

Perspectives on LGBTI inclusion in the workplace

A 2018 pulse check

Introduction

Concealing a person's gender identity, sexuality, or intersex status is a hidden cost for LGBTI employees, the organisations they work for, and the Australian economy. As a leader for LGBTI workplace inclusion, PwC has for the last three years published a report that provides a pulse check on this issue. This report arms workplaces with evidence-based recommendations on strategies to raise levels of LGBTI inclusion.

In 2018 the project has grown to include data collection from five cities: Brisbane, Canberra, Melbourne, Perth and Sydney. The survey collected the views of ~2,500 people at the headline festivals in the national LGBTI event calendar; meaning this data generally provides the perspectives of a broad, cross-section of the LGBTI community.

This year's report focuses on three key areas, with a consideration for tracking trends from previous years' datasets where possible. These three areas are: 1. Indicators of Inclusion, 2. Intersectional Analysis and 3. LGBTI Role Models. At the end of this report we provide a set of recommendations and a note on our method and its limitations.



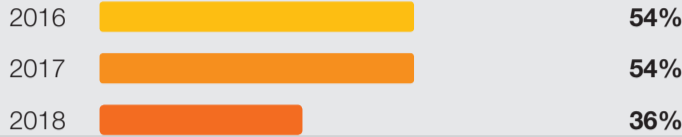
Charlie Grover,
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1. Indicators of inclusion

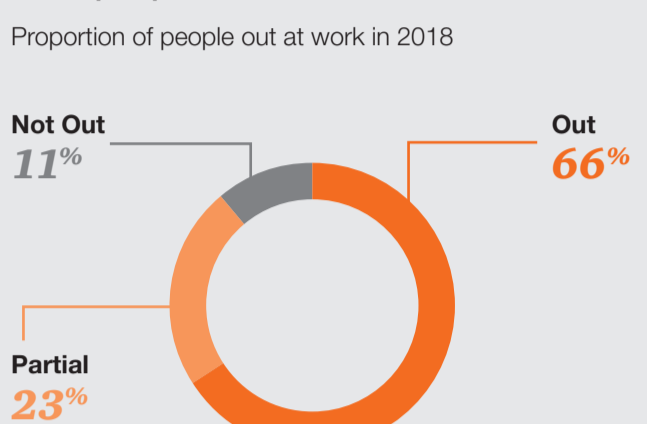
Homophobia at work is declining

Proportion who have witnessed homophobia at work



Most people are out at work in 2018

Proportion of people out at work in 2018



Why aren't all employees out at work?

For some it is a personal choice about their privacy...



Summary of theme findings and actions for progress

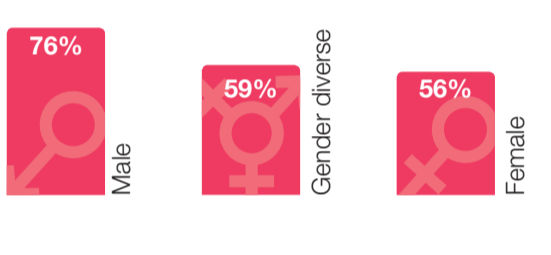
- Progress on LGBTI inclusion in the workplace has been made -** compared to PwC's 2016 and 2017 surveys, in 2018 people are more likely to be out* and less likely to have witnessed homophobia.
- There is still more work to be done in the workplace,** with almost 1 in 3 still witnessing homophobia at work in 2018. Employers should implement and update their LGBTI education training for all employees to reduce homophobia at work.
- There are a variety of reasons for people not being out in the workplace** but for a large number their workplaces could be more supportive and develop more inclusive cultures. Employers should implement the recommendations of this report (see the end of this report) to empower their employees to bring their authentic selves to work.

* This finding is drawn from a comparison of those responding in 2018 as being 'out' at work to those responding as being 'out to all' at work in PwC's 2016 and 2017 surveys.

2. Intersectional insights

Out at work:

Women are significantly less likely to be out than any other group.*



Prejudice is witnessed more by...

Trans, intersex, and bisexual people are significantly more likely to report witnessing prejudice** than lesbians or gays.*



Summary of theme findings and actions for progress

- Australian workplaces have more work to do to understand and meet the varying needs of the LGBTI community. Enacting the recommendations in this report, particularly those on engaging leaders and educating your employees, can help in this understanding.
- Women are significantly less likely to be out in the workplace than men and gender diverse people. For a detailed consideration of why, explore PwC's and Pride in Diversity's August 2018 report "Where are all the women?"
- LGBTI training at work should include specific information related to transgender and intersex people to help reduce experienced homophobia.

