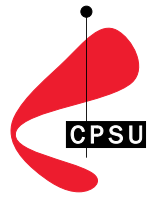


# What Women Want

2010/11 Survey Report





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## FOREWORD AND SUMMARY OF KEY FINDINGS

# Foreword

Each year the Community and Public Sector Union asks women to give us a detailed picture of their working lives. I am pleased to share with you the important findings of what is Australia's largest survey of working women.

This year 9,167 women participated in the survey, telling us a lot about the issues we need to address to improve their working lives.

Last year the survey results provided clear evidence of the increasing pressure felt by many women caring for children and others such as their parents.

The information gathered has been used in the CPSU's ongoing advocacy with Government as well as to formulate the CPSU core claim for bargaining, particularly regarding hours of work and overtime and work/life balance entitlements.

Both the 2009 and 2010 survey results have been instrumental in framing the CPSU's approach to bargaining in 2011. Of key concern are the number of women who continue to work additional hours and the high percentage who do not get compensated for this.

I would like to thank every woman who took the time to complete *the What Women Want* survey. Your input is incredibly valuable and will help ensure the CPSU continues to lead the way in improving the working lives of Australian women.

**Nadine Flood, CPSU National Secretary**



I would like to thank every woman who took the time to complete the *What Women Want* survey. Your input is incredibly valuable and will help ensure the CPSU continues to lead the way in improving the working lives of Australian women.

# Summary of Key Findings

## 1 Not enough women accessing flexible work arrangements

There is a gap between the availability of flexible working conditions and the number of women accessing these.

- One in two women say it is not easy to combine work and family and one in five women say they are dissatisfied with their work/life balance.
- Despite these concerns, 60 per cent of women agree that their current entitlements are sufficient for them to balance work and family. This suggests a disparity between the actual entitlements and level of access.
- The only flexible working arrangement accessed by the majority of women was flex time.
- Two in five women feel that taking time out for family reasons would disadvantage their career prospects and is frowned upon.

## 2 Training matters

- Women take their careers seriously, saying training and access to promotional opportunities and career development are important.
- Despite most training being related to their current position, one in five women have applied for and been denied training in the past 12 months. When training is denied, it is most often due to cost, staffing and workload constraints.
- Of those who have received training, most have done fewer than 5 days in the past year.

## 3 Too many hours

Where, when and how long women work is becoming a hot issue given continuing technological advances blurring work and non/work.

- Nearly one in five full-time women is working an additional 10 or more hours each week.
- One in three women says they have little or no influence over if they work additional hours.
- One in five women is contacted out-of-hours at least weekly.
- The number of women ranking working from home as important continues to increase.



# Introduction

The CPSU is committed to representing members and campaigning for their rights. To find out what women members want, the CPSU carries out an annual survey. The *What Women Want* Survey was carried out in 2010 for the fifth time and in conjunction with the University of Queensland's Institute for Social Science Research (ISSR).

In 2010, 9,167 women participated in the survey (slightly lower than the 2008 response of 9,504). Respondents worked in the Australian Public Service (APS), Northern Territory Public Service (NTPS), Australian Capital Territory Public Service (ACTPS) or in the private sector, including in companies such as Telstra. The methodology is detailed in Attachment A.

In addition to the usual demographic information, this comprehensive survey seeks women's views on a diverse range of issues including:

- Caring responsibilities;
- Hours of work and overtime;
- The intrusion of work into women's non-work time;
- Flexible working arrangements;
- The capacity to influence work and levels of job satisfaction;
- The availability of training and career opportunities;
- The impact of financial factors on career decisions;
- Performance pay;
- Bullying, sexual harassment and discrimination;
- Occupational Health and Safety;
- Travel – both to/from work and work-related travel; and
- Superannuation.

A brief summary of each topic area is provided at the start of each section.



## Outcomes from the 2009 Survey Results

The information gathered in the 2009 survey has been highly influential in driving the work of the CPSU. The findings helped formulate the CPSU core claim for bargaining, particularly regarding hours of work and overtime and work/life balance entitlements.

The results also informed ongoing CPSU advocacy with Government on the needs of working women, including the impact of public sector funding on the capacity to access leave and build work/life balance.

