advance the work on LGBTI Inclusion across Australia in the same way it did for Goldman Sachs.

At Goldman Sachs, we believe that working towards a more diverse workplace will benefit the firm and help us to more successfully meet the needs of our clients. We recognise it takes different perspectives to keep innovating, and the unique experiences of our people help us make an impact.

We are delighted to see continued progress for LGBTI inclusion being made across Australia, and are especially heartened reflecting on the progress that has been made over the past year, both within other member organisations and across the country more broadly. We look forward to building on our success with PID and our fellow supporters of the national benchmark for LGBTI inclusion.

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AWEI ACADEMIC ADVISORS



DR RAYMOND TRAU
Business/Management
RMIT

It has been my honour to assist with the validation of the scoring methodology used for the Australian Workplace Equality Index. As an academic researcher, I am impressed by the depth, breadth and vigor of this index. The questionnaire not only adopted quantitative measures to ensure objectivity, it also incorporated quality responses to verify and enhance its objectivity. In addition, the markers have taken rigorous steps to ensure that the result is fair, equitable, transparent and objective.



DR ILRO LEE
Post Doctoral Research
Fellow AGSM
UNSW

I was fortunate enough to work with a highly dedicated group of people on this important project. As an academic researcher, I was tasked with applying rigorous quantitative analysis to test whether employee cognitive and behavioural factors, and their immediate work environment have a significant impact on their extent of contribution to organisations. With the broad range of organisations participating, I was able to analyse the data with a high level of confidence in our findings.

2018 AWEI EMPLOYEE SURVEY ANALYSIS – ACADEMIC REVIEW

This year, for the first time, we engaged Dr. Ilro Lee, Post Doctoral Research Fellow at the Australian Graduate School of Management, UNSW to review the survey results for the purposes of producing an academic paper on any key findings.

In this paper, Dr. Lee introduces Conservation of Resource Theory to explain how individuals are committed to maintaining what they see as valued critical resources within the workplace. Critical resources can be defined as objects, personal characteristics (in this case, identification within the LGBTI community), conditions or energies. Where these resources are valued, people are more engaged, productive and as a result, contribute to the overall productivity of the organisation. Where these resources are de-valued by an organisation, or if there is a perceived threat to these resources, there is a heightened risk of resentment and lack of commitment as the individual exerts considerable effort to protect and/or maintain the value of these resources. This can ultimately result in an individual leaving the organisation.

Using the foundations of this theory, Dr. Lee was able to find a correlation between the witnessing of negative commentary/bullying and/or harassment of LGBTI people with the intention to leave; however the 2018 data showed that this was significantly moderated by the perceived interaction of the manager in addressing this behaviour.

This research highlights the critical role of managers in visibly addressing negative commentary and behaviour towards LGBTI individuals; the one factor that could indeed save critical talent and maintain levels of productivity and engagement counteracting much of the negative behaviours experienced by those within the organisation.

MODERATING EFFECT OF MANAGERIAL SUPPORT ON ATTACK ON LGBTI EMPLOYEES' IDENTITY AND TURNOVER INTENTIONS, A CONSERVATION OF RESOURCE THEORY PERSPECTIVE.

BY DR ILRO LEE, AGSM UNSW, ACADEMIC ADVISOR

For this year's AWEI report, we are introducing a more rigorous regression-based analysis to model employees' cognitive assessment of the work environment and its impact on their behavior and their performance. It is a rare opportunity to explore employees' perception of the employers and their responses in such a large scale.

INTRODUCTION AND HYPOTHESIS

Employers make substantial investment in human resource management programs and policies to ensure that the work environment is conducive to employees performing at their highest potential by properly motivating them and providing adequate opportunities to perform (Appelbaum, Bailey, Berg, & Kalleberg, 2000).

As a part of the human resource management programs, employers must also commit to retaining their key employees in response to market and societal changes. When they fail to adequately adopt to the changes, it is likely that they fail to meet their employees' expectations which would lead to negative outcomes (Batt & Colvin, 2011).

From employees' perspective, it is important that their commitment towards the employer is reciprocated by the employer. Once their expectation is met, their job satisfaction and affective commitment towards the employer would increase, they would be motivated to work harder, and it would lead to their desire to stay at the organisation.

This positive feedback loop between employees and the employer would make a significant positive impact on employee and organisation performance. On the flip side, when the employees' commitment is not reciprocated, their job satisfaction would decrease, and it is likely that they would be looking for other opportunities outside of the organisation.

According to conservation of resources theory, individuals are motivated to maintain critical resources such as objects, personal characteristics, conditions or energies that are valued by the individual (Hobfoll, 1989). When the individual's critical resource is under threat, the individual would exert significant effort to protect and maintain the resource through getting access to new or alternative resources.

For example, if one's status or reputation at work as a high performing employee is being questioned, the individual could secure support from an executive or find a new job which could restore the critical resource. In the context of this study, when individuals witness or are on the direct receiving end of negative comments or jokes about LGBTI people, it would pose as a threat to an LGBTI person's critical resource as a contributing employee to the organisation.

It would lead to resentment and increase in negative affect and commitment towards the individual's colleagues and the employer. Indeed, conservation of resources theory proposes that the loss or the potential loss of the critical resources could be a considerable source of psychological stress.

Thus, the extent to which individuals witness or experience negative comments towards the LGBTI community leads to substantial psychological stress and causes them to seek alternatives that would restore the resource. We propose that the extent to which employees display their effort to restore their critical resource would be manifested as their intention to leave the employer. As such we hypothesise that:

Hypothesis 1: *The extent to which employees witness negative comments and jokes about LGBTI community would lead to increase in their turnover intentions.*

Organisational commitment is defined as “employee’s identification with and involvement in a particular organisation” (Mowday, Steers, & Porter, 1979).

Employees develop social exchange perspective of the employee-organisation relationship. Employees view themselves as agents of the organisation and expect that the organisation has a legal, and moral responsibility for their actions (Levinson, 1965).

Within this social exchange perspective, employees develop beliefs that organisations value their contributions and look after their well-being. The beliefs would include the extent of support they would receive during illnesses, making mistakes, and meeting or exceeding performance goals.

This perceived organisational support represents their expectation that their commitment would be reciprocated appropriately by the organisation (Eisenberger, Huntington, Hutchison, & Sowa, 1986). Within the organisation, it is also imperative that employees are also supported by their managers. Research has shown that strong managerial support will lead to a employees having a sense of control over their role, job satisfaction, and a positive influence on mental health (Moyle, 1998).

In the context of this study, individual’s perceived managerial support would be the extent of support the individual would receive and the extent the employee trusts that the manager would address any negative comments or jokes about the LGBTI community.

As such we propose that the relationship between witnessing negative commentaries and jokes about the LGBTI community and its impact on turnover intentions would be moderated by their perceived managerial support such that when perceived managerial support is high, the individual would be less likely to want to leave the organisation.

Hypothesis 2: *The extent to which employees witness negative comments and jokes about the LGBTI community and its impact on their turnover intentions would be moderated by their perceived managerial support. When perceived managerial support is high, they are less likely to want to leave the organisation compared to those with low perceived managerial support.*

METHODS AND ANALYSIS

The hypotheses were tested using the annual AWEI Australian workplace equality index 2017 survey. Within the survey we used responses from three questions to develop the testable model for the hypotheses.

For hypothesis 1, we used “To what extent within the last 12 months (current employer only) have you personally witnessed (or been made aware of) negative commentary or jokes targeting LGBTI people at your place of work” and “have you ever consider leaving your current employment as a result of bullying, harassment or constant innuendo directly related to your orientation/gender identity/intersex status?”.

To test for hypothesis 2, “I feel confident that my current manager would address negative behaviour or any form of bullying / harassment towards LGBTI people within my team” was used as the moderator. As discussed above, we conceptualised this variable as a measure of perceived managerial support.

To rule out alternative explanations of the model to fulfil the causal inference criteria, we added age of the survey participants, organisation location (metro vs. rural), organisation level (associate vs. middle manager vs. executive), and industry (for profit organisation vs. federal / local government agencies vs. not for profits vs. other).

The data was analysed using R, an open source statistical package. Because the sample was not randomly collected and the participating employees are nested within each organisation, we used sandwich estimator to have a more accurate calculation of the standard error (Zeileis, 2006).

To test for hypothesis 1, we regressed turnover intention on witnessing negative commentaries and jokes towards LGBTI people and the control variables were added. The results show that the extent to which the participants witnessed negative commentaries and jokes towards LGBTI people were positively related to turnover intentions at a significant level ($B=.54, p<.00$). R^2 was .23 indicating that the model explained 23% of the total variance of turnover intentions. Therefore hypothesis 1 was supported.

Testing of Hypothesis 1 and 2

	MODEL 1 Hypothesis 1	MODEL 2 Hypothesis 2
Intercept	2.41 (.18) ***	2.37 (.18)***
Witnessing jokes	.54 (.07)***	.47 (.07)***
Manager addresses negatives		– .19 (.06)**
Witnessing jokes x Manager addresses negatives		– .11 (.05)*
CONTROL VARIABLES		
Age	– .01 (.07)	– .03 (.07)
Organisation level	.02 (.14)	.09 (.14)
Organisation location	– .13 (.18)	– .12 (.17)
Industry 2 (Federal / Local Govt agencies)	.02 (.18)	.17 (.18)
Industry 3 (NFP / Charities)	.57 (.22)*	.57 (.22)**
Industry 4 (Other)	.21 (.45)	– .01 (.44)
R ²	.23	.28

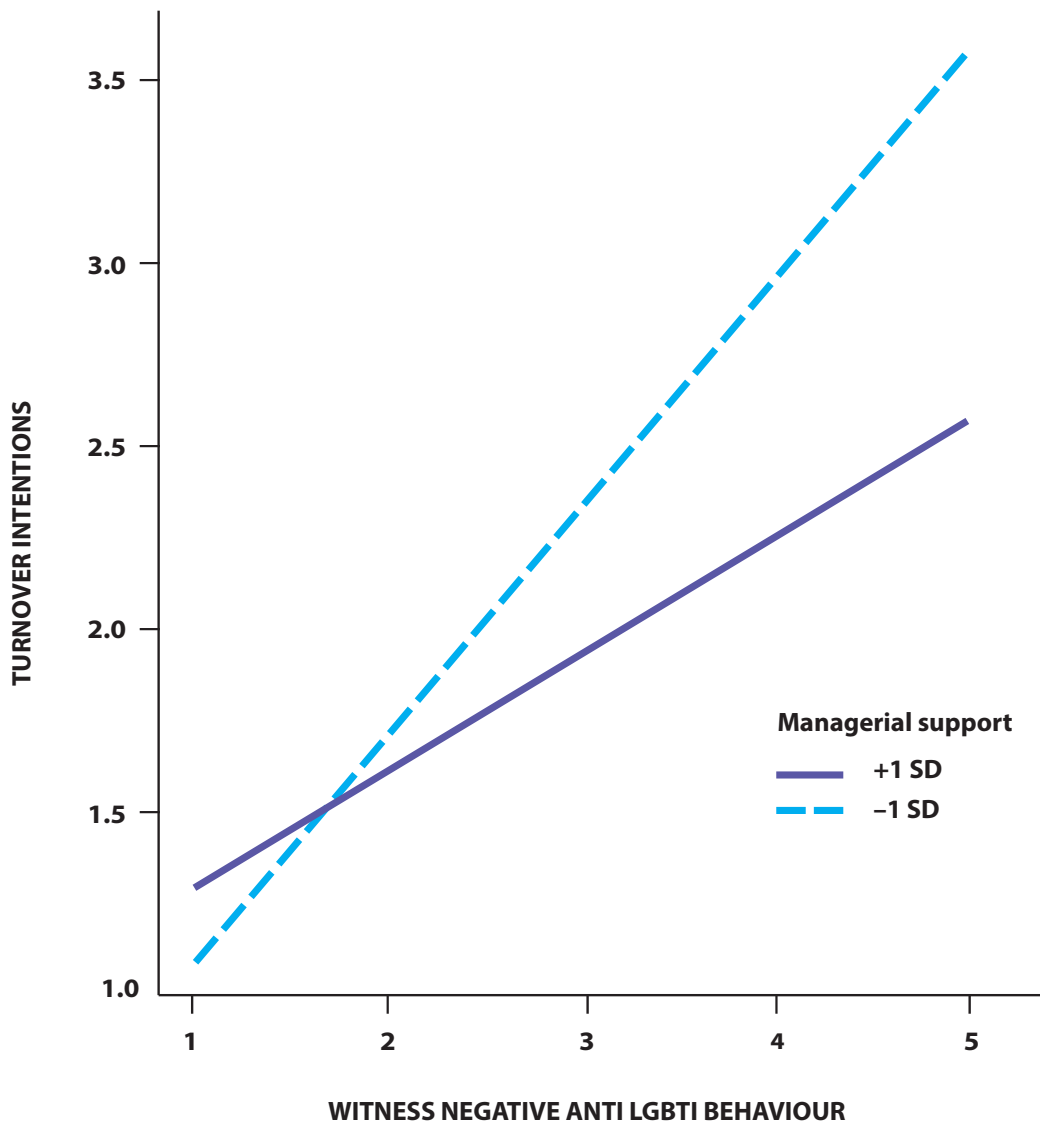
Note: Organisation level: Associates/professional/academics were coded as 1; team leaders/supervisors were coded as 2; Senior leaders / executives were coded as 3. Organisation location: metro was coded as 1; rural was coded as 0. Industry 1 (reference category) = for profit organisations; Standard error is in parentheses.

* p<.05, ** p<.01, *** p<.001

For hypothesis 2, we added two variables to the model, perceived managerial support and an interaction term (witnessing negative comments and jokes x perceived managerial support) to test for the moderation effect.

The results show that the interaction term was significant which indicates that perceived managerial support moderated the effect of witnessing negative comments and jokes on turnover intentions. R² was .28 which indicates that the model explained 28% of the total variance of turnover intentions. To understand the relationship between the variables better below is a graphical depiction of the result.

Moderating effect of manager's willingness to address anti LGBTI behaviour



The graph shows that when perceived managerial support is high (solid purple line), the impact of witnessing negative behaviour on turnover intentions was suppressed to an extent compared to those who responded with low perceived managerial support (dotted blue line).

DISCUSSION

Conservation of resource theory informs us that we invest significant effort in maintaining our critical resources such as our identity and status in workplace.

When the resources are threatened or potentially to be diminished, we tend to invest a substantial amount of effort into maintaining and protecting the resources or search for another workplace where the resources are no longer in threat. As shown in the regression models, witnessing negative commentaries and jokes about LGBTI people would be likely to confront LGBTI workers' status as equally contributing members of the organisation.

Our results suggest that the more they see and hear negative commentaries and jokes, the more they increase their intention to look for more LGBTI friendly organisation to work for.

Additionally, the interaction model shows that this negative effect can be moderated by their perception of managerial support. This has a significant implication for organisations and managers. Turnover intentions often indicate that those employees are not engaged and described as those with cognitive withdrawal from their responsibilities.

The results emphasise how important it is for organisations' human resource management programs to create an inclusive work environment and that the environment must be supported by the leadership.

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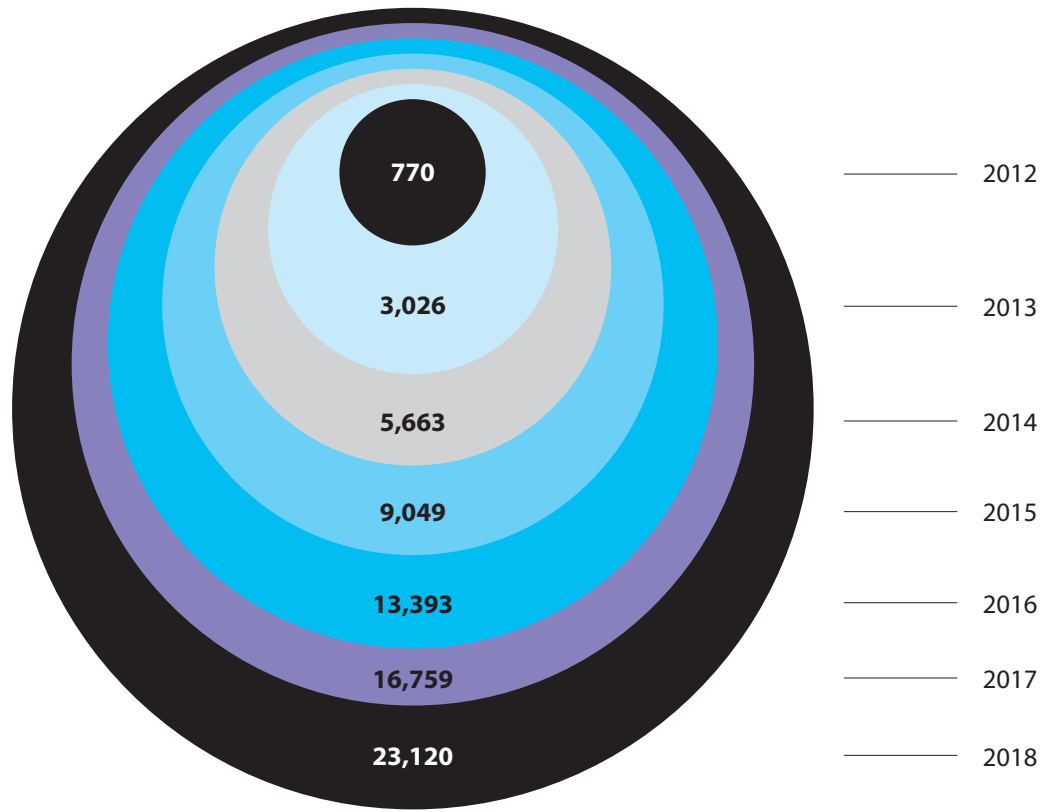
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2018 EMPLOYEE
SURVEY ANALYSIS
**SUMMARY OF
FINDINGS BY
HELEN CONWAY**