3. LGBTI role models



Visibility of LGBTI leaders is essential to cultivating a workplace culture that is supportive of the LGBTI community. Organisations lacking support from leadership leave LGBTI employees feeling less engaged. The survey data shows that LGBTI role models encourage workplace engagement. LGBTI networks are a great platform through which role models can become visible, with a correlation between the two.

While great for workplace engagement, the data shows the presence of out role models doesn't in itself encourage people to come out* as much as experienced team managers do.

Summary of theme findings and actions for progress

- Employees should be encouraged and supported to participate in LGBTI networks to boost their engagement at work.*
- LGBTI role models should be highlighted to encourage engagement and inclusion.
- Role models are aspirational and appear to promote a culture of inclusion rather than transforming the coming out experience.
- Workplaces should train managers to use inclusive language that is supportive of the full diversity of the LGBTI community, to enable an environment where people feel comfortable coming out at work.*

* Correlation tests run with preclude of statistical significance | * Difference test (Z-test) conducted (alpha = 0.05)
** The data for this chart on prejudice relates to witnessing 'homophobia', a term which we use for simplicity. We acknowledge that this term is not inclusive of all types of phobia that affect the LGBTI community.

Recommendations

- 1. Implement an LGBTI network or committee in your workplace:** Provide support to the network to enable LGBTI employees and allies to take action and achieve meaningful outcomes.
- 2. Engage your leaders:** This is a key catalyst in driving change through the LGBTI network. Your leaders need to be equipped with the knowledge, skills and resources to advocate for LGBTI inclusion in the workplace.
- 3. Educate managers:** While organisations and leaders may be committed to LGBTI inclusion, it is often managers who drive culture and an LGBTI employee's sense of belonging and psychological safety. Hold inclusive leadership training for managers, encourage forums where your people can share their stories in a safe space and consider reverse mentoring for leaders. Don't underestimate the power of storytelling!
- 4. Use communications to drive inclusion:** Too often the power and tone of language is overlooked when considering LGBTI inclusion. The messages we send, the language we use and the images we display every day reinforce norms and can be a powerful tool for inclusion. If the LGBTI community represents 11% of Australian society, they should represent 11% of people mentioned or profiled in communications.
- 5. Support our emerging LGBTI talent:** To encourage more LGBTI role models and to address the underrepresentation within in senior roles, provide coaching programs to foster the personal development of LGBTI employees.
- 6. Check out Pride in Diversity:** Pride in Diversity is a national not-for-profit employer support program for LGBTI workplace inclusion. It's a great source of training programs and advice.

Contributors

A huge thank you to the volunteers who made this report possible, as well as our team of contributors:

- Joe Chan
- Thomas Craddock
- Nate Hentschel
- Rob Leonard
- Emma Son
- David Williams

For a detailed consideration of the impact of role models in the context of LGBTI women, refer to PwC's recent research project in this area, available at <https://www.pwc.com.au/publications/where-are-all-the-women.html>



A note about the methodology

The 2018 LGBTI workplace inclusion survey was conducted by GLEE, PwC's employee led LGBTI network.

The data was collected at the following locations and events: Brisbane's September 2017 Pride Fair Day; Perth's October 2017 Fairday; Canberra's October 2017 Fair Day; Melbourne's January 2018 Midsumma Carnival; and Sydney's Interfirm June 2018 event. The number of respondents totalled 2,462.

The data findings presented here have been analysed using a statistical methodology. Statistical analysis took place in order to test the hypotheses that were developed out of a data exploration exercise. Analysis included T and Z tests, correlation tests and scatterplots. One-tailed Z-tests were performed with 95% confidence interval.

As the survey data were collected at a number of inner city LGBTI events, the respondents are likely to have some level of bias towards being comfortably out and may not reflect the regional and rural populations.

This report uses the term LGBTI. We acknowledge the limitations of this term and not all members of our community will identify with the labels within. We also acknowledge no one term or acronym is capable of encompassing all of the identities within our community. We have used LGBTI as consistent language for employers and our intent is not to be exclusive in our terminology nor offensive to any individual.