Some examples where the 2009 results were used include:

- to argue for superannuation to be paid on periods of unpaid parental leave. In 2010, the CPSU won the first requirement for an employer to pay superannuation contributions on paid and unpaid portions of parental leave. Through bargaining, the CPSU has gained this entitlement in a number of Federal Government agencies including the Australian Bureau of Statistics, Comcare and the Fair Work Ombudsman. These early achievements in the Australian Public Service set a precedent, with several large banks (Bankwest, Westpac and NAB) in June 2010 agreeing to some compensation for lost superannuation accrual during periods of paid maternity leave.
- the establishment of women in science networks in agencies including CSIRO and CSL around the country. In 2011 these networks will grow and review the survey findings to identify how they can be used to improve the working lives of women in science.
- in the Australian Tax Office (ATO) at a National Consultative Forum meeting in March 2009. The ATO compared the data to its internal Employee Engagement Survey and management was particularly interested in the bullying and harassment findings. ATO management has asked the CPSU to continue to share this information. At the NCF level, the CPSU presented information on the effect of broken work patterns on promotional prospects and superannuation in order to gain improvements for ATO employees.
- in the Department of Human Services realignment of pay and working conditions for more than 45,000 employees in Centrelink, Medicare and the Child Support Agency. The 2009 survey identified that women who were least happy were those who have the least control over their working hours and work loads. These women are also most likely to be employed in lower classifications. This finding has been used in developing the CPSU bargaining claim to mobilise Centrelink call centre members to campaign to change punitive management strategies that dissuade people from accessing entitlements such as carers leave and personal leave.
- at the Department of Health and Ageing where the survey results supported DoHA's findings on bullying and harassment and confirmed a need to take action. Union representatives in DoHA on the Staff Consultative Forum proposed that a working group be established to address bullying and harassment. This was the catalyst for DoHA to reinvigorate the workplace harassment contact officer network and improve support for contact officers and those being bullied and harassed at work.
- to provide more evidence that access to flex time has been an ongoing issue for executive level staff at DoHA. The 2010 results will be used to approach management through bargaining to address hours of work and workload issues.



# Survey Findings

## General Demographics

### Summary – General Demographics

- 9,167 women responded to the 2010 CPSU *What Women Want* survey.
- 86.1 per cent of respondents reported they worked in the Australian Public Service (APS), 6.9 per cent worked in the ACT Public Service (ACTPS), 3.9 per cent worked in the Northern Territory Public Service (NTPS) and 2.1 per cent worked in private sector areas of CPSU coverage.
- The data generally aligns with findings in the APS State of the Service Report.
  - Nearly a third of responses came from women working in the ACT, reflecting the location of APS employment.
  - More than half of respondents were aged 35 – 54 years.
- 2.9 per cent of respondents identified as Aboriginal or Torres Strait Islander.
- 48.5 per cent of women held a tertiary qualification or higher.
- One in five women had been with their employer for 15 years or more.
- Most women were permanently employed and worked full time.
- A significant proportion of women were acting in a higher grade (14.3%) and many had been acting for more than 12 months.

### 2010/11 Survey Participants

In 2010, 9,167 women completed the CPSU *What Women Want* survey. This is slightly below the 2009 total of 9,504 respondents and the 2008 total of 9,430. This drop in respondents may be attributed to a number of other major CPSU campaigns being run concurrently, as well as the timing of the survey overlapping with school and public holidays.

Nearly a quarter of women (24.4%) who completed the survey indicated that they had completed the survey in 2009. This is an increase from the 20.6 per cent who indicated in 2009 that they had completed the survey in the previous year (Table 1).

**Table 1: Completed survey in 2009 and 2010 (%)**

	2009 (n=9497)	2010 (n=9167)
Yes	20.6	24.4
No	52.0	47.2
Can't remember	27.4	28.4
<b>Total</b>	<b>100.0</b>	<b>100.0</b>

## Employer and Work Location of Respondents

As with the results from previous years, the overwhelming majority of women who completed the survey (86.1%) indicated that they worked in the Australian Public Service (APS), however this proportion was down on previous years. In 2010 the percentage of respondents who indicated that they worked in the Australian Capital Territory Public Service (ACTPS) significantly increased from 4.7 per cent in 2009 to 6.9 per cent (Table 2).

This increase in the response from women in the ACTPS can be attributed to the CPSU working closely together with the ACT Government to send out a link to the survey to all female employees in the ACTPS.