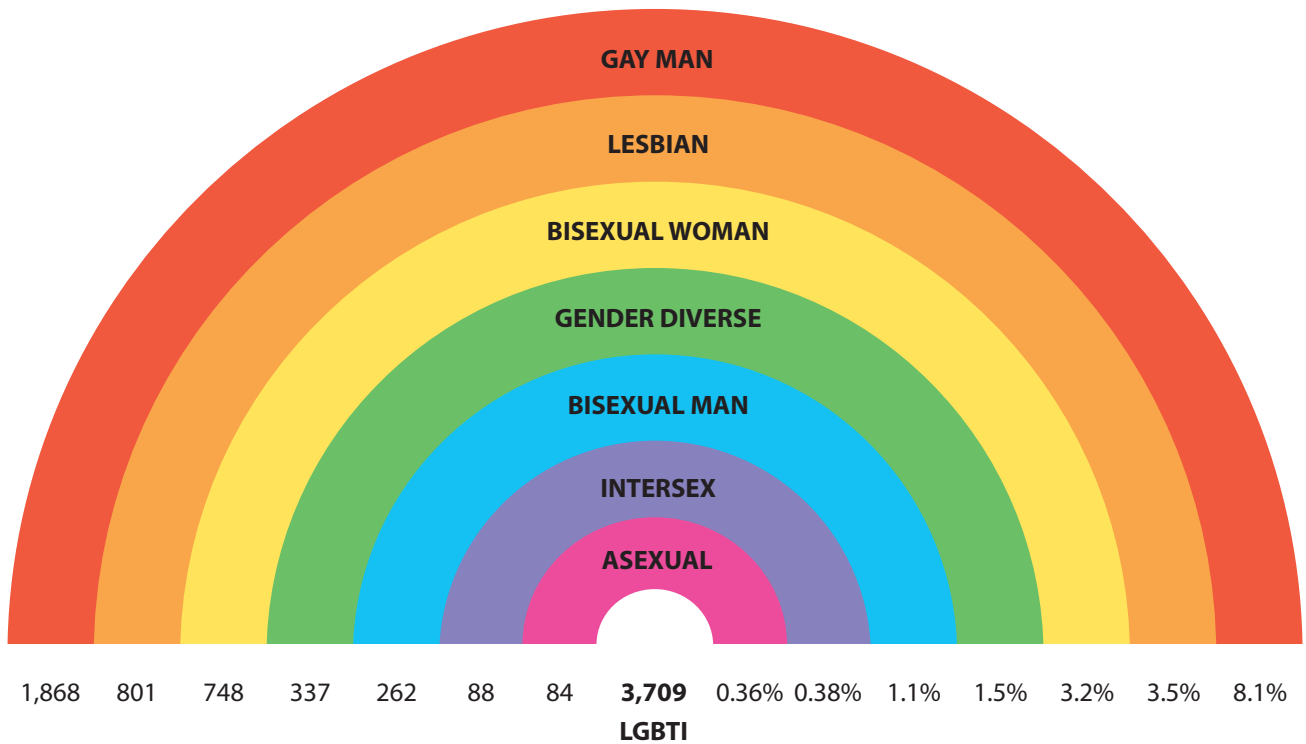


2018 PARTICIPATION OVERVIEW

SURVEY RESPONSES – 7 YEAR GROWTH



LGBTI SURVEY PARTICIPATION



EXECUTIVE SUMMARY

As part of the annual Australian Workplace Equality Index (AWEI), employees are invited to complete an optional survey about their organisation's LGBTI inclusion initiatives. This year, 23,120 surveys were completed from employees working at 89 different organisations; this represents a 38% increase on the number of responses from 2017.

Almost half of all responses were from staff working in the Private sector. This year saw an 8% increase in the number of responses from the Higher Education sector to comprise almost 14% of the total; we saw a smaller proportion of responses from the Public and Not-for-Profit sectors.

The survey was open to all employees regardless of their sexual orientation, gender identity or intersex status. Heterosexual respondents comprised 76% of the total, with gay and bisexual men comprising 9.2% and lesbian and bisexual women comprising 6.7% of the total responses.

This year, only 351 respondents identified as gender diverse, comprising 1.5% of the total responses, down from the 3.6% in 2017, and 65 respondents were intersex, double the proportion who responded in last year's survey.

As per our analysis last year, we again compared results from a sample of 14 organisations that were the highest performing according to the index, and 14 of those that had scores at the bottom end of the index. This highlights the contrasts between organisations active in LGBTI inclusion and those either less active or new to this space.

BELIEF IN AND SUPPORT FOR INCLUSION

The percentage of non-LGBTI respondents believing LGBTI inclusion initiatives to be important to an organisation was 82% this year, a substantial decrease from 92% in 2017. One in ten non-LGBTI employees believe that LGBTI inclusion at work is no longer necessary following marriage equality; only 73% of non-LGBTI employees agree that inclusion work is still necessary, compared to 91% of LGBTI respondents, indicating that, for the latter group, there is still much to be done in supporting diversity at work.

While more than 80% of non-LGBTI respondents working at organisations new to inclusion personally believe in it and understand why it is important to an organisation, these percentages are closer to 90% for those working at 'active' organisations, demonstrating the impact of inclusion initiatives on shifting the views of non-LGBTI employees.

This difference is more pronounced when looking at the views of the senior leaders of those same organisations. Over 95% of the leaders at organisations active in inclusion understand why it is important, compared to 88% at those new to inclusion.

LGBTI INCLUSIVE CULTURE

Over 88% of non-LGBTI respondents believe that LGBTI employees can comfortably be themselves at their workplace, compared to 80% of LGBTI respondents. However, those LGBTI employees working at organisations active in inclusion feel much more comfortable, with 86% believing they can comfortably be themselves at work.

The rate at which employees had heard negative commentary from their leaders in the last year was much higher amongst LGBTI respondents (14%), compared to only 6% of non-LGBTI respondents. When the senior leaders themselves were asked the same question, only 6% admitted that they had heard negative commentary, highlighting the need for leaders to be alert to what might be being said by their peers. Previous results have shown the impact that top-level endorsement of the initiatives has on their success, which needs to be borne out by all that the leaders say and do.

Over 91% of all leaders believe that their organisation genuinely supports inclusion and 92% believe that LGBTI employees can comfortably be themselves within the organisation. This figure is higher still amongst leaders of organisations new to inclusion, with 94% believing LGBTI employees can comfortably be themselves within their workplace, and yet only 82% of these employees agree with this.

EXECUTIVE SUMMARY

Over 95% of senior leaders have confidence that their managers would address bullying or harassment of LGBTI employees, although only 83% of LGBTI employees agree with this. These figures highlight the disconnect between the perception senior leadership has and the lived experience of how things actually are.

IMPORTANCE OF INCLUSIVE CULTURE FOR LGB EMPLOYEES

The importance of an LGBTI inclusive culture to gay men and lesbians has always been high but the rate for other groups has been increasing each year, particularly for bisexual employees. In 2016, 55% of bisexual men agreed that this culture was important to their level of engagement, which increased to 57% in 2017, and has risen again to 65% this year.

Gay men are the most likely to feel that inclusion initiatives have had a positive impact on how they feel about their sexual orientation (60%) compared to 52% of lesbians.

At organisations active in inclusion, almost double the percentage of LGB employees agree that the initiatives have been responsible for them coming out at work (8.5%) compared to those working at organisations new to inclusion (4.4%). This shows that the more effort an organisation can make in enabling LGB respondents to be authentic at work, the more likely they are to come out and therefore spend less energy hiding this aspect of themselves.

VISIBILITY & ENDORSEMENT OF INITIATIVES

Almost double the percentage of LGBTI employees believe their organisation should do more in the area of inclusion (63%) than non-LGBTI employees (34%). LGBTI employees at organisations new to inclusion are more likely to want their company to do more in this space (64%) than those at 'active' organisations (55%).

Despite almost two-thirds of LGBTI employees wanting their organisations that are new to inclusion to do more in this space, just over half of their leadership believe that the amount of work they do is 'fine as is'.

Over 83% of LGBTI respondents feel that people managers should be trained in inclusion, a similar percentage to the leadership in 'active' organisations. Only 70% of leaders in organisations new to inclusion agree with this, suggesting that the leaders of the more active organisations have seen the value in supporting this kind of training for their people managers.

Perhaps unsurprisingly, a company's track record in LGBTI inclusion would influence almost 72% of LGBTI employees' decision to join it, compared to only 36% of non-LGBTI respondents. However, of those senior leaders at organisations active in inclusion, almost three in five would be influenced by the company's record in inclusion, irrespective of whether they are LGBTI or not. This compares to a little under half of the leaders at organisations new to inclusion, again signalling that the leaders of companies with success in this space appreciate the benefits that it can bring.

LGBTI ALLIES / CHAMPIONS

Just over 70% of non-LGBTI respondents consider themselves an LGBTI ally or champion; the percentage was higher at those organisations active in inclusion (78%) compared to those new to it (69%). A larger proportion of those at organisations new to inclusion selected 'unsure', citing that they do 'not know enough about why I should be an ally', or 'wouldn't know how to start or get information on what I should do', indicating that there is education to be done on the value of being an ally.

Allies are less visible at organisations new to inclusion, where almost one-quarter of respondents are vaguely aware of visible allies and another quarter not aware of them at all. This difference was particularly noticeable amongst the senior leadership in these two groups, with only 2% of leaders not being aware of allies within their 'active' organisations, compared to 18% of those leading organisations new to inclusion.

EXECUTIVE SUMMARY

The top three behaviours LGBTI people would most like allies to demonstrate are:

1. Call out inappropriate comments or jokes targeting LGBTI people.
2. Address bullying/harassment targeting LGBTI people.
3. Report bullying/harassment targeting LGBTI people.

Approximately half of all lesbians and gay men agree that having allies in their organisation has improved their sense of inclusion, although this rate was over 60% for those working at organisations active in inclusion.

BEING OUT OR OPEN AT WORK

The vast majority of lesbian and bisexual females and gay men agree that openly out role models are important to an inclusive culture; this figure is less than two-thirds for bisexual men. Over 73% of gender diverse respondents feel that role models are important, although less than half of intersex respondents agree.

For most LGBTI respondents, a person's achievements in their field were less likely to make them a role model. More important were deemed to be:

1. A willingness to support others.
2. A capacity to be open about their identity.

Being out at work is important to 88% of lesbians and 85% of gay men. As in previous years, it is of lesser importance to bisexual respondents, although these numbers have increased dramatically. In 2015, being out at work was important to only 18% of bisexual men. This has been rising each year, to 52% of males in this year's survey.

Working at an organisation active in inclusion makes it more likely that a person is out at work, with almost three-quarters of LGB respondents being out at these companies, compared to only two-thirds at those new to inclusion.

The top two influences on the decision to be out at work are:

1. Being authentic at work
2. Having the freedom to talk about life/partners/community.

For those respondents not out at work, the most commonly cited reason is that they do 'not want to be labelled', followed closely by those who do not feel 'comfortable enough to be out at work'.

18% of all LGB respondents agree that they expend energy hiding their sexuality to fit in at work and there are clear differences between those working at organisations active in inclusion and those new to inclusion. For example, only 12% of gay men at the active organisations expend energy hiding this aspect of themselves compared to over 21% at organisations new to inclusion.

MANAGERIAL SUPPORT

Four in five LGB respondents are 'out' to their manager about their sexual orientation. Those who believe their manager supports inclusion are more likely to be out to them: over 91% of those who 'strongly agree' their manager is supportive are out, compared to only 68% of those who 'disagree'.

The percentage of bisexual respondents being out to their manager is considerably higher this year than in any other years. Last year, only 31% of bisexual females were out to their manager, compared to 51% this year; and last year 28% of bisexual males were out, compared to 48% this year.

Approximately one-quarter of bisexuals and lesbians feel that their relationship with their manager has improved from being out about their sexuality; this rises to more than one-third of gay men.

When asked why respondents are not out to their manager, the most selected response is that they do not 'want to be labelled', and almost one in five feel that it would 'make their manager uncomfortable'.

BULLYING AND/OR NEGATIVE COMMENTARY IN THE WORKPLACE

LGBTI respondents are more likely to indicate they have either witnessed or been made aware of negative commentary or jokes than non-LGBTI respondents (10% and 3%, respectively). While 10% is still a high figure, it is a welcome decrease from the 14% in 2017 and the 16% in 2016.

EXECUTIVE SUMMARY

Almost half of all people witnessing it directly called out or challenged the behaviour. However, the rate was 40% at organisations new to inclusion, compared to 51% at the 'active' organisations, suggesting that inclusion initiatives have made non-LGBTI people more aware of their language and have given them the confidence to act where they encounter inappropriate negativity.

In relation to more serious bullying, more people were likely to have reported the behaviour in these instances, although a relatively high proportion of people claimed they had no response to it.

GENDER DIVERSE RESPONDENTS

Fewer than two-thirds of gender diverse respondents believe that their organisation is fully supportive of them, and almost 14% actively disagreed with this statement. Similar proportions were likely to recommend their place of work as somewhere gender diverse people could comfortably work; almost 13% would not recommend it.

Just under half of the respondents believe that their organisation's inclusion initiatives actually benefit gender diverse employees. At organisations active in inclusion, 60% of gender diverse respondents agreed the initiatives benefited them, compared to 40% at the organisations new to inclusion. This suggests an organisation's initiatives tend to become more inclusive the longer they do work in this space.

More than 13% of gender diverse employees experienced 'very high' or 'high' levels of anxiety during the recruitment process at their current organisation; a further 13% experienced 'moderate' levels of anxiety, a reminder that an organisation's inclusion work must extend through all its HR practices, including recruitment.

REGIONAL, RURAL & REMOTE EMPLOYEES

This year, responses were analysed according to whether an employee worked in a metropolitan centre, compared to whether they were based in a regional, rural or remote area.

Across all employees, those working in metropolitan centres are more likely to:

- personally believe LGBTI inclusion initiatives to be important to an organisation (84% v 78%)
- understand why LGBTI inclusion is important to an organisation (87% v 81%)
- believe we should support LGBTI colleagues to talk about their life at work (90% v 86%).

Those working outside of the major cities are also more likely to believe that we no longer need to spend time on LGBTI inclusion at work following the marriage equality act (14% v 9%).

Allies are also not as visible to those in regional areas, with only 38% being aware of active allies or champions in their organisation, compared to 52% for those working in cities. This difference is particularly noticeable across LGB respondents working in regional areas, with only 36% of them agreeing that allies are easily identified and accessible, compared to almost half (49%) of LGB respondents in the city.

Almost 10% of LGB respondents from regional areas reported experiencing negative commentary or jokes, more than double the proportion experiencing these in the cities. An even higher number reported having been personally experienced bullied in the past year – almost 12% in regional areas, compared to 6% in metropolitan areas.

While the main source of bullying was a person's colleagues, irrespective of their work location, almost twice as many respondents in regional areas reported their direct manager as a source of bullying (39%) compared to 20% in the cities.

LGB respondents in regional areas also more likely to expend energy hiding their sexuality to fit – 22% compared to 18% of those working in the city.

The differences are much starker when viewing the responses from gender diverse employees. Less than half of respondents in the regions (49%) believe that their organisation fully supports gender diverse employees compared to over two-thirds in the cities (67%).

EXECUTIVE SUMMARY

Only 55% of gender diverse employees in regional areas would recommend their current organisation as a place in which trans or gender diverse people could comfortably work, compared to 66% in the cities. And while the numbers are small, 16% of respondents indicate that they have been personally bullied in the past year because of their gender identify, much higher than the 9% in the cities. Of those in regional areas who have been bullied, 90% have considered leaving their workplace due to this treatment (compared to 44% in the cities).

YOUNGER EMPLOYEES

In this year's analysis, we took a closer look at the views and experiences of those aged under 35 compared to those in older age groups.

Personal support for LGBTI inclusion is higher amongst the younger cohort and they are more likely to:

- Personally believe inclusion initiatives are important to an organisation (88% v 81%)
- Understand why inclusion is important to an organisation (88% v 85%)
- Support LGBTI colleagues to talk about their life while at work (93% v 88%)

Younger employees are also more likely to believe that we should continue to focus on LGBTI inclusion, even though the marriage equality bill has now passed, with 80% still in favour of spending time on inclusion, compared to 73% of those over 35. Indeed, almost half of those under 35 believe that their organisation should do 'much more' or 'somewhat more' training on LGBTI inclusion, compared to only just over one-third of those over 35.

Two-thirds of LGB employees under 35 are out at work but this is much lower than the 77% of those aged 35 and over. The proportion is even less when looking at the youngest cohort aged 18 to 24, where only 55% are out.

While more than 85% of those aged 25 and over feel comfortable amongst their peers and colleagues being out at work, this is only the case for 71% of those aged 18-24. And more than one in five respondents under

35 expend energy hiding their sexuality to fit in at work, compared to 16% of those aged 35 and over.

While younger employees are slightly more aware of unwanted negative commentary than those aged 35 or over, the rates of more serious bullying are quite consistent across the age groups, at approximately 6% of respondents. This year, however, we saw a far greater percentage having reported the bullying than in previous years: 47% of those aged 18-24 had reported the bullying, far higher than the 23% who had reported it in 2017.

SECTOR ANALYSIS

We analysed the results according to which sector respondents work in: Private, Public, Higher Education or Not-for-Profit (NFP).

Participants from the NFP sector have the strongest belief in LGBTI inclusion initiatives and why they are important to an organisation. This is borne out by the views of the leadership at those organisations too, with over 96% of NFP leaders believing that the initiatives are important, compared to only 86.5% of leaders in the Public sector.

Even though very high rates of those working in the NFP sector support LGBTI inclusion, over 8% believe that we no longer need to focus on it at work now that we have marriage equality. This figure is at its highest in the Public sector, at 11%, and at 10% in the Private sector.

The Private sector recorded the lowest percentage of employees reporting hearing 'frequent' or 'occasional' negative commentary from their leaders in regard to LGBTI people or their organisation's inclusion initiatives; this figure was at its highest in the Higher Education sector, at 10%.

The Higher Education sector also has the highest rate of respondents believing that their organisation needs to do more work in the area of LGBTI inclusion (48%); this sentiment is shared by its leaders (48%).

EXECUTIVE SUMMARY

While the rate of negative commentary and bullying towards LGBTI people is relatively consistent across all sectors, the responses differ. Only one-quarter of those in the NFP sector had 'no response', compared to over one-third of respondents in the other sectors. Employees in the NFP sector are also more likely to report the behaviour than in the other sectors: almost 32% reported the bullying, compared to approximately 15% in the other sectors. This rate of reporting may be due to the NFP employees having a higher level of confidence that their manager would address bullying or harassment of LGBTI employees than in other sectors.

Those in the Public and Private sectors are the least likely to declare themselves an LGBTI ally: 14% and 11%, respectively, are not an ally, compared to 9% in the Higher Education sector and only 4% in the NFP sector. Leaders in the Public and Private sectors are also less likely to consider themselves an ally (9% and 7%, respectively), compared to 6% in the Higher Education sector and 4% in the NFP sector.