The 2010 survey also saw an increase in the proportion of women who indicated that they worked for the Northern Territory Public Service (NTPS). This is now the third year of growth in NTPS respondents. The remaining response from the private sector was lower than in 2009 at 2.1 per cent of all respondents. The largest groups of respondents within the private sector continue to be from Telstra and CSL Limited.

**Table 2: Respondents by Sector of Employment (%)**

	2008 (n=9430)	2009 (n=9502)	2010 (n=9167)
Australian Public Sector <i>(including Government Business Enterprises, Federal Parliament and Statutory Authorities)</i>	90.5	88.0	86.1
ACT Public Service	3.8	4.7	6.9
NT Public Service	2.9	3.3	3.9
Private Sector	2.2	3.5	2.1
I prefer not to respond	0.7	0.5	1.0
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

Close to a third of survey respondents (32.2%) indicated that their workplace is located in the Australian Capital Territory (ACT). This figure is an increase on 2009 figures where 29.8 per cent of respondents said their work was located in the ACT and reflects the increase in respondents from the ACTPS in 2010 results.

The 2010 survey results also show an increase in the proportion of respondents from South Australia and the Northern Territory. New South Wales and Victoria remain the second and third most likely places for respondents to work, while Tasmania remains the least likely state for respondents to be located (Table 3). This reflects the location of the APS, but differs from the overall population distribution for Australia where the ACT only accounts for 1.6 per cent of the population and NSW (32.4%) VIC (24.8%) and QLD (20.2%) are the three most populous states (ABS 2010).

**Table 3: State or Territory of Work Address (%)**

	2008 (n=9216)	2009 (n=9337)	2010 (n=9160)
New South Wales	21.4	21.1	18.4
Victoria	16.1	15.6	16.2
Australian Capital Territory	30.4	29.8	32.2
Queensland	13.1	13.6	13.0
South Australia	5.5	5.7	6.0
Western Australia	5.9	6.1	5.6
Tasmania	3.1	3.3	3.2
Northern Territory	4.4	4.9	5.3
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

Table 4 shows the State or Territory of women by the sector that they are employed in. Just over two thirds (67.4%) of women who indicated they worked in the APS were located either in New South Wales (20.7%), Victoria (17.5%) or the Australian Capital Territory (29.2%).

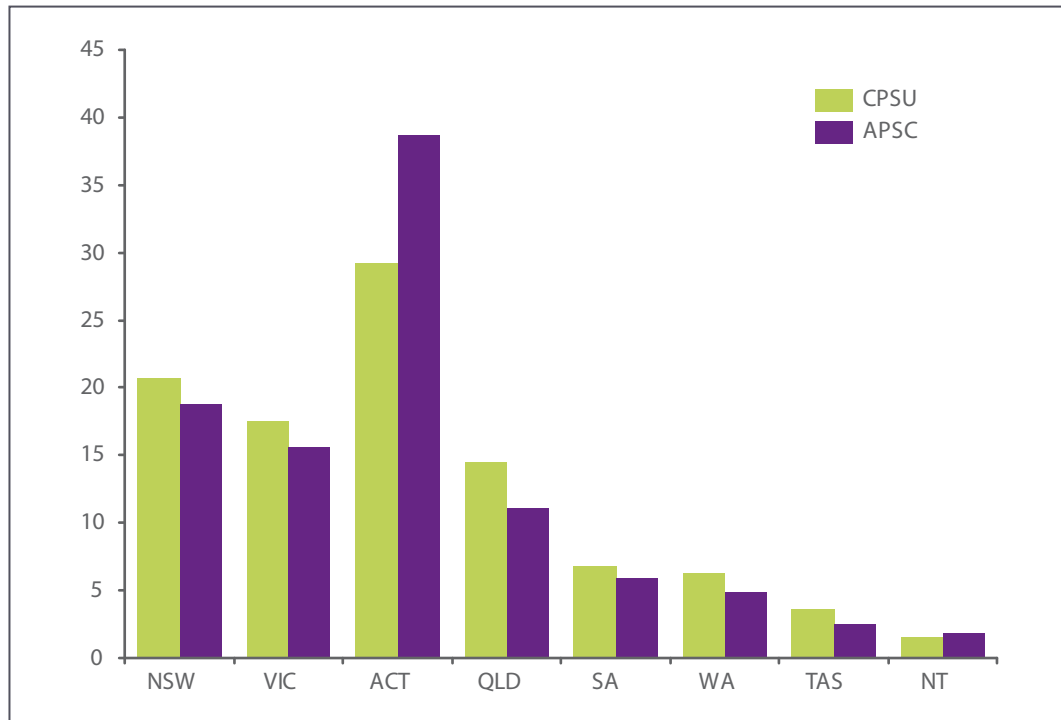
As with the 2009 results, the highest percentage of private sector respondents were in Victoria (43.1%). It is likely that this reflects the locations of private sector employers and workplaces where the CPSU has coverage and membership, rather than any broader trends.

**Table 4: State or Territory of Work Address by Sector of Employment (%)**

	Australian Public Sector (n=7885)	ACT Public Service (n=630)	NT Public Service (n=360)	Private Sector (n=195)	I prefer not to respond (n=90)	Total (n=9160)
New South Wales	20.7	0.0	0.0	20.5	16.7	18.4
Victoria	17.5	0.0	0.0	43.1	28.9	16.2
Australian Capital Territory	29.2	100.0	0.0	3.1	10.0	32.2
Queensland	14.5	0.0	0.0	14.9	21.1	13.0
South Australia	6.7	0.0	0.0	9.7	6.7	6.0
Western Australia	6.3	0.0	0.0	5.6	5.6	5.6
Tasmania	3.6	0.0	0.0	1.0	3.3	3.2
Northern Territory	1.5	0.0	100.0	2.1	7.8	5.3
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

The APSC Statistical Bulletin 2009-10, reports that 38.6 per cent of all APS employees are located in the Australian Capital Territory (APSC 2010b: 26). The 2010 *What Women Want Survey* results under represent the ACT. However, Chart 1 shows that the 2010 CPSU results generally reflect the workplace distribution found in the APSC data.

**Chart 1: Location of APS Workplace, CPSU Survey Results Compared with APSC State of the Service Data (%)**



Source: APSC: Australian Public Service Statistical Bulletin 2009-10 (p26)

## Age of Respondents

In 2010 there was a slight increase in the proportion of women aged 65 and over (from 0.4 per cent in 2008 to 0.7 per cent in 2010). This reflects the APSC *State of the Service Report* finding that the 60 years and over age group had the strongest growth in 2010 (APSC 2010a: 187).

According to the APSC in the APS the median age of women increased in 2010 to 41 and the largest age group in the APS remains 45-49. The survey results reflect this with nearly a third of respondents aged between 45 and 54.

Concerningly, there has been a decrease in the proportion of young people aged below 25 responding to the survey (a decrease of 0.9 per cent compared with the previous year). This is in line with the APSC *State of the Service Report* finding that as at June 2010 the representation of young people aged 25 and below decreased by 0.6 per cent.

This ageing of the workforce has serious implications for the future capacity of the public sector and highlights the need for the public sector to attract and retain younger workers.

**Table 5: Age of Respondents (%)**

	2008 (n=9430)	2009 (n=9501)	2010 (n=9166)
15-19 years	0.1	0.2	0.1
20-24	3.3	4.7	3.9
25-34	21.5	23.3	23.3
35-44	28.3	27.0	27.1
45-54	32.9	30.9	31.6
55-59	9.7	9.1	9.4
60-64	3.3	3.7	3.3
65 and over	0.4	0.5	0.7
I prefer not to respond	0.5	0.5	0.5
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>



## Aboriginal and/or Torres Strait Islander Heritage

The 2010 survey included the question 'Do you identify as Aboriginal and/or Torres Strait Islander?' (Table 6). Overall 2.9 per cent of women indicated that they identified as Aboriginal and/or Torres Strait Islander. This is a higher proportion than the 2.2 per cent of all ongoing APS employees (APSC 2010a: 149).

The employer with the highest proportion of women who indicated that they identified as Aboriginal and/or Torres Strait Islander was the NTPS, at 6.5 per cent. This is lower than the figure of 8.1 per cent reported by the Northern Territory Office of the Commissioner for Public Employment in the State of the Service Report 2009-10 (OCPE 2010: 64).

The level of Aboriginal and Torres Strait Islander employment is an important one and the CPSU will be engaging with these women to work with them to improve their working lives. The CPSU will also be working to increase the level of Aboriginal and Torres Strait Islander employment through its National Aboriginal and Torres Straits Islander Cabinet.