Respondents from the Public and Private sectors are the most likely to cite one of the reasons as being because they 'don't believe we should be involved in this work', suggesting that organisations need to communicate why these initiatives are important and the benefits that can be gained.

For LGB employees, 54% of those working in the Private and NFP sectors believe that having LGBTI allies or champions in their organisation has improved their sense of inclusion. This figure was a little under half of those working in the Higher Education sector, and only 38% of those working in the Public sector.

Despite the more positive responses relating to organisational inclusion in the NFP sector, it recorded the lowest level of LGB employees being out at work. Those in the Private sector feel the most comfortable being out amongst their colleagues, and are also more likely to report that being out at work has made them more productive (42%), compared to a low of 30% in the Public sector, and almost 30% in the Private sector believe that being out has had a positive impact on their career progression.

While the figure of those who believe their manager supports inclusion is lowest in the Public sector (72%, compared to a high of 87% in the NFP sector), it has the highest proportion of LGB respondents out to their manager (84%, compared to a low of 75% in the Higher Education sector). LGB respondents in the Higher Education sector also have the lowest confidence that their manager would address any negative LGBTI-related jokes (80%, compared to a high of 91% in the NFP sector).

RESPONDENTS' PROFILE

There were 23,120 people who participated in this year's survey, a 38% increase on the 2017 participation numbers (16,759).

LOCATION

The state breakdown of these participants is shown in the table below.

BY STATE	2018		2017		Change from 2017
	Responses	Percentage	Responses	Percentage	
NSW	7,308	31.6%	5,154	30.8%	0.9%
ACT	2,392	10.3%	2,918	17.4%	- 7.1%
VIC	6,180	26.7%	3,576	21.3%	5.4%
QLD	1,881	8.1%	1,554	9.3%	- 1.1%
WA	3,570	15.4%	2,283	13.6%	1.8%
SA	940	4.1%	593	3.5%	0.5%
TAS	325	1.4%	187	1.1%	0.3%
NT	84	0.4%	88	0.5%	- 0.2%
Outside Australia	440	1.9%	406	2.4%	- 0.5%
TOTAL	23,120		16,759		

This year saw an increase in the number of respondents from Victoria and Queensland, with the corresponding drop coming from respondents in the ACT.

Most respondents were based in metropolitan centres, with a small increase this year in those working in regional and rural areas. This year's report contains analysis of the responses of those working outside of the metropolitan area.

BY AREA	2017		2016		Change from 2016
	Responses	Percentage	Responses	Percentage	
Metropolitan	19,110	82.9%	3,952	83.7%	- 0.8%
Regional	3,246	14.1%	2,286	13.7%	0.4%
Rural	567	2.5%	346	2.1%	0.4%
Remote	141	0.6%	89	0.5%	0.1%
TOTAL	23,064		16,673		

RESPONDENTS' PROFILE

SECTOR

This year we received fewer responses from those working in the Public sector. There was also a drop in the number of responses from the Not-for-Profit sector, and a large increase (7.8%) in the number of respondents working in the Higher Education sector. Almost half of all respondents this year worked in the Private sector.

BY SECTOR	2018		2017		Change from 2017
	Responses	Percentage	Responses	Percentage	
Private	11,186	48.4%	7,843	46.8%	1.6%
Public (Government Department / Agency)	8,164	35.3%	6,976	41.6%	-6.3%
Higher Education	3,150	13.6%	968	5.8%	7.8%
Not-for-Profit / Charity	620	2.7%	972	5.8%	-3.1%
TOTAL	23,120		16,759		

AGE

The age ranges of those responding are shown below.

BY AGE GROUP	2018		2016		Change from 2016
	Responses	Percentage	Responses	Percentage	
<18 years	4	0.0%	5	0.0%	- 0.01%
18 – 24 years	1,248	5.4%	861	5.1%	0.3%
25 – 34 years	6,083	26.3%	4,655	27.8%	- 1.5%
35 – 44 years	6,690	28.9%	4,803	28.7%	0.3%
45 – 54 years	5,815	25.2%	4,256	25.4%	- 0.2%
55 – 64 years	2,797	12.1%	1,898	11.3%	0.8%
65+ years	281	1.2%	156	0.9%	0.28%
Prefer not to respond	202	0.9%	125	0.7%	0.13%
TOTAL	23,120		16,759		

RESPONDENTS' PROFILE

LGBTI

Respondents were asked whether they were heterosexual or other sex attracted; 76.3% indicated that they were, a 1.6% decrease from the previous year. A further 6.6% preferred not to respond, a 2.3% increase from the previous year and the highest proportion selecting this option that we have seen. These results were excluded from any further analysis, as no assumption was made as to whether the respondent was heterosexual or otherwise.

The 17.1% who indicated they were **not** heterosexual were asked whether they were same sex attracted, same and other sex attracted, neither sex attracted, or other.

Participants were also asked to select the gender with which they identify, whether they consider themselves gender diverse and/or of intersex status. The full responses are shown in the table below.

	Referred to in the report as	Responses	Percentage*	Change from 2016
Heterosexual / Opposite or Other Sex Attracted	Heterosexual	17,629	76.3%	- 1.6%
Same Sex Attracted, Identify as Male	Gay Man	1,868	8.1%	- 0.9%
Same & Other Sex Attracted, Identify as Male	Bisexual (M)	262	1.1%	0.16%
Same Sex Attracted, Identify as Female	Lesbian	801	3.5%	0%
Same & Other Sex Attracted, Identify as Female	Bisexual (F)	748	3.2%	0.1%
Neither Sex Attracted	Asexual	84	0.36%	0.02%
Gender Diverse	Gender Diverse	337	1.5%	- 2.1%
Intersex	Intersex	88	0.38%	0.04%

* The percentages do not add up to 100% because a respondent could be in more than one category, for example, be gender diverse and same sex attracted.

As seen in the results last year, there is quite a difference between the proportion of male respondents indicating that they are only same sex attracted (8.1%) compared to those who are same and other sex attracted (1.1%). However, the proportions for female respondents are much more similar (3.5% and 3.2% of total respondents).

For the second year in a row, we saw a decrease in the proportion of respondents indicating that they were gender diverse, with this group representing 1.5% of total respondents, down 2.1% from the proportion in 2017.

There were 17,177 respondents (74.3%) who indicated that they were heterosexual, they were not gender diverse nor were they intersex; this cohort has been referred to as 'non-LGBTI' throughout the report. Note that respondents who selected 'prefer not to respond' to any of the specific sexuality, gender or intersex questions were excluded from this cohort.

RESPONDENTS' PROFILE

GENDER DIVERSE

Participants were asked if they considered themselves gender diverse and 337 respondents, or 1.5% of the total, indicated that they did. This is a lower number than identified as gender diverse in the 2017 survey (n=597) and 2016 survey (n=774).

Respondents were then asked to select the statement that most accurately depicts how they identify; the responses are shown in the table below.

GENDER	Responses	Percentage
Male	80	23.5%
Female	90	26.5%
Trans/Gender Diverse	159	46.8%
Prefer not to respond	11	3.2%

INTERSEX

Sixty-five survey participants, or 0.28% of the total respondents, indicated that they were intersex, which is double the percentage of the 2017 results.

44% would identify as intersex if asked the question on an anonymous survey within their organisation, although a similar percentage said that it would depend on the context. When asked their preferred choice of asking on a form or in a diversity survey, almost one-third of respondents opted for 'Male' and 'Female'.

GENDER	Responses	Percentage
Male, Female	17	32.1%
Male, Female, Intersex	9	17.0%
Male, Female, Other	11	20.8%
Male, Female, with a separate question, "are you intersex?"	5	9.4%
Male, Female, X	1	1.9%
Other	10	18.9%
TOTAL	53	

RESPONDENTS' PROFILE

CEO, EXECUTIVE AND SENIOR LEADERSHIP

Data were analysed according to respondents' position in the organisation. Responses from those who indicated they were at C-level and Senior Leadership Team (SLT) level (n=1,638) were analysed against all other respondents.

'ACTIVE EMPLOYERS' VS 'NEW TO INCLUSION'

As with the analysis in 2017, we evaluated responses based on whether the participant worked at one of the highest performing organisations in the AWEI benchmarking, all of which are active and experienced in LGBTI inclusion work, compared to the responses from those working in organisations that are new to LGBTI inclusion and/or scored lower in the benchmarking.

There were 14 organisations in both groups – those 'active' and those 'new', with 2,242 respondents in the former cohort and 2,244 in the latter. The 'active' group comprised 11 Private companies, one Public sector agency and two Higher Education institutes. The 'new' group comprised seven Private companies, five Public sector agencies (two state government entities and three federal), and also two Higher Education institutes. Neither cohort had responses from a Not-for-Profit enterprise.

This comparison is highlighted throughout the report, typically referred to as 'Active Employers' and 'New to Inclusion'.

Finally, the CEO, Executive and SLT data were further broken down into the leaders of the 'active organisations' (n=163) versus the 'new' ones (n=154), to analyse the effect that commitment and support from leadership teams can have on the program's success.

PERSONAL SUPPORT FOR LGBTI INCLUSION

The following questions assessed respondents' personal beliefs on LGBTI inclusion in the workplace, regardless of organisational initiatives or policies.

Survey Question	Data selection for chart
How important do you personally believe LGBTI inclusion initiatives are to an organisation?	Very Important / Somewhat Important
To what extent do you understand WHY LGBTI inclusion is important to an organisation?	Large Extent / Moderate Extent
Please state your level of agreement with the statement "I think we should absolutely support LGBTI colleagues to talk about their life at work, have photos on their desk and bring family members to work events."	
Please state your level of agreement with the statement "Now that we have marriage equality, I believe we no longer need to spend time on LGBTI inclusion at work."	
In relation to jokes or innuendo (about someone's sexual orientation, gender identity or intersex status) within the workplace, please select the statement that most closely represents your view.	

The percentage of non-LGBTI respondents believing LGBTI inclusion initiatives to be important to an organisation was 82% this year, a substantial decrease from 92% in 2017. One in ten non-LGBTI employees believe that LGBTI inclusion at work is no longer necessary following marriage equality; only 73% of non-LGBTI employees agree that inclusion work is still necessary, compared to 91% of LGBTI respondents, indicating that, for the latter group, there is still much to be done in supporting diversity at work. **However, the majority of non-LGBTI employees (89.1%) support their LGBTI colleagues talking about their life within the workplace.**

The impact of inclusion initiatives on shifting the views of non-LGBTI respondents can be seen when analysing the difference between those working at organisations active in inclusion and those new to inclusion. While more than 80% of respondents working at the 'new' organisations personally believe in inclusion (Q1) and understand why it is important to an organisation (Q2), these percentages are closer to 90% for those working at organisations active in inclusion.

Personal Support – Non-LGBTI Respondents

*How important do you personally believe LGBTI inclusion initiatives are to an organisation?
Very Important / Somewhat Important*



*To what extent do you understand WHY LGBTI inclusion is important to an organisation?
Large Extent / Moderate Extent*



PERSONAL SUPPORT FOR LGBTI INCLUSION

This difference is more pronounced when looking at the views of the senior leaders of those same organisations. Over 95% of the leaders at organisations active in inclusion (Q2) understand why it is important, compared to 88% at those new to inclusion.

Personal Beliefs on LGBTI Workplace Inclusion

*How important do you personally believe LGBTI inclusion initiatives are to an organisation?
Very Important / Somewhat Important*



*To what extent do you understand WHY LGBTI inclusion is important to an organisation?
Large Extent / Moderate Extent*



Over 92% of leaders at organisations active in inclusion disagree that we no longer need to focus on LGBTI inclusion now that we have marriage equality. However, this figure is only 78.6% of leaders new to inclusion. It is important that leaders recognise the importance of inclusion to LGBTI employees, so that momentum is not lost and they continue with the initiatives.

LGBTI INCLUSIVE CULTURE

As well as their personal views, respondents were asked their views on how LGBTI-inclusive the culture of their own organisation is.

Survey Question
To what extent do you believe your organisation genuinely supports LGBTI inclusion?
Please indicate your response to the statement "I have heard negative commentary from our leaders in regard to LGBTI people or our LGBTI inclusion initiatives within the last year."
Please state your level of agreement with the statement "I feel confident that managers/team leaders THAT I ENGAGE WITH genuinely support LGBTI workplace inclusion."
Please state your level of agreement with the statement "LGBTI employees within my immediate work area could comfortably be themselves at work without fear or constant innuendo, jokes or negative commentary."
Please state your level of agreement with the statement "I feel confident that the Managers/ Team leaders that I engage with would address bullying/harassment of LGBTI employees."

Non-LGBTI respondents are more likely to believe their organisation genuinely supports inclusion, with 88.2% agreeing, compared to 78.3% of their LGBTI counterparts. This was higher amongst those working for organisations active in inclusion, where 93.1% of non-LGBTI employees agree their organisation supports inclusion. However, only four in every five LGBTI respondents working at organisations new to inclusion believe their company is genuinely supportive.

The rate at which employees had heard negative commentary from their leaders was much higher amongst LGBTI respondents, with 13.7% citing they had heard it either 'frequently' or 'occasionally' in the last year, compared to only 5.9% of non-LGBTI respondents. When the senior leaders themselves were asked the same question, only 5.9% admitted that they had heard negative commentary 'frequently' or 'occasionally', highlighting the need for leaders to be alert to what might be being said by their peers. Previous results have shown the impact that top-level endorsement of the initiatives has on their success, which needs to be borne out by all that the leaders say and do.

Over 88% of non-LGBTI respondents believe that LGBTI employees can comfortably be themselves at their workplace, compared to 80% of LGBTI respondents. However, those LGBTI employees working at organisations active in inclusion feel much more comfortable, with 86.3% believing they can comfortably be themselves at work.

LGBTI employees are slightly less likely to believe that their manager or team leader genuinely supports inclusion (80%) than their non-LGBTI counterparts (84.7%) and also have less confidence that managers would address bullying or harassment (83%) compared to non-LGBTI employees (88.5%). However, those LGBTI employees at organisations active in inclusion are slightly more likely to have faith that their managers would address bullying or harassment (86%) compared to those working at organisations new to inclusion (83.2%)

Over 91% of all leaders believe that their organisation genuinely supports inclusion and 92% believe that LGBTI employees can comfortably be themselves within the organisation. This figure is higher still amongst leaders of organisations new to inclusion, with 94.2% believing LGBTI employees can comfortably be themselves within their workplace, and yet only 81.5% of these employees agree with this. Over 95% of senior leaders have confidence that their managers would address bullying or harassment of LGBTI employees, although only 83% of LGBTI employees agree with this. These figures highlight the disconnect between the perception senior leadership has and the lived experience of how things actually are.

LGBTI INCLUSIVE CULTURE

LGBTI EMPLOYEES

LGBTI employees were asked about how important an LGBTI-inclusive culture is to them, the impact inclusion initiatives may have had on them, and their confidence in their manager to address any negative commentary or bullying.

Survey Question	Data selection for chart
To what extent do you agree with the statement “I feel confident that my manager would address any negative LGBTI-related commentary or jokes /transphobic bullying or harassment within my team”?	
How important is an LGBTI inclusive culture to your level of engagement?	Very Important / Somewhat Important
In relation to LGBTI Workplace Inclusion Initiatives, what impact have they had on you personally?	

The importance of an LGBTI inclusive culture to gay men and lesbians has always been high but the rate for other groups has been increasing each year, particularly for bisexual employees. In 2016, 55% of bisexual men agreed that this culture was important to their level of engagement, which increased to 57% in 2017, and has risen again to 65% this year.

Two years ago, only one-third of intersex employees felt that an inclusive culture was important to their level of engagement; this has now risen to over 60%. The percentage of gender diverse employees agreeing with this has also been rising.

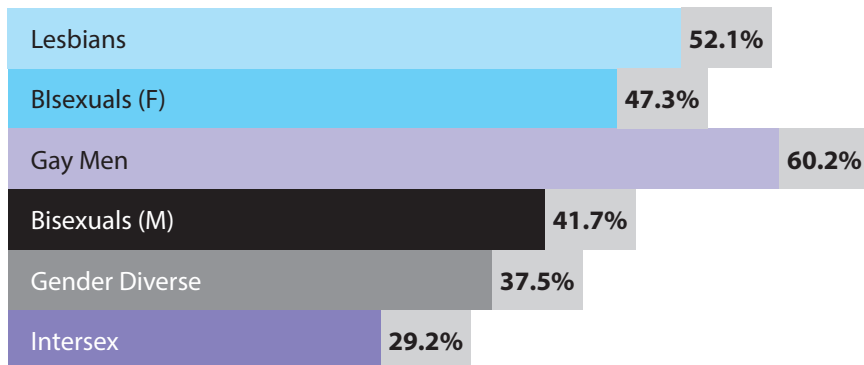
% agreeing an LGBTI-inclusive culture is important to their engagement level



LGBTI INCLUSIVE CULTURE

Gay men are the most likely to feel that inclusion initiatives have had a positive impact on how they feel about their sexual orientation (60.2%) compared to 52.1% of lesbians.

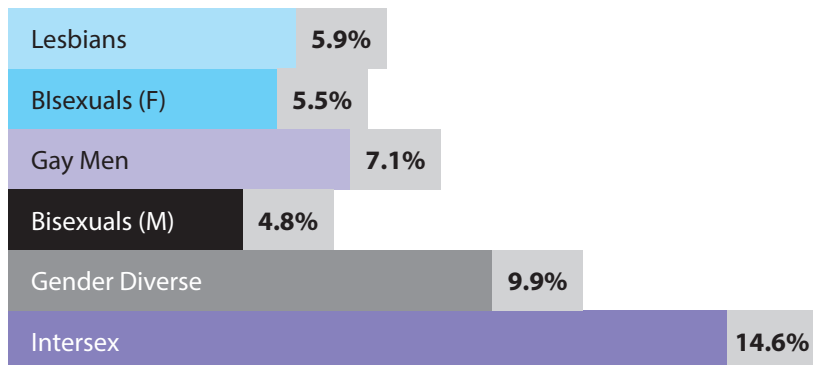
% believing inclusion initiatives have had a positive impact on how they feel



At organisations active in inclusion, almost double the percentage of LGB employees agree that the initiatives have been responsible for them coming out at work (8.5%) compared to those working at organisations new to inclusion (4.4%). This shows that the more effort an organisation can make in enabling LGB respondents to be authentic at work, the more likely they are to come out and therefore spend less energy hiding this aspect of themselves.

While gender diverse and intersex respondents are less likely to believe that the initiatives have made them feel more positive, the initiatives have been responsible for making them be open about their gender diversity or intersex status at work.

% agreeing that inclusion initiatives are responsible for them coming out/ being open



Gay men have the most confidence that their manager would address any negative LGBTI-related commentary or jokes within their team (84.8%). This confidence is shared by only 79% of lesbians, with almost one in twelve actively disagreeing that their manager would address this. This figure was one in ten gender diverse respondents, who did not feel confident that their manager would address transphobic behaviour or bullying in their workplace.

LGBTI INCLUSIVE CULTURE

GENDER DIVERSE EMPLOYEES

Gender Diverse employees were asked additional questions about the inclusive nature of their organisations.

Survey Question
Please indicate your level of agreement with the statement "I believe that my organisation is fully supportive of gender diverse employees"
To what extent are you aware of inclusion or transition policies for transgender people within your current workplace?
To what extent do you believe that LGBTI inclusion initiatives within your current workplace benefit gender diverse employees?
To what extent would you recommend your current organisation as a place in which gender diverse people could comfortably work?

Fewer than two-thirds of gender diverse respondents believe that their organisation is fully supportive of them, and almost 14% actively disagreed with this statement. Similar proportions were likely to recommend their place of work as somewhere gender diverse people could comfortably work; almost 13% would not recommend it.

Just under half of the respondents believe that their organisation's inclusion initiatives actually benefit gender diverse employees. While the number of responses from gender diverse participants at the 'active' and 'new to inclusion' organisations were small, there was a big difference in these responses. At organisations active in inclusion, 60% of gender diverse respondents agreed the initiatives benefited them, compared to 40% at the organisations new to inclusion.

The results were similar when employees were asked whether they were aware of inclusion or transition policies for gender diverse employees; just under 46% of those working at organisations new to inclusion were aware of them, compared to almost 64% at the 'active' organisations.

These responses suggest that the initiatives become more inclusive as an organisation becomes more experienced.

INTERSEX EMPLOYEES

Survey Question
Please indicate your level of agreement with the statement "I believe that my organisation is fully supportive of intersex employees"
To what extent do you believe that LGBTI inclusion initiatives within your current workplace benefit intersex employees?
Please state your level of agreement with the statement "I am comfortable disclosing my intersex status at work."

While over 70% believe that their organisation is fully supportive of intersex employees, only 38.9% are happy to disclose their intersex status at work.

Almost 62% of respondents agree that LGBTI initiatives are important to their level of an engagement, although only 55% believe that their organisation's initiatives actually benefit intersex employees. However, this figure is a big increase from the one-third who believed this in last year's survey results.

VISIBILITY & ENDORSEMENT OF LGBTI INITIATIVES

Participants were asked for their perceptions of how visible their organisation's LGBTI inclusion initiatives are.

Survey Question	Data selection for chart
To what extent do you believe your organisation communicates LGBTI inclusion internally (to people in your workplace)?	Large Extent / Moderate Extent
Please state your level of agreement with the statement "I know where to go for more information on LGBTI inclusion within this organisation"	Strongly Agree / Agree
Do you believe your organisation should do less or more communication/ training in the area of LGBTI workplace inclusion?	
Do you believe that people managers in your organisation should be trained in LGBTI inclusion?	
To what extent would an organisation's track record in LGBTI inclusion influence your decision to join an organisation?	

Non-LGBTI respondents are far more likely to agree that their organisation communicates LGBTI inclusion internally (71.6%) compared to their LGBTI colleagues (59.2%). While this difference is still apparent when looking at the responses from those working at organisations active in inclusion, the LGBTI response from those working at the active organisations is still higher than the non-LGBTI response from organisations new to inclusion.

% agreeing their organisation communicates LGBTI inclusion internally



Similarly, while LGBTI respondents are more likely to know where to go to get more information on inclusion than their non-LGBTI counterparts, the percentages for both groups is much higher at organisations active in inclusion, demonstrating the visibility of these initiatives.

% knowing where to get more information on LGBTI inclusion



VISIBILITY & ENDORSEMENT OF LGBTI INITIATIVES

Almost double the percentage of LGBTI employees believe their organisation should do more in the area of inclusion (63.2%) than non-LGBTI employees (33.9%). LGBTI employees at organisations new to inclusion are more likely to want their company to do more in this space (63.7%) than those at organisations active in inclusion (54.7%); in this latter group, over 40% feel that the level was 'fine as is'.

Despite almost two-thirds of LGBTI employees wanting their organisations that are new to inclusion to do more in this space, just over half of their leadership believe that the amount of work they do is 'fine as is'.

Two-thirds of non-LGBTI people feel that people managers should be trained in LGBTI inclusion and this rises to 83.2% of LGBTI respondents. The leadership of organisations active in inclusion is far more likely to agree with this (84%) than their counterparts at organisations new to inclusion (69.5%), suggesting that these leaders have seen the value in supporting this kind of training for their people managers.

Perhaps unsurprisingly, a company's track record in LGBTI inclusion would influence almost 72% of LGBTI employees' decision to join it, compared to only 35.5% of non-LGBTI respondents. However, of those senior leaders at organisations active in inclusion, almost three in five would be influenced by the company's record in inclusion, irrespective of whether they are LGBTI or not. This compares to a little under half of the leaders at organisations new to inclusion, again signalling that the leaders of companies with success in this space appreciate the benefits that it can bring.

LGBTI ALLIES / CHAMPIONS

The 2017 survey included, for the first time, questions about the role of LGBTI allies or champions within organisations. These questions were expanded in the 2018 survey.

Survey Question
Do you consider yourself an ally / champion of LGBTI employees within your workplace?
Please identify any active support that you have personally shown, as an LGBTI ally / champion, within the 2017 calendar year.
Are you personally aware of visible, active LGBTI allies / champions within our organisation?
Are you aware of any formal structure, training or support mechanisms in place for LGBTI allies / champions within your organisation?

Just over 70% of non-LGBTI respondents consider themselves an LGBTI ally or champion; the percentage was higher at those organisations active in inclusion (77.6%) compared to those new to it (68.7%). The percentage of those saying that they are not an ally is similar across those two groups (10.6% at 'active' v 12.6% at 'new'). The bigger response difference is with those selecting 'Unsure', with 18.6% picking this at the 'new' organisations compared to only 11.8% at the 'active' ones.

Those who are 'unsure' or who are not an ally were asked for reasons why. Almost half of those (48.8%) at the 'new' organisations indicated that they do 'not know enough about why I should be an ally', or 'wouldn't know how to start or get information on what I should do'. This figure is 42.8% at the 'active' organisations, indicating that there is education to be done on the value of being an ally.

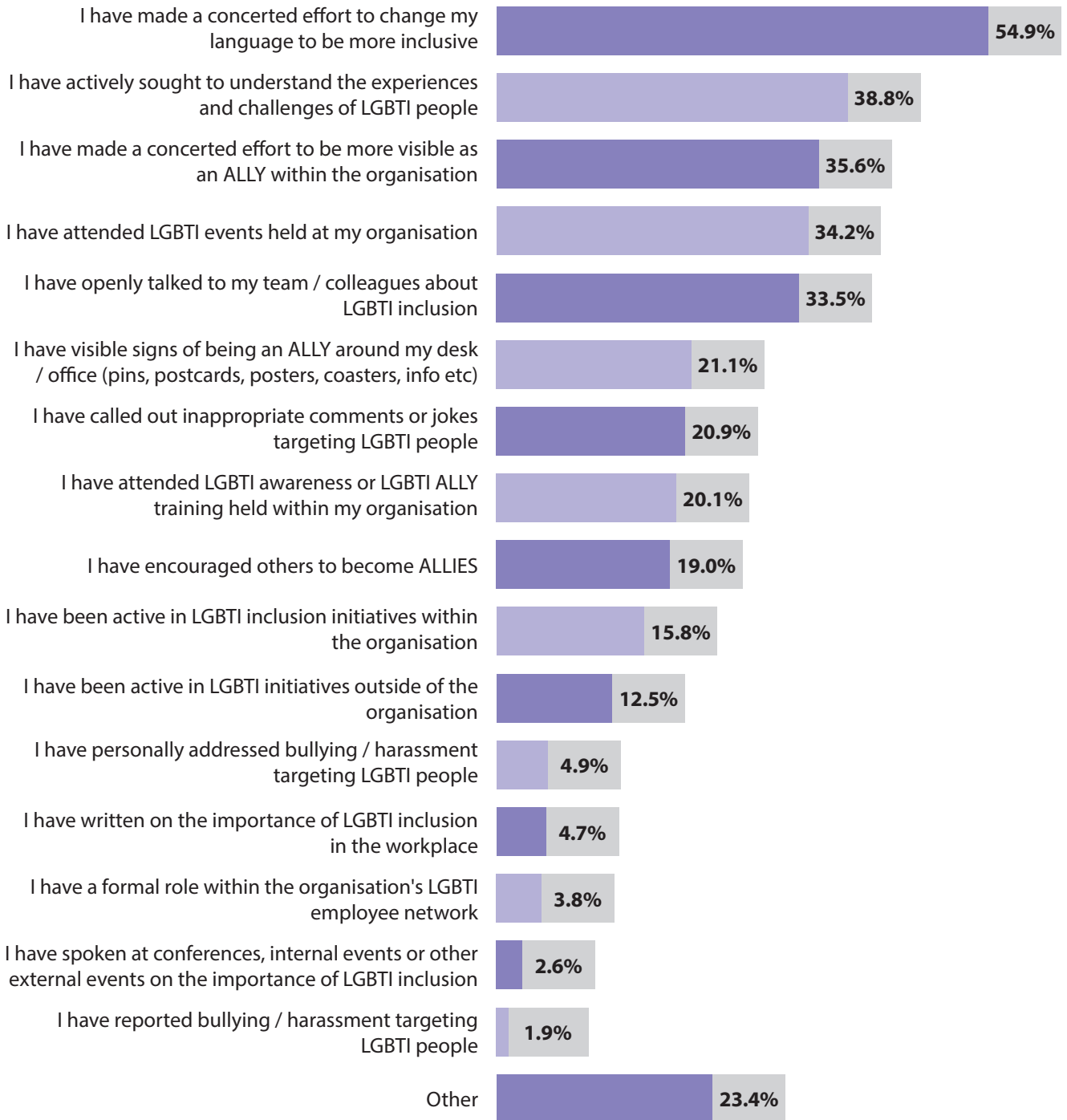
Just over 16% of non-LGBTI respondents indicate that they were not an ally either because they do not 'personally support LGBTI inclusion' or because it is 'against my religious or cultural beliefs'. This percentage is actually higher at the 'active' organisations (19.2%) than at the 'new' organisations (14%).

Leaders at the 'new' organisations are more likely to indicate 'no' or 'unsure' to being an ally (19.5%) compared to only 7.4% at the 'active' organisations.

Respondents could select from a number of responses indicating how they had personally shown active support as an ally over the past year. The most commonly selected activity is that people have made a concerted effort to change their language to be more inclusive (54.9% of responses), followed by people actively seeking to understand the experiences of, and challenges experienced by, LGBTI people (38.8% of responses). The chart on the next page shows all of the responses selected by non-LGBTI participants.

LGBTI ALLIES / CHAMPIONS

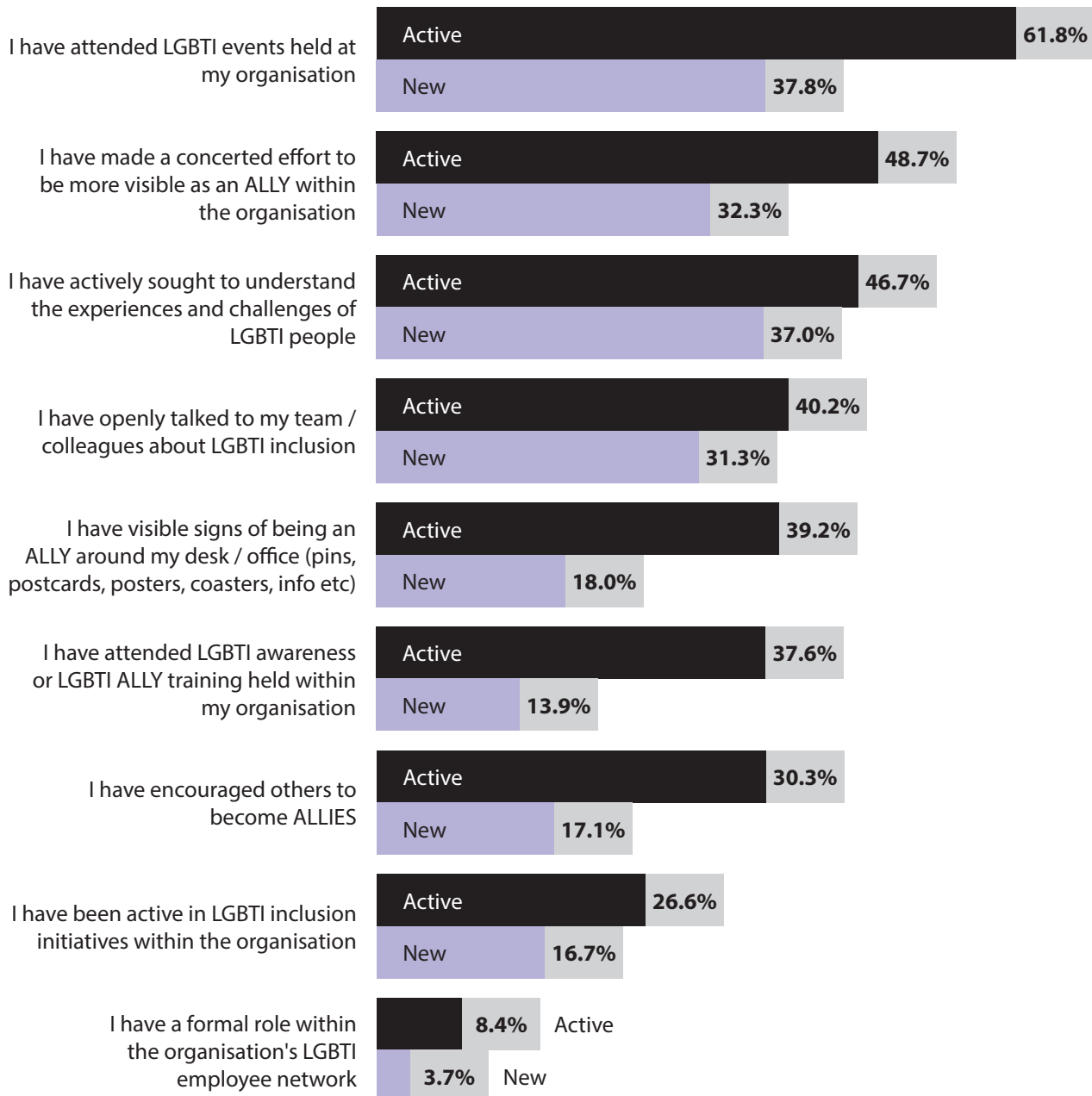
% showing support as an LGBTI ALLY by activity



LGBTI ALLIES / CHAMPIONS

There are some clear differences between those who are allies at 'active' organisations, where there are more opportunities in which to participate, such as LGBTI events and ally training, compared to those working at 'new' organisations. Some of these differences are highlighted below and demonstrate that the more activities created by the organisation, the more non-LGBTI people will take the opportunity to participate.

% showing support as an LGBTI ALLY by activity, comparing ACTIVE and NEW organisations



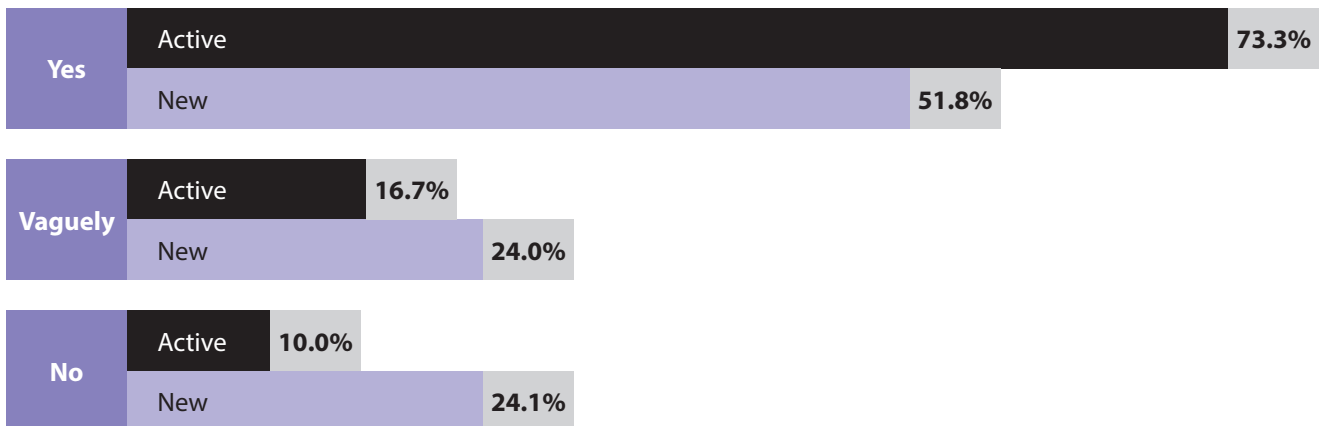
LGBTI ALLIES / CHAMPIONS

Previous analyses have revealed that top down leadership has a strong influence on the success of LGBTI inclusion initiatives. The following list shows the top ten activities undertaken by non-LGBTI senior leaders to show their active support as an ally during 2017 (including the percentage who selected that response).

1. I have attended LGBTI events held at my organisation (66%).
2. I have made a concerted effort to change my language to be more inclusive (65.5%).
3. I have made a concerted effort to be more visible as an ally within the organisation (61.3%).
4. I have actively sought to understand the experiences of, and challenges experienced by, LGBTI people within the workplace (50.8%).
5. I have openly talked to my team/colleagues about LGBTI inclusion (49.2%).
6. I have been active in LGBTI inclusion initiatives within the organisation (39.5%).
7. I have visible signs of being an ally around my desk/office (pins, postcards, posters, coasters, info, etc.) (38.2%).
8. I have attended LGBTI awareness or LGBTI ally training held within my organisation (36.6%).
9. I have encouraged others to become allies (35.3%).
10. I have called out inappropriate comments or jokes targeting LGBTI people (22.3%).

Those working at 'active' organisations are much more likely to be aware of visible, active allies than those at the organisations new to inclusion, where almost one-quarter is vaguely aware of visible allies and another quarter not aware of them at all.

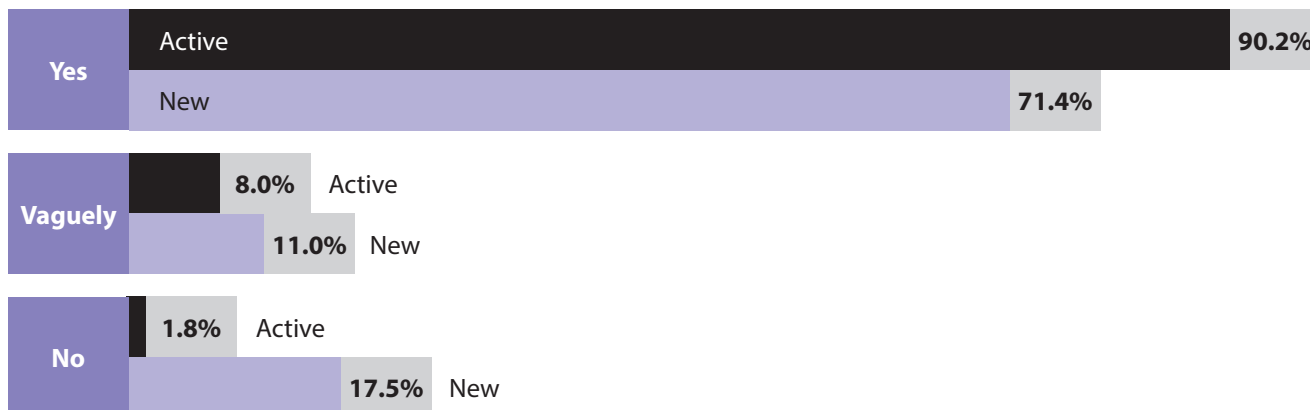
% aware of visible, active allies



LGBTI ALLIES / CHAMPIONS

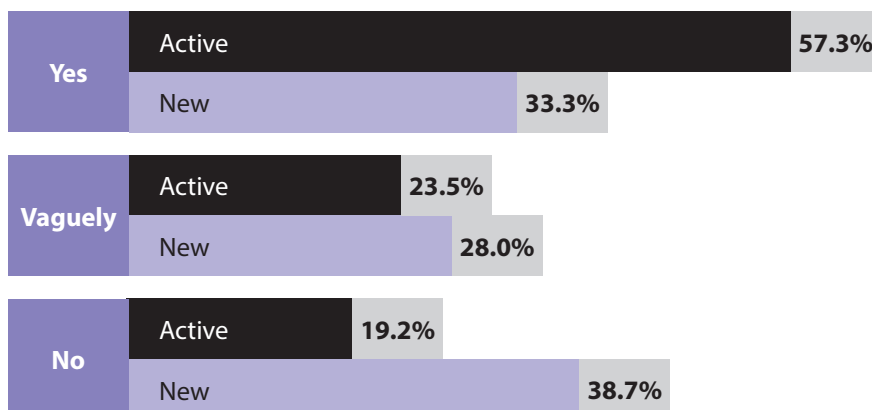
This difference was particularly noticeable amongst the senior leadership in these two groups, with only 1.8% of leaders not being aware of allies within their 'active' organisations, compared to 17.5% of those leading organisations new to inclusion.

% senior leaders aware of active, visible allies



Results are similar when participants were asked about their awareness of formal structures or support mechanisms for allies. Those working in 'active' organisations are far more likely to have awareness of them, including at the senior level.

% aware of formal structure or support for allies



GENDER DIVERSE

LGBTI respondents were asked their own particular set of questions about the role of allies or champions.

Survey Question
Are you aware of any formal structure, training or support mechanisms in place for LGBTI allies / champions within your organisation?
Please state your level of agreement with the statement "LGBTI allies/champions within my workplace are easily identified and accessible" (LGB respondents only).
What behaviours do you feel are MOST important for an LGBTI ally/champion in terms of impact and encouragement of an inclusive culture?
To what extent do you believe having LGBTI allies/champions in your organisation has improved your sense of inclusion within the workplace?

LGBTI ALLIES / CHAMPIONS

47% of LGB respondents agree that their allies are easily identified and accessible, although the difference is much greater when viewed from the perspective of those working at 'active' organisations: 68.9% agree, compared to 44.6% at those working at organisations new to inclusion.

The most important behaviours LGBTI respondents feel are important for allies to exhibit relate to the calling out of inappropriate comments or behaviour, or addressing and reporting bullying or harassment.

Some of the activities most selected by non-LGBTI respondents relate to attending events and ally training but these tend to be seen as less important by LGBTI people themselves, who would prefer allies to openly talk about inclusion and actively seek to understand the experiences of LGBTI people within the workplace.

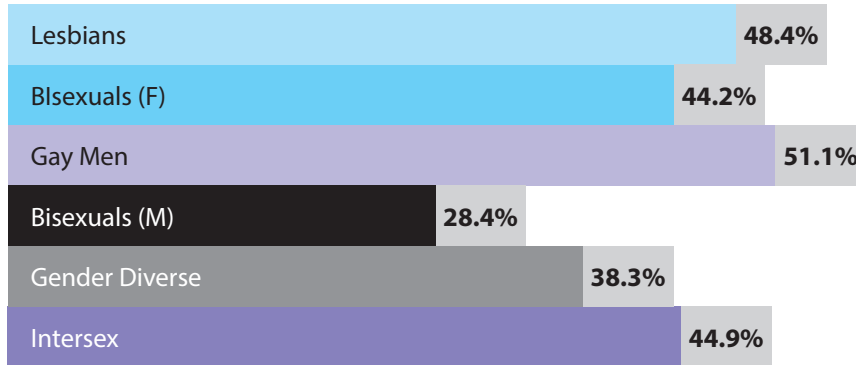
The table below show which behaviours LGB, Gender Diverse and Intersex respondents believe are important for an ally to exhibit.

BEHAVIOUR	LGB	Gender Diverse	Intersex
Call out inappropriate comments or jokes targeting LGBTI people	75.2%	72.1%	57.4%
Address bullying/harassment targeting LGBTI people	72.4%	70.2%	57.4%
Report bullying/harassment targeting LGBTI people	59.2%	64.7%	55.3%
Openly talk to team/colleagues about LGBTI inclusion	58.1%	51.6%	40.4%
Actively seek to understand the experiences of, and challenges experienced by LGBTI people within the workplace	52.0%	50.0%	40.4%
Be active in LGBTI inclusion initiatives within the organisation	50.5%	36.9%	21.3%
Make a concerted effort to be more visible as an ALLY within the organisation	50.4%	42.6%	38.3%
Make a concerted effort to change their language to be more inclusive	50.0%	56.1%	40.4%
Encourage others to become Allies	41.7%	39.4%	0.0%
Attend LGBTI events held at my organisation	39.0%	30.4%	25.5%
Attend LGBTI awareness or LGBTI Ally training held within my organisation	38.9%	34.6%	29.8%
Have visible signs of being an ally around their desk/office (pins, postcards, posters, coasters, info, etc.)	36.0%	32.1%	17.0%
Have a role within the organisation's LGBTI employee network	35.4%	25.3%	19.1%
Be active in LGBTI initiatives outside of the organisation	22.0%	19.6%	14.9%
Speak at conferences, internal events or other external events on the importance of LGBTI inclusion	21.0%	14.4%	14.9%
Write on the importance of LGBTI inclusion in the workplace	17.9%	17.0%	17.0%
Other	2.7%	6.4%	36.2%

LGBTI ALLIES / CHAMPIONS

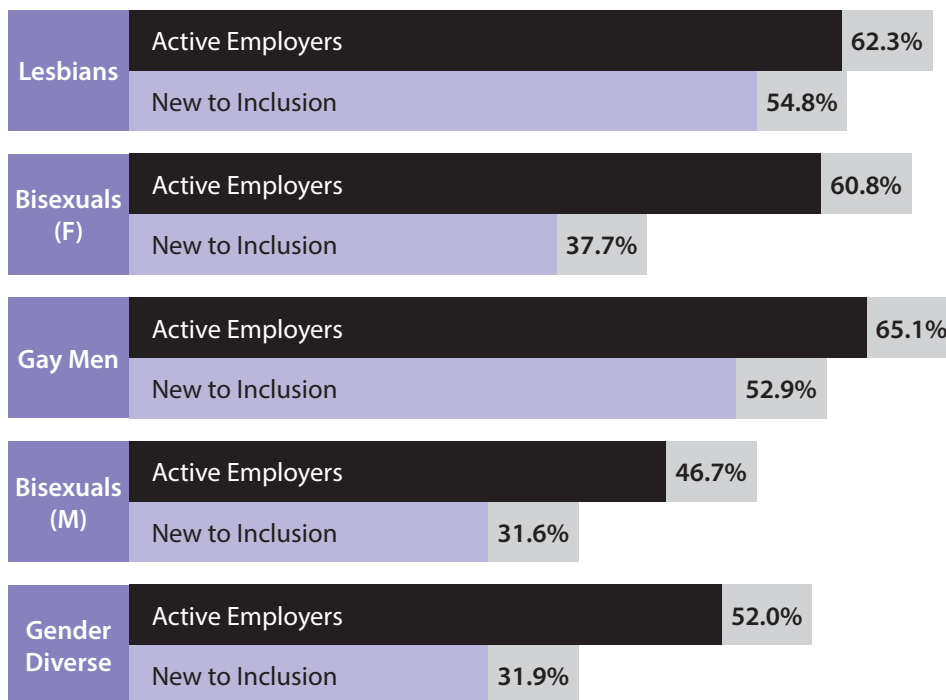
Approximately half of all lesbians (48.4%) and gay men (51.1%) agree that having allies in their organisation improved their sense of inclusion to a large or moderate extent. The least likely to feel this were bisexual males (28.4%) and gender diverse respondents (38.3%).

% who believe allies have improved their sense of inclusion



Again, the responses vary greatly if the respondents work at an organisation new to inclusion work, possibly due to the lower visibility of, or levels of activity by, LGBTI allies. The chart below shows those who agree to a 'large' or 'moderate' extent that allies have improved their sense of inclusion.

% who believe allies have improved their sense of inclusion, 'active employers' v 'new to inclusion'

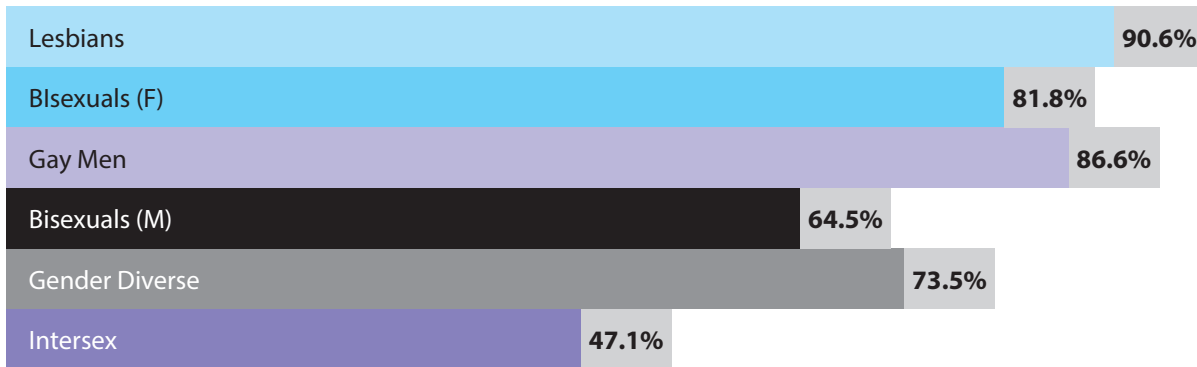


ROLE MODELS

LGBTI respondents were asked about the importance of role models.

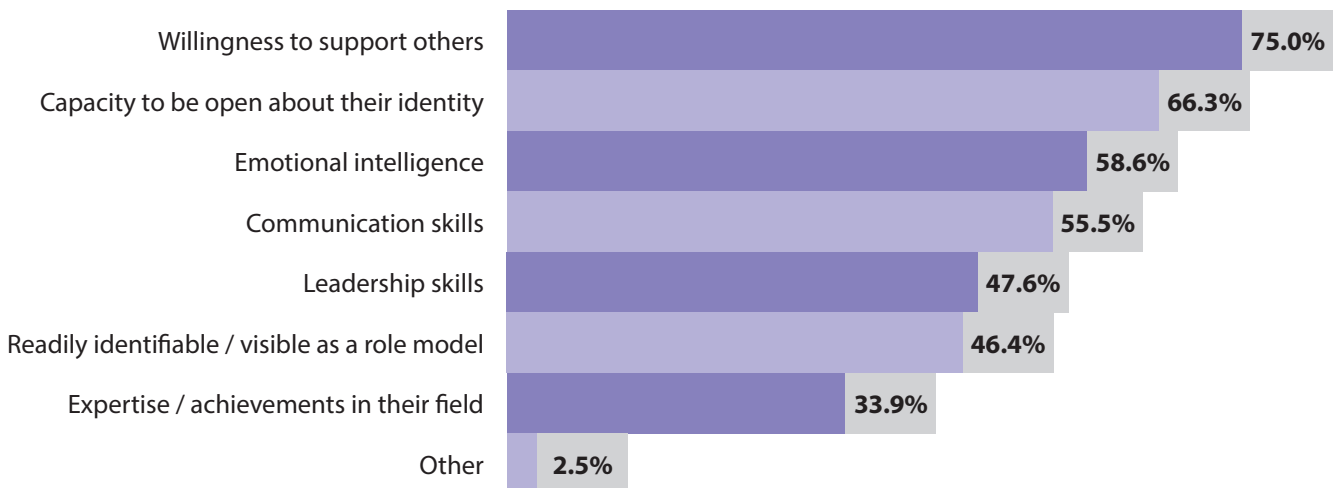
Question #	Survey Question	Data selection for chart
Q45	How important do you believe openly OUT role models are to your sense of inclusion within your organisation?	Very Important / Somewhat Important
Q46	In your experience, what are the most important attributes of a role model?	

% believing openly out role models are important



For most LGBTI respondents, a role model's achievements in their field are not rated anywhere near as important as their willingness to support others (selected by 75% of respondents) and their capacity to be open about their identity, nominated by two-thirds of respondents.

Most Important Attributes of a Role Model



Considering the importance most LGBTI respondents place on a role model's capacity to be open about their identity, we looked at the responses of those in senior leadership positions. Almost 70% are 'completely out' at work, rising to 83.3% when we also included those who are out 'to a moderate extent' as well, hopefully demonstrating the attributes of a positive role model.

BEING OUT / OPEN AT WORK

Participants were asked whether they were out about their sexual orientation at work, whether this was important to them, whether they felt that being out had had any impact on their career progression or their productivity, and whether they expend any energy hiding their sexual orientation at work.

Survey Question	Data selection for chart
To what extent are you OUT about your sexual orientation at work?	Completely Out / Moderate Extent
What most influenced your decision to be out at work?	
At work (with your peers and colleagues), how comfortable do you feel being out?	
What impact do you believe being out at work has had on the opportunities offered you or your career progression to date?	
What impact has being out at work had on your productivity?	
How important is it for you to be out at work?	Very Important / Somewhat Important

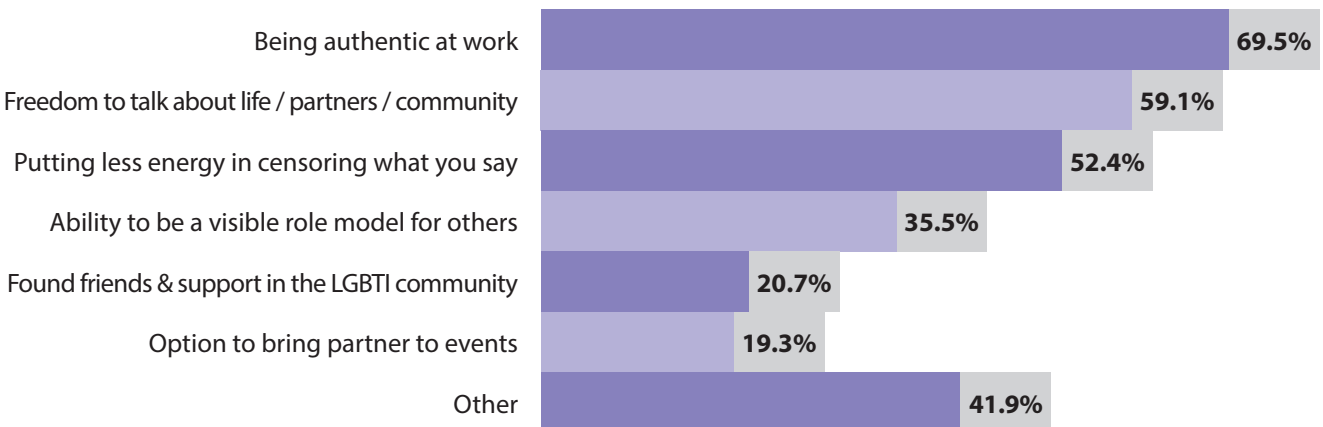
Being out at work is important to 88% of lesbians and 85% of gay men. As in previous years, it is of lesser importance to bisexual respondents, although these numbers have increased dramatically over the past few years. In 2015, being out at work was important to only 18% of bisexual men. This has been rising each year, to 52% of males in this year's survey.

As in previous years, a far greater percentage of lesbians (87.4%) and gay men (88%) are out completely or to a moderate extent about their sexuality than bisexuals (38.4% of females and 31.3% of males).

Working at an organisation active in inclusion makes it more likely that a person is out at work, with almost three-quarters of LGB respondents being out at these companies, compared to only two-thirds at those new to inclusion.

The greatest influence on the decision to be out at work is 'being authentic at work', selected by 69.5% of LGB respondents, followed by 'having the freedom to talk about life/partners/community' (59.1%).

What most influenced LGB respondents to be out at work



BEING OUT / OPEN AT WORK

Over 90% of lesbians and gay men feel comfortable being out at work, although this drops to only 69% of bisexual women and 66% of bisexual men.

While being out at work has had 'no impact' on most LGB respondents' productivity at work, over one-third of lesbians feel that being out has made them 'significantly more' or 'more productive' at work and even more so in the case of gay men (43.5%).

This is particularly the case at those organisations active in inclusion, where 45% of all LGB respondents feel more productive, compared to 38.4% at those organisations new to inclusion. Similarly, over 27% of respondents at the active organisations believe that being out has had a positive impact on opportunities offered to them or their career progression, compared to only 19% at organisations new to inclusion. The greatest beneficiaries are gay men, with 28% believing that being out has had a positive impact on their career progression. This figure is 22% amongst lesbians, but only 13% amongst bisexuals.

BEING OPEN – GENDER DIVERSE EMPLOYEES

Gender diverse participants were asked questions about whether they were open about their identity and whether they feel this has had any impact on their productivity.

Survey Question
What best describes your openness in regard to gender identity at work?
What has most influenced your decision to be open about your gender diversity and/or trans history at work?
What impact has being open about your gender identity and/ or trans history had on your productivity?
At work (with your peers and colleagues), how comfortable do you feel being open about your gender diversity and/or trans history?

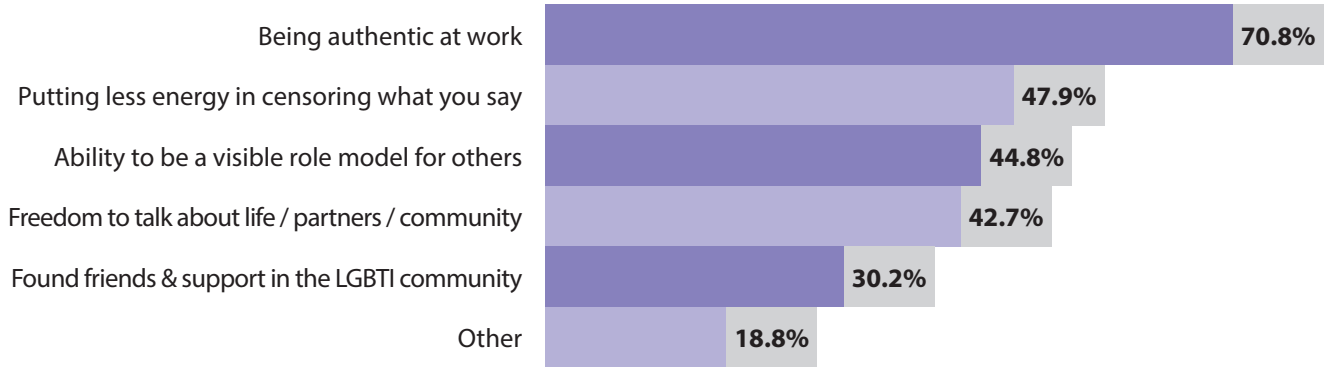
Almost one-third of gender diverse respondents are open about their identity at work, although one-quarter of respondents' gender identity is completely hidden.

OPENNESS	Responses	Percentage
People know that I have a trans history or that I am gender diverse	101	30.2%
My gender identity is completely hidden at work	83	24.9%
I have gradually started to change my gender expression at work, but there has been no formal change in how I identify at work or how I am perceived	47	14.1%
I have transitioned, people only know me as my affirmed gender	21	6.3%
Prefer not to respond	82	24.6%
Total Answered	334	

BEING OUT / OPEN AT WORK

As with LGB respondents, the most commonly selected reason that prompted gender diverse employees to be open about their identity at work is to 'be authentic' (70.8%). Almost half also want to put 'less energy into censoring' what they say (47.9%).

What most influenced gender diverse respondents to be open at work



More than 78% of respondents feel comfortable about being open amongst their peers and colleagues, and almost 62% believe that being open has had a positive impact on their productivity at work.

NOT BEING OUT AT WORK

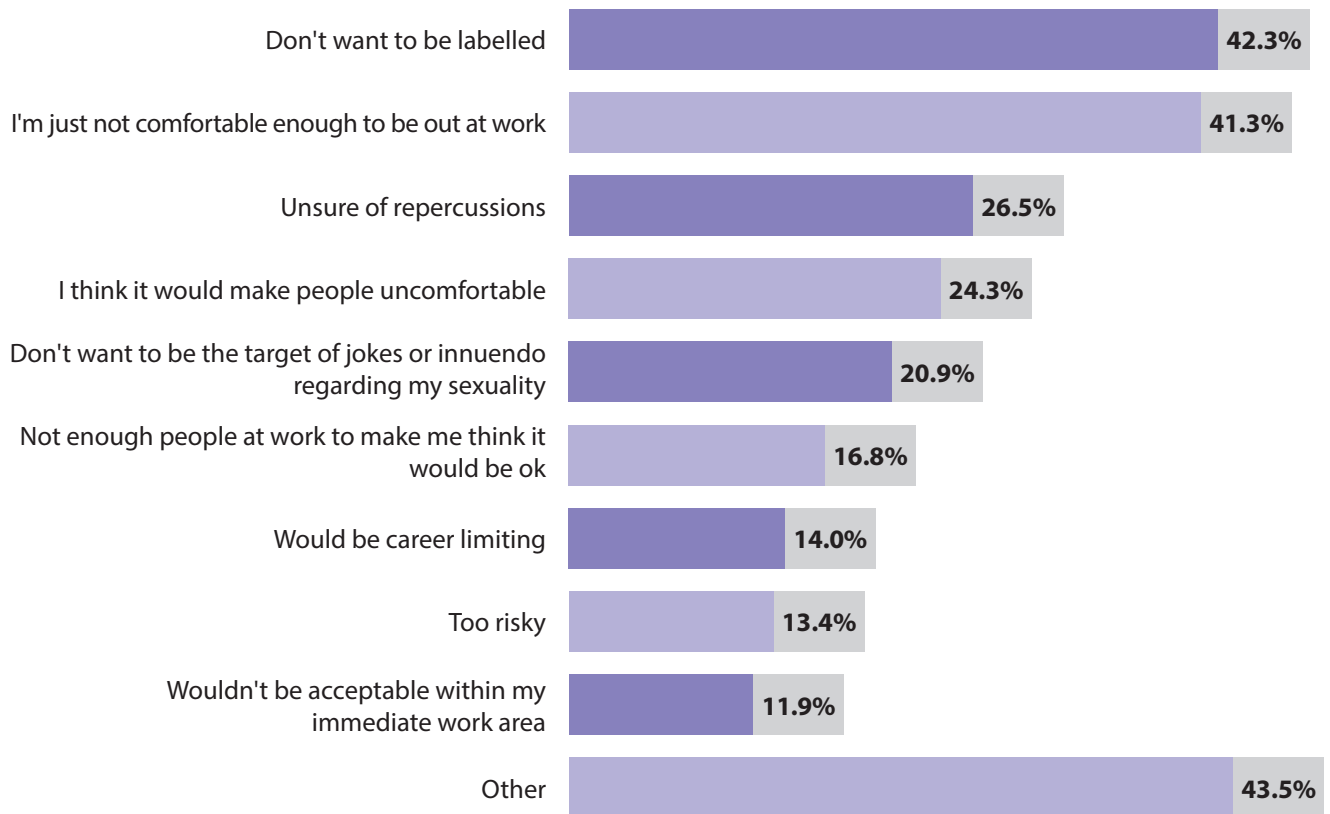
LGB respondents who indicated that they were not out at work were asked to provide the reasons for their decision.

Survey Question	Data selection for chart
What are the main reasons for not being out at work?	
To what extent do you agree with the statement "I expend energy hiding this aspect of myself to fit in within my work environment"? (LGB respondents only)	Strongly Agree / Agree

Participants who are not out 'at all' or only 'to a little extent' were asked to select reasons why from a list of options. The most commonly selected reason is that they do not 'want to be labelled' (42.3% of respondents) followed closely by 41.3% who do not feel 'comfortable enough to be out at work'.

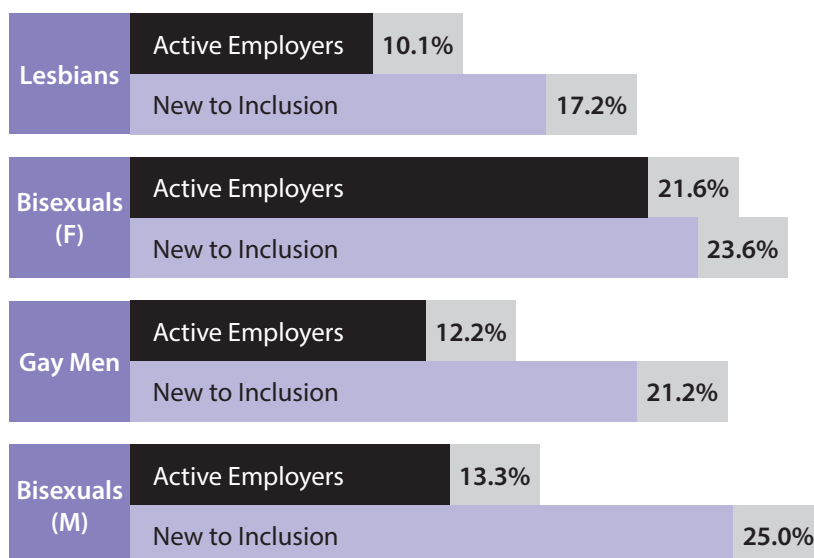
BEING OUT / OPEN AT WORK

Reasons for LGB people not being out at work



18% of all LGB respondents agree that they expend energy hiding their sexuality to fit in at work and there are clear differences between those working at organisations active in inclusion and those new to inclusion. For example, only 12% of gay men at the active organisations expend energy hiding this aspect of themselves compared to over 21% at organisations new to inclusion.

% who expend energy hiding sexuality to fit in



MANAGERIAL SUPPORT

Survey Question
Please state your level of agreement with the statement "I feel confident that the managers / team leaders that I engage with genuinely support LGBTI workplace inclusion".
Are you out to your manager?
Do you believe that being out at work has changed your relationship with your manager?
What are the main reasons for not being out to your manager?
To what extent do you agree with the statement "I believe that my manager genuinely supports LGBTI inclusion"?

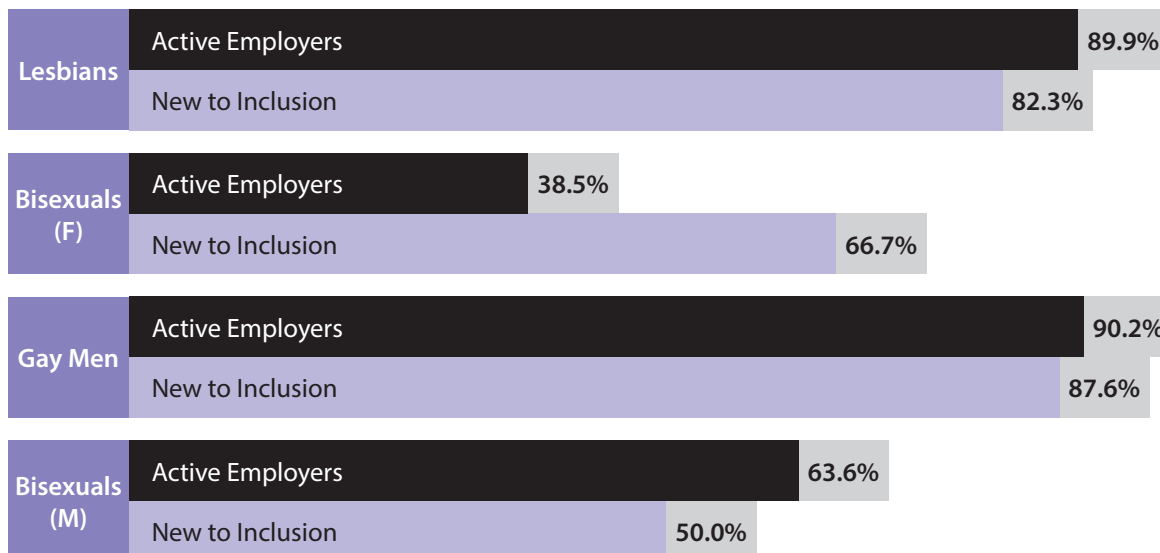
Non-LGBTI employees are more likely to believe that their manager supports LGBTI workplace inclusion; only 2.1% of them disagree with this statement, compared to 6% of LGBTI employees.

When LGB respondents were specifically asked whether they agree that their manager supports LGBTI inclusion, approximately three-quarters agree that they do. This figure was only slightly higher for those working at organisations active in inclusion (78%) compared to the 75% working at organisations new to inclusion.

Four in five LGB respondents are 'out' to their manager about their sexual orientation; the figures are slightly higher for those working at organisations active in inclusion (except for bisexual females).

The percentage of bisexual respondents being out to their manager is considerably higher this year than in any other previous years. Last year, only 30.6% of bisexual females were out to their manager, compared to 51% this year; and last year 28.1% of bisexual males were out, compared to 48% this year.

% of LGB respondents out to their manager, 'active employers' v 'new to inclusion'



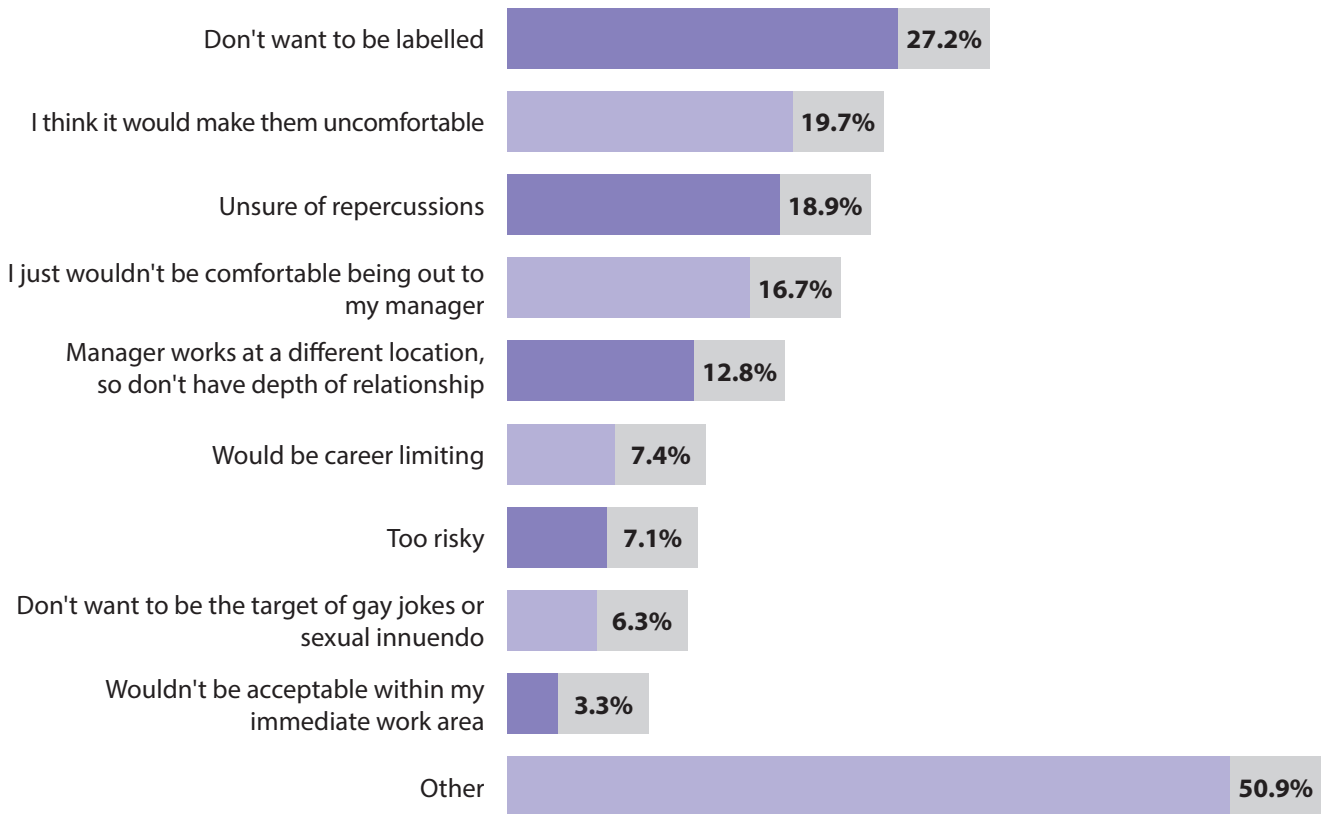
MANAGERIAL SUPPORT

Those who believe their manager supports inclusion are more likely to be out to them: over 91% of those who 'strongly agree' their manager supports inclusion are out, compared to only 68% of those who 'disagree'.

However, 83% of those who 'strongly disagree' that their manager supports inclusion are also out (although the number of respondents in this category is small). More than three in five of these respondents believe that their relationship with their manager has changed for the worse after coming out.

Approximately one-quarter of bisexuals and lesbians feel that their relationship with their manager has improved from being out about their sexuality; this rises to more than one-third of gay men.

Reasons for LGB people not being out at work



When asked why respondents are not out to their manager, the most selected response is that they do not 'want to be labelled' (27.2% of respondents), and almost one in five feel that it would 'make [their manager] uncomfortable'.

While participants could select multiple responses to this question, over half selected 'Other', with the accompanying text often citing the fact that the issue has simply never come up in conversation as the reason for not being out.

BULLYING AND/OR NEGATIVE COMMENTARY AT WORK

Participants were asked to indicate the levels of bullying and/or negative commentary they had witnessed or been made aware of in the previous twelve months at their current workplace.

Survey Question	Data selection for chart
To what extent within the last 12 months (current employer only) have you personally witnessed (or been made aware of) negative commentary or jokes targeting LGBTI people at your place of work?	Large Extent / Moderate Extent
To what extent within the last 12 months (current employer only) have you personally witnessed (or been made aware of) more serious LGBTI employee bullying/harassment at your place of work?	Large Extent / Moderate Extent

LGBTI respondents are more likely to indicate they have either witnessed or been made aware of negative commentary or jokes than non-LGBTI respondents (10.1% and 2.6%, respectively). While 10% is still a high figure, it is a welcome decrease from the 13.5% in 2017 and the 15.9% in 2016.

Responses to witnessing it were similar across the two cohorts, with almost half of all people directly calling out or challenging the behaviour. However, over one-third of all people made no response at all. LGBTI respondents are slightly more likely to report the behaviour than their non-LGBTI counterparts. (See responses, below ; participants could select multiple responses).

RESPONSES TO NEGATIVE COMMENTARY / JOKES	Non LGBTI	LGBTI
No response	37.5%	33.8%
Directly called out / challenged the behaviour	47.8%	46.9%
Reported the behaviour	3.4%	6.2%
Directly called out AND reported the behaviour	2.7%	4.5%
Other	8.5%	8.7%

There are slight variations in the responses from non-LGBTI employees, depending on whether they work at an organisation active in inclusion or one new to inclusion. However, the biggest difference is between the percentage who directly called out or challenged the behaviour; the rate was 39.5% at the 'new' organisations, compared to 51.4% at the 'active' organisations, suggesting that inclusion initiatives have made non-LGBTI people more aware of their language and have given them the confidence to act where they encounter inappropriate negativity.

Again, when asked awareness about more serious LGBTI bullying or harassment, the percentages are higher amongst LGBTI respondents, with 3.0% citing awareness, which is a slight decrease from the 3.2% in 2017 and the 4.2% in 2016.

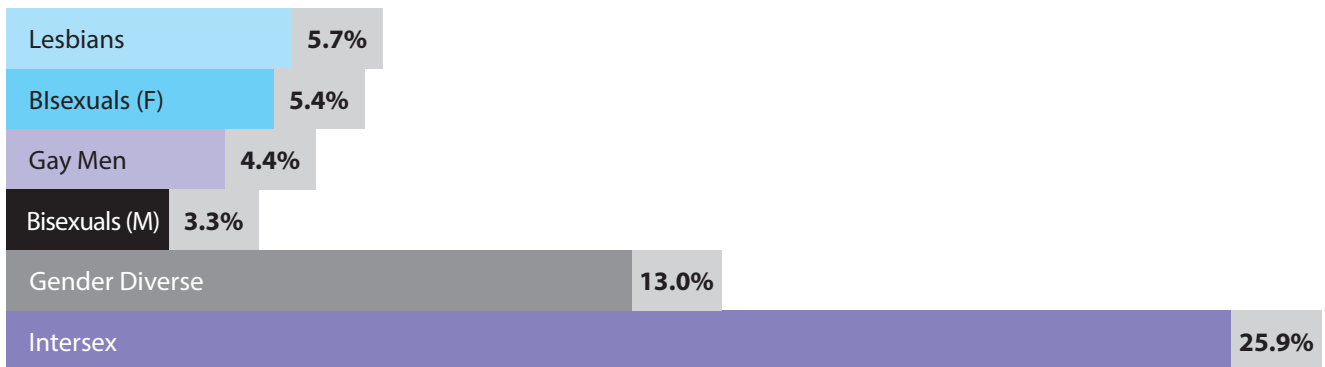
When asked what their response was, more people were likely to have reported the behaviour in these instances, although there was still a relatively high proportion of people who did nothing .

BULLYING AND/OR NEGATIVE COMMENTARY AT WORK

RESPONSES TO BULLYING / SERIOUS HARASSMENT	Non LGBTI	LGBTI
No response	28.7%	31.3%
Directly called out / challenged the behaviour	32.4%	29.0%
Reported the behaviour	14.3%	17.1%
Directly called out AND reported the behaviour	9.4%	10.0%
Other	15.3%	12.6%

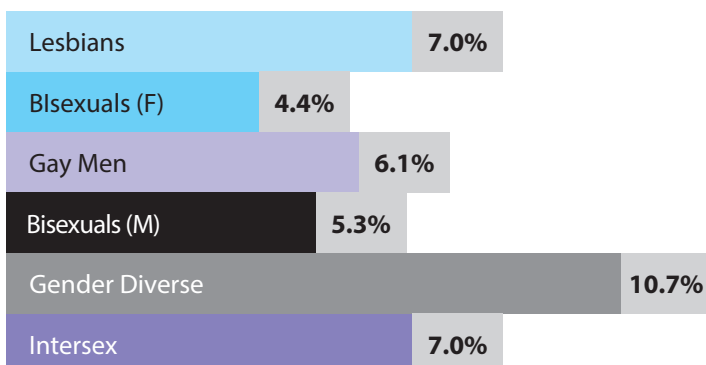
LGBTI respondents were asked whether they had personally experienced unwanted negative commentary concerning their sexuality, gender diversity or intersex status within the last year. While the actual number of responses from gender diverse and intersex people were much lower, the proportions who agree with this statement are much higher.

% experiencing negative attitudes or commentary within last year



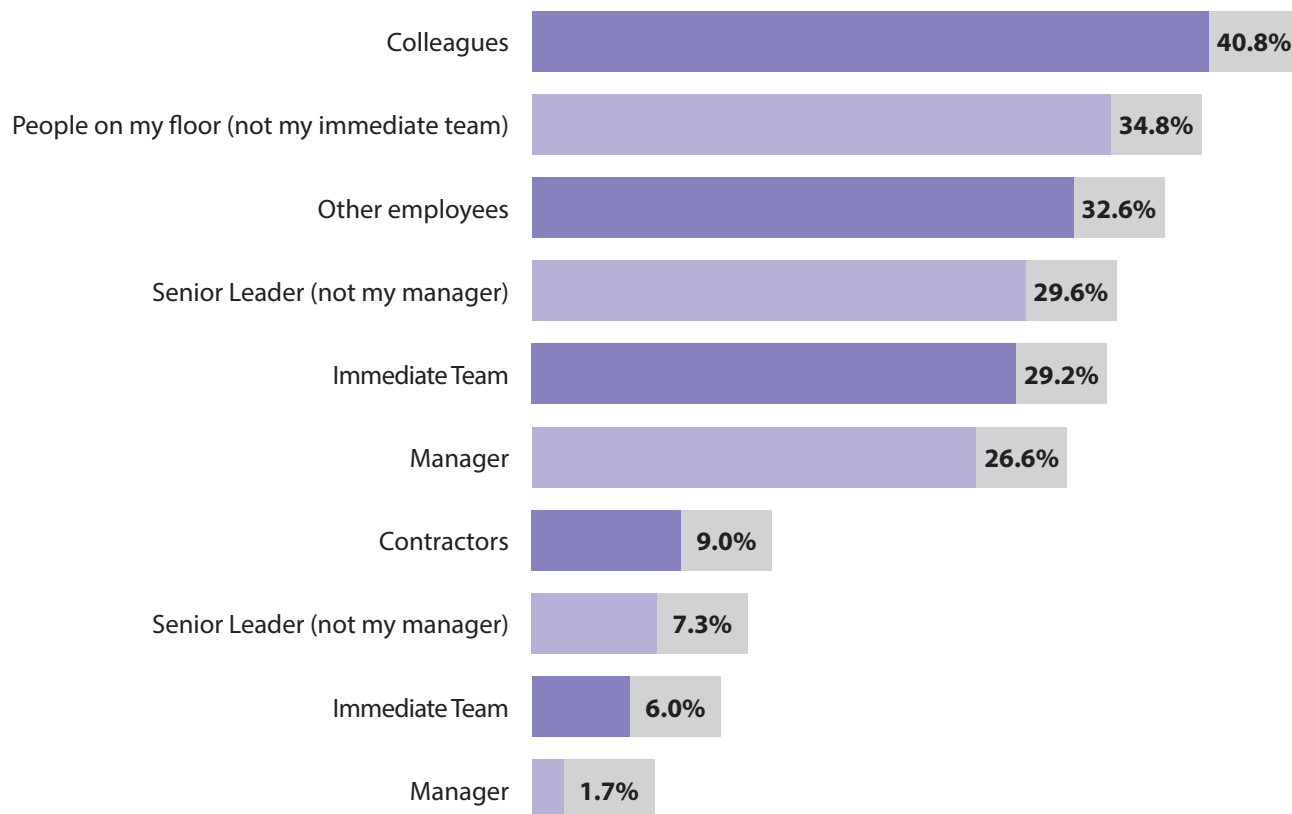
The percentages of those who reported having been personally bullied in the past year are lowest amongst bisexual respondents, perhaps due to the lower proportion of those respondents being out about their sexuality at work. Bullying was highest amongst gender diverse people, with over 10% reporting having been bullied in the past year.

% having been bullied/harassed within last year



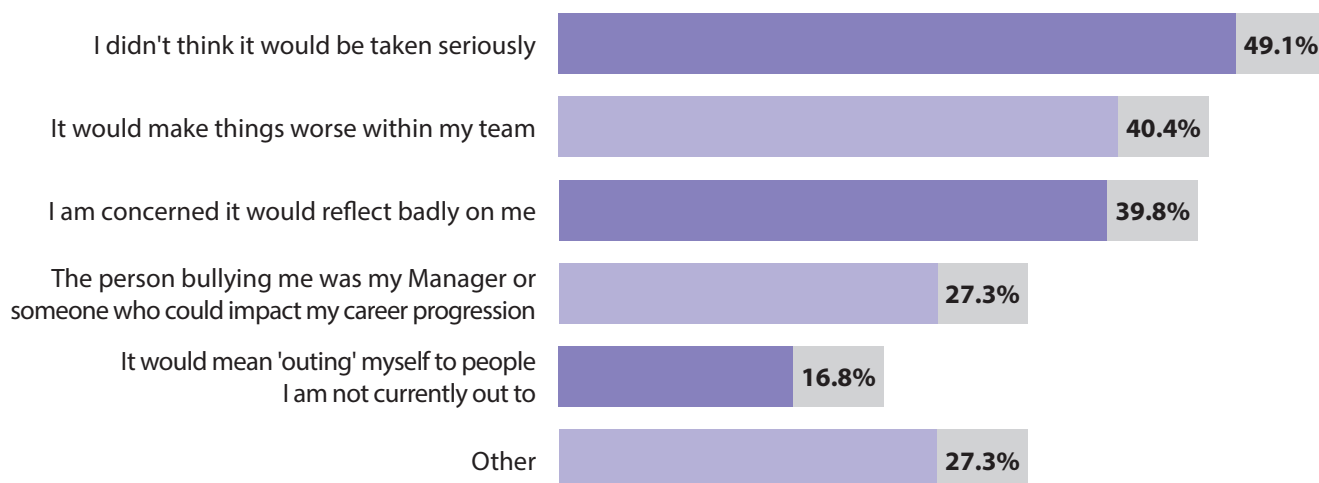
BULLYING AND/OR NEGATIVE COMMENTARY AT WORK

Source of bullying for LGBTI respondents



Just over one-third of LGB respondents, and just over one-half of gender diverse respondents, reported the bullying. When asked why the other respondents did not report the bullying, almost half answered that they 'did not think it would be taken seriously'.

Reasons for not reporting bullying



One in five of these respondents is currently looking for another job, with the bullying being either the predominant reason or a contributing factor.

EMPLOYMENT & RECRUITMENT – GENDER DIVERSE EMPLOYEES

Gender diverse participants were asked a specific series of questions about employment in general and the recruitment process.

Survey Question

If you have a trans history and transitioned/reaffirmed your gender within your current organisation, how satisfied were you with the process / outcome?

As a gender diverse person, what barriers to employment have you encountered (including outside your current employer)?

Did you experience any level of anxiety related to your gender diversity during the recruitment process for your current employer?

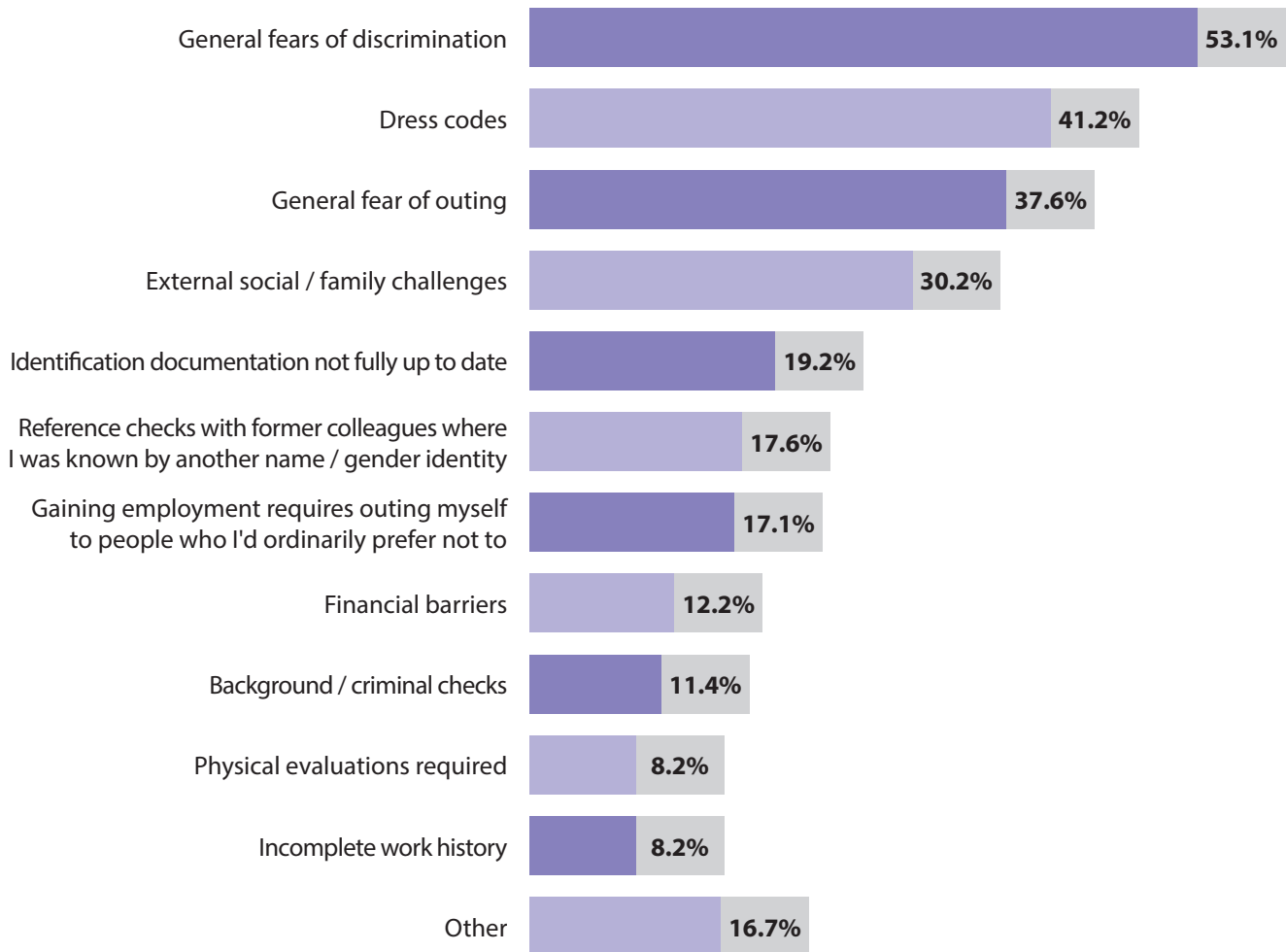
During the recruitment process for your current employer, did you disclose that you were gender diverse?

If you did disclose your gender diversity during the recruitment process for your current employer, how satisfied were you with the process overall?

Participants were asked more generally what barriers to employment they may have encountered, including outside of their current employer. More than half nominated 'general fears of discrimination', far more than the one-third of respondents who selected this in the previous survey, followed by dress codes.

EMPLOYMENT & RECRUITMENT – GENDER DIVERSE EMPLOYEES

Barriers to employment faced by gender diverse respondents



More than 13% of employees have experienced 'very high' or 'high' levels of anxiety during the recruitment process at their current organisation; a further 13% experienced 'moderate' levels of anxiety. Three-quarters of employees did not disclose their gender diversity during the recruitment process but, for those who did, 22% were satisfied with the overall process; most were 'neither satisfied nor dissatisfied'.

For those who transitioned or reaffirmed their gender within their current workplace, more than 68% were satisfied with the process and only 7.4% were dissatisfied.

REGIONAL, RURAL & REMOTE EMPLOYEES

This year, responses were analysed according to whether an employee worked in a metropolitan centre, compared to whether they were based in a regional, rural or remote area. Respondents who indicated that their employment stretched across some or all of these options were excluded from this analysis.

Across all employees, those working in metropolitan centres are more likely to:

- personally believe LGBTI inclusion initiatives to be important to an organisation (84.4% v 76.7%)
- understand WHY LGBTI inclusion is important to an organisation (86.6% v 81.1%)
- believe we should support LGBTI colleagues to talk about their life at work (90.1% v 85.8%).

Those working outside of the major cities are also more likely to believe that we no longer need to spend time on LGBTI inclusion at work following the marriage equality act (14.1% v 9.1%).

There are also small differences when respondents were asked about how inclusive they believe their organisation to be, with those in the metropolitan centres more likely to:

- believe their organisation genuinely supports LGBTI inclusion (86.5% v 82.4%)
- feel confident that their managers/team leaders genuinely support LGBTI inclusion (83.6% v 79.9%)
- believe that LGBTI employees could comfortably be themselves (87.1% v 83%).

This could be due to a lower level of visibility of the initiatives for regional employees, with only 62% believing their organisation communicates inclusion internally, compared to 70% of those in metropolitan areas, and 64.6% knowing where to go for more information on the initiatives in regional centres, compared to 69.4% in metropolitan areas.

However, those working in regional areas are less likely to believe their organisation should do more in the area of LGBTI inclusion (34.3% v 39.7%) and that people managers should be trained in inclusion (62.7% v 69.4%).

Allies are also not as visible to those in regional areas, with only 38.2% being aware of active allies or champions in their organisation, compared to 52% for those working in cities. This difference is particularly noticeable across LGB respondents working in regional areas, with only 36.4% of them agreeing that LGBTI allies were easily identified and accessible, compared to almost half (48.5%) of LGB respondents in the city.

While LGB respondents in regional areas are slightly less likely to place importance on an LGBTI inclusive culture (80.3% v 84.8%), a higher proportion agree that they expend energy hiding their sexuality to fit – 21.6% compared to 17.8% of those working in the city.

A lower percentage of those in regional areas believe their manager to genuinely support inclusion (71.7% v 76.1%) and that they would address any negative LGBTI-related commentary (79.6% v 83.4%).

The proportion who are out to their manager is similar to that of those who work in the city (79.4% v 81.1%), although 4.6% believe that being out has changed the relationship with their manager for the worse, compared to only 1.3% in the city.

Those working in regional areas place less importance on being out at work (72.6%) than those in the city (81.6%), although the proportion who feel that actually being out has had a negative impact on their career progression is higher (8.7%) than those in the city (5.5%).

REGIONAL, RURAL & REMOTE EMPLOYEES

Almost 10% of respondents from regional areas reported experiencing negative commentary or jokes to a 'large' or 'moderate' extent, more than double the proportion experiencing these in the cities. An even higher number reported having been personally experienced bullied in the past year – almost 12% in regional areas, compared to 5.6% in metropolitan areas.

While the main source of bullying was a person's colleagues (approximately 40%), irrespective of their work location, almost twice as many respondents in regional areas reported their direct manager as a source of bullying (39%) compared to 20% in the cities.

There were slightly higher rates of reporting this bullying in regional areas, with almost 40% of respondents indicating that they had reported it, compared to almost 32% in the cities.

The differences are much starker when viewing the responses from gender diverse employees. While a similar proportion agree that LGBTI inclusion initiatives are important to their level of engagement (74.2% in regional areas and 73.4% in cities), less than half of respondents in the regions (49.2%) believe that their organisation fully supports gender diverse employees compared to over two-thirds in the cities (67.4%).

Only 54.8% of gender diverse employees in regional areas would recommend their current organisation as a place in which trans or gender diverse people could comfortably work, compared to 65.5% in the cities. And while the numbers are small, 16.1% of respondents indicate that they have been personally bullied in the past year because of their gender identify, much higher than the 9.1% in the cities. Of those in regional areas who had been bullied, 90% have considered leaving their workplace due to this treatment (compared to 44% in the cities).

YOUNGER EMPLOYEES

In this year's analysis, we took a closer look at the views and experiences of those aged under 35 compared to those in older age groups.

Personal support for LGBTI inclusion is higher amongst the younger cohort and they are more likely to:

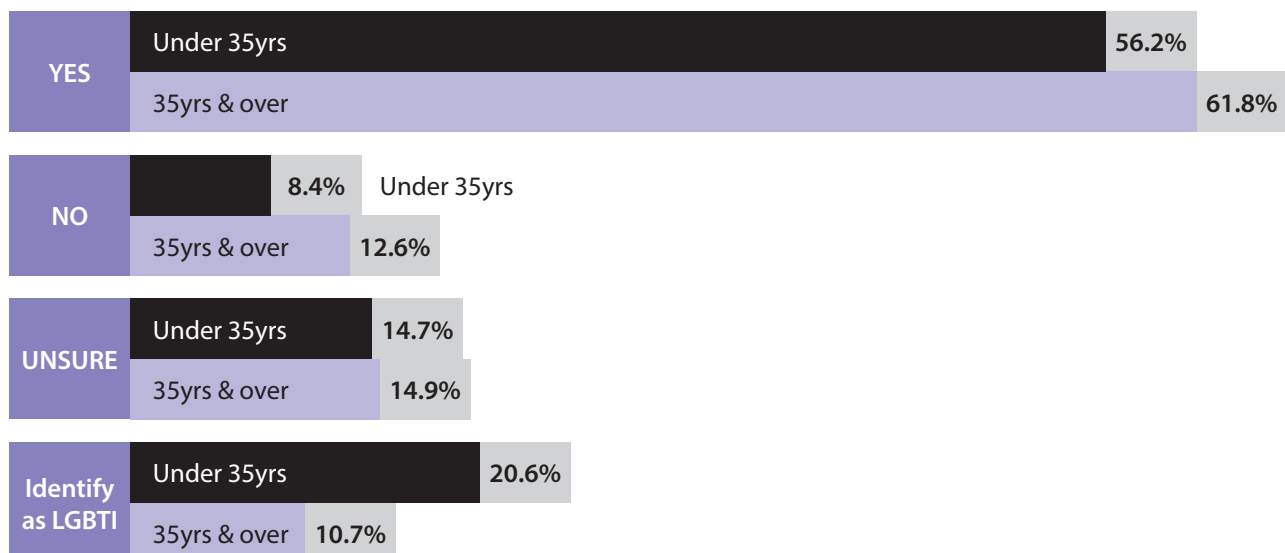
- Personally believe the inclusion initiatives are important to an organisation (87.6% v 81.4%)
- Understand why inclusion is important to an organisation (87.8% v 84.8%)
- Support LGBTI colleagues to talk about their life while at work (92.9% v 88.1%)

Younger employees are also more likely to believe that we should continue to focus on LGBTI inclusion, even though the marriage equality bill has now passed, with 80% still in favour of spending time on inclusion, compared to 73% of those over 35. Indeed, almost half of those under 35 believe that their organisation should do 'much more' or 'somewhat more' training on LGBTI inclusion, compared to only just over one-third of those over 35. A company's track record in inclusion would influence over 70% of those under 35 to join an organisation but would only influence 63% of those aged over 35.

Younger employees are more likely to have been aware of negative commentary or jokes towards LGBTI employees during the past year (5.5% v 3.5%). Their response to this was different to their older colleagues: they were more likely not to do anything or to report the behaviour. Older colleagues were more like to directly call out the behaviour or challenge it themselves.

A slightly higher proportion of employees aged 35 and over consider themselves an LGBTI ally or champion but also a slightly higher proportion of them do not consider themselves an ally. Almost twice as many younger employees identified as an LGBTI person for this question.

% considering themselves an LGBTI ally / champion



YOUNGER EMPLOYEES

When asked why they were not an ally, or were 'unsure', responses were fairly similar across the age groups, except where almost twice as many younger employees said that they do not know what they should do as an ally, suggesting more education on the expected behaviours or opportunities be communicated.

REASON FOR NOT BEING AN LGBTI ALLY	Under 35yrs	35yrs & over
I don't believe we should be involved in this work	14.8%	18.7%
I personally do not support LGBTI inclusion	4.7%	3.5%
I don't know enough about why I should be an ally	27.9%	26.5%
I wouldn't know how to start or get information on what I should do	26.9%	13.9%
It is against my religious or cultural beliefs	12.6%	11.2%
Other	29.6%	33.4%

YOUNGER LGB EMPLOYEES

Two-thirds of LGB employees under 35 are out at work either 'completely' or to 'a moderate extent' but this is much lower than the 77% of those aged 35 and over. The proportion is much less when looking at the youngest cohort aged 18 to 24, where only 55% are out.

Younger employees are far more likely to cite 'finding friends and support in the LGBTI community' as one of the reasons for coming out at work. Over 36% of those aged 18 to 24 selected this as a reason, compared to only 15% of those aged over 35, suggesting that older employees are more likely to have well-established networks outside of work.

Despite one-third of younger respondents coming out in order to find friends and support, fewer of them are aware that their organisation has an LGBTI Employee/Ally network. Only 57% are aware, compared to 70% of those aged over 35, and only 37% are active in this network, compared to over 43% of their older colleagues.

For those respondents not active in their network, a greater proportion of older colleagues cite a key reason for this being that they do not have enough time. A greater proportion of younger employees are more likely to avoid the network because they do 'not want to be labelled' and because they do 'not want people to make assumptions about me' than their older colleagues.

REASON FOR NOT BEING INVOLVED IN LGBTI NETWORK	Under 35yrs	35yrs & over
I just don't get involved in these kind of activities at work	38.9%	36.5%
I don't have enough time, if I did, I would attend	36.7%	43.9%
I don't see myself represented at these events (sexual orientation/ gender identity/ intersex status)	5.1%	3.7%
I don't want to be labelled	16.8%	11.9%
I don't want people to make assumptions about me (sexual orientation/ gender identity/ intersex status)	14.5%	10.1%
Other	29.5%	24.4%

YOUNGER EMPLOYEES

While more than 85% of those aged 25 and over feel comfortable amongst their peers and colleagues being out at work, this is only the case for 70.5% of those aged 18-24. And more than one in five respondents under 35 expend energy hiding their sexuality to fit in at work, compared to 16% of those aged 35 and over.

The reasons why people have chosen not to be out are often quite similar across the age groups. However, a far larger group of younger employees cite the fact that they are 'just not comfortable to be out at work' and that there are 'not enough out people at work to make me think it would be ok' than did their older colleagues.

REASON FOR NOT BEING OUT (LGB)	Under 35yrs	35yrs & over
Wouldn't be acceptable within my immediate work area	11.5%	10.5%
Too risky	14.3%	11.3%
Unsure of repercussions	27.9%	24.1%
Would be career limiting	15.3%	11.3%
Don't want to be labelled	46.3%	38.5%
Don't want to be the target of jokes or innuendo regarding my sexuality	22.0%	20.6%
I think it would make people uncomfortable	27.5%	21.0%
I'm just not comfortable enough to be out at work	46.7%	35.4%
Not enough out people at work to make me think it would be ok	21.3%	12.1%
Other	46.0%	44.4%

Employees aged 18-24 are less likely to be out to their manager, with only 57% being out, compared to 78% of 25-34 year olds and over 80% of those aged over 35. However, the percentage who feel the relationship with their manager has improved for the better is at its highest in this age group, with 37% agreeing that it had, compared to an average of 31% in other age groups.

Younger employees are slightly more aware of unwanted negative commentary (5.1%) compared to the 4.4% of those aged 35 or over (although this figure as at 6.3% when just looking at those aged 18-24), yet the rates of more serious bullying are quite consistent across the age groups, at approximately 6% of respondents.

These younger employees reported higher levels of having reported the bullying than seen in previous years. This year, 47% of those aged 18-24 had reported the bullying, far higher than the 23% who had reported it last year. The most common reason provided for not reporting the bullying was that they 'did not think it would be taken seriously' (70% of those aged under 25).

SECTOR ANALYSIS

In previous years, we have analysed the results according to which sector respondents work in: Private, Public, Higher Education or Not-for-Profit (NFP). This year, the results from this analysis are presented in their own section.

PERSONAL AND ORGANISATIONAL SUPPORT

Participants from the NFP sector have the strongest belief in LGBTI inclusion initiatives and why they are important to an organisation.

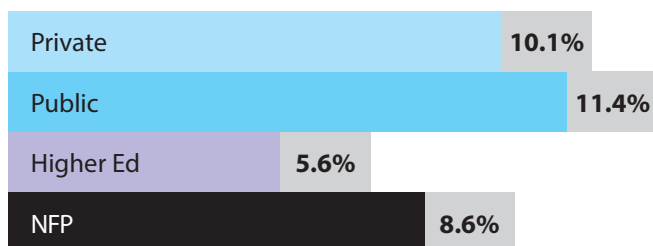
% personally believing LGBTI inclusion initiatives are important to an organisation (A) and % understanding why inclusion is important (B)



This is borne out by the views of the leadership at those organisations too, with over 96% of NFP leaders believing that the initiatives are important, compared to only 86.5% of leaders in the Public sector.

Even though very high rates of those working in the NFP sector support LGBTI inclusion, over 8% believe that we no longer need to focus on it at work now that we have marriage equality. This figure is at its highest in the Public sector, at 11.4%, and at 10.1% in the Private sector.

% believing that we no longer need to spend time on inclusion at work after marriage equality



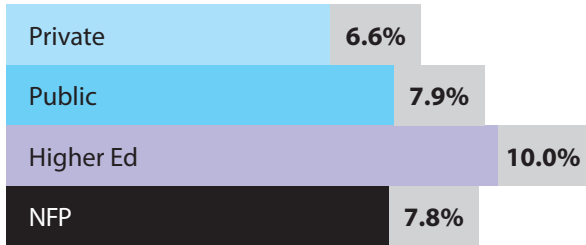
Similarly, 9.4% of leaders in the Private sector believe that we no longer need to focus on LGBTI inclusion, compared to a low of 4.7% in the Higher Education sector.

Almost 94% of those working in the NFP sector believe that their organisation genuinely supports inclusion and that LGBTI employees could comfortably be themselves at work. The proportion is approximately 87% across both the Private and Higher Education sectors on both measures, and 82-84% in the Public sector.

SECTOR ANALYSIS

However, 10% of respondents in the Higher Education sector have heard ‘frequent’ or ‘occasional’ negative commentary from their leaders in regard to LGBTI people or their organisation’s inclusion initiatives. This figure is at its lowest in the Private sector, at 6.6%.

'Frequent' or 'Occasional' negative LGBTI commentary from leaders



The vast majority (84.8%) of those in the Higher Education sector believe that the managers or team leaders with which they engage genuinely support LGBTI inclusion; this is at its lowest in the Public sector, with only 79.7% agreeing with this.

The Higher Education sector also has the highest rate of respondents believing that their organisation needs to do more work in the area of LGBTI inclusion (48%); this sentiment is shared by its leaders (48.4%). This is compared to approximately one-third of respondents agreeing that more work is required across the other sectors, and approximately 40% of leaders in the Private and Public sectors.

BULLYING AND/OR NEGATIVE COMMENTARY

The rate of awareness of negative commentary or jokes towards LGBTI people is relatively consistent across all sectors (approximately 4%), and the rate of more serious bullying is consistent at approximately 1% (although it is 1.9% in the NFP sector).

However, the response to the negative commentary and bullying differs in the NFP sector. Only one-quarter had ‘no response’, compared to over one-third of respondents in the other sectors. Employees in the NFP sector are also more likely to report the behaviour than in the other sectors: almost 32% reported the bullying, compared to approximately 15% in the other sectors. This rate of reporting may be due to these employees having a higher level of confidence that their manager would address bullying or harassment of LGBTI employees than in other sectors.

Confidence that managers would address bullying / harassment



SECTOR ANALYSIS

ALLIES

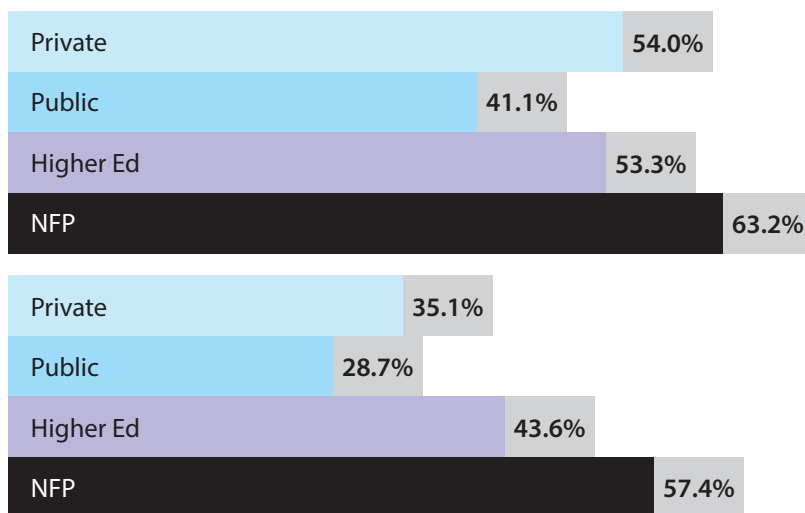
While the rates of those 'unsure' whether they were an LGBTI ally are similar across all four sectors (approximately 14%), the rates who declared that they are not an ally are quite different. 14% of those in the Public sector and 10.5% of those in the Private are not an ally, compared to 9% in the Higher Education sector and only 4% in the NFP sector. Leaders in the Private and Public sectors are also less likely to consider themselves an ally (6.6% and 9.3%, respectively), compared to 5.7% in the Higher Education sector and 3.7% in the NFP sector.

Respondents from the Public and Private sectors are the most likely to cite one of the reasons as being because they 'don't believe we should be involved in this work', suggesting that organisations need to communicate why these initiatives are important and the benefits that can be gained.

Respondents from the NFP sector are certainly more aware of active, visible allies across the organisation, and of formal support and training structures in place for them. Awareness of both as at its lowest in the Public sector.

For LGB employees, 54% of those working in the Private and NFP sectors believe that having LGBTI allies or champions in their organisation has improved their sense of inclusion. This figure was a little under half of those working in the Higher Education sector, and only 38% of those working in the Public sector.

% aware of visible, active allies (Q23) & aware of formal support & training for allies (Q24)



MANAGERIAL SUPPORT

While the figure of those who believe their manager supports inclusion is lowest in the Public sector (71.7%, compared to a high of 87.1% in the NFP sector), it has the highest proportion of LGB respondents out to their manager (83.6%, compared to a low of 74.9% in the Higher Education sector). LGB respondents in the Higher Education sector also have the lowest confidence that their manager would address any negative LGBTI-related jokes (80.2%, compared to a high of 91.4% in the NFP sector).

BEING OUT AT WORK (LGB EMPLOYEES)

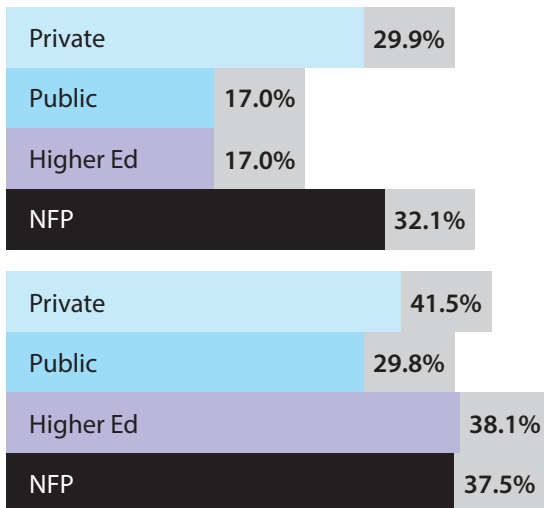
Despite the more positive responses relating to organisational inclusion in the NFP sector, it recorded the lowest level of LGB employees being out at work, with only two-thirds being 'completely out' or out 'to a moderate extent' (Q25). Those in the Private sector feel the most comfortable being out amongst their colleagues (87.9%).

% who are 'completely' out or 'to a moderate extent' (Q25) & % who feel 'extremely' or 'somewhat comfortable' being out amongst their colleagues (Q27)



Respondents in the Private sector are also more likely to report that being out at work has made them more productive (41.5%), compared to a low of 29.8% in the Public sector (Q29), and almost 30% in the Private sector believe that being out has had a positive impact on their career progression (Q28).

% believe being out has had positive impact on career progression (Q28) & % believe being out has made them more productive (Q29)



Participate in the 2019 AWEI Employee Survey

Understand your
results and the
impact of your
LGBTI inclusion
work on your
people!



Participating in the AWEI is critical for benchmarking, assessment against current best practice, and guiding strategy work in LGBTI inclusion. It's all about measuring what you are doing, showing progress and staying ahead of the game ... but it doesn't give you insight into the lived experience of your employees, inform you on the overall impact of your inclusion initiatives, or give you a gauge as to how your LGBTI inclusion programs are viewed.

By participating in the AWEI, you have access to the optional employee survey. Not only will you get additional points for participating, but you will receive a high level analysis of all survey responses (all anonymous) alongside access to

the de-identified raw data to allow you to incorporate your results into your own analytics. You will also be able to use your survey results to benchmark against the published survey results annually.

Participation in the AWEI and the optional employee survey will provide you with a holistic approach to measuring both the progress and impact of your work in LGBTI inclusion.

Unique URL's will be available to all participating employees in January 2019.

For more information, please go to:

www.pid-awei.com.au/submission-documents
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