**Table 6: Aboriginal and/or Torres Strait Islander Heritage by Sector of Employment (%)**

	Australian Public Sector (n=7864)	ACT Public Service (n=631)	NT Public Service (n=356)	Private Sector (n=195)	I prefer not to respond (n=91)	Total (n=9137)
Yes	2.9	1.6	6.5	1.5	3.3	2.9
No	97.1	98.4	93.5	98.5	96.7	97.1
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

## Educational Attainment of Respondents

The 2010 survey results show a similar level of educational attainment as to previous years' results. A quarter of women (25.0%) have a Year 12 or below equivalent qualification and a further quarter (27.0%) have a bachelor degree. The 2010 survey results also show an increase in the proportion of women with either a Masters degree (7.7%) or a doctorate (2.3%), a combined increase of 0.9 per cent on the 2009 survey results (Table 7).

**Table 7: Highest Educational Qualification (%)**

	2008 (n=9426)	2009 (n=9501)	2010 (n=9167)
Year 12 or below	28.3	27.7	25.0
Certificate I or II	2.8	2.6	2.5
Certificate III or IV	9.9	11.4	11.4
Advanced Diploma/Diploma	10.6	10.6	11.5
Bachelor Degree	26.7	25.7	27.0
Graduate Diploma/Graduate Certificate	11.8	11.0	11.5
Masters Degree	7.0	7.3	7.7
Doctorate	1.4	1.8	2.3
I prefer not to respond	1.5	2.0	1.1
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

Table 8 shows the highest educational qualification of respondents by their employment sector. In the APS just close to half (49.4%) of respondents' highest educational qualification is a Bachelor degree or higher. This is an increase on the 2009 result where 46.2 per cent of APS respondents had a Bachelor degree or higher. The results reflect APSC *State of the Service Report* data which reported a slight increase in the proportion of employees with graduate qualifications in 2010, and suggests an increasing trend in the APS for employees to hold graduate qualifications (APSC 2010a: 185).

As with the 2009 survey results, the sector where women were mostly likely to hold a vocational education qualification was the NTPS (31.4%). This reflects the diversity of work and services that the NTPS performs and delivers.

**Table 8: Highest Educational Qualification by Employer (%)**

	Australian Public Service (n=7980)	ACT Public Service (n=631)	NT Public Service (n=360)	Private Sector (n=195)	I prefer not to respond (n=91)	Total (n=9167)
Year 12 or below	24.7	25.0	27.5	28.2	38.5	25.0
Certificate I or II	2.4	3.2	3.9	1.5	5.5	2.5
Certificate III or IV	11.1	13.3	14.4	10.8	8.8	11.4
Advanced Diploma/ Diploma	11.3	14.3	13.1	9.7	11.0	11.5
Bachelor Degree	27.3	24.2	22.5	30.8	25.3	27.0
Graduate Diploma/ Graduate Certificate	11.6	10.8	11.9	11.8	0.0	11.5
Masters Degree	8.1	6.7	3.9	4.6	1.1	7.7
Doctorate	2.4	1.0	1.4	1.0	3.3	2.3
I prefer not to respond	1.0	1.6	1.4	1.5	6.6	1.1
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

## Occupation and Duration of Employment

Women were asked to identify their occupation as described by the Australian Bureau of Statistics in the Australian and New Zealand Standard Classification of Occupations (ANZSCO).

The 2010 results continue the trend from previous years with the majority of women (57.5%) describing their occupation as 'clerical and administrative'. This group includes, but is not limited to, Customer Service Officers, Customs Officers, Immigration Officers, Taxation Inspectors, Project Administrators, Contract Administrators and Office Support Workers.

Also consistent with previous survey results, the second most common occupation was 'professional' at 31.7 per cent of women, a slight increase from 30.2 per cent in 2009. This grouping includes, but is not limited to, Policy Analysts, Legal Professionals, Economists, Actuaries, Archivists, Intelligence Analysts, Scientists, Health Professionals, ICT professionals, Human Resource Professionals, Auditors, and Public Relations Professionals (Table 9).

**Table 9: Occupation of Respondents (%)**

	2008 (n=9428)	2009 (n=9501)	2010 (n=9167)
Clerical and Administrative Worker	56.8	59.8	57.5
Community and Personal Service Worker	1.4	1.1	1.2
Professional	31.9	30.2	31.7
Manager	6.6	6.7	6.9
Technicians and Trades Worker	2.9	1.6	2.0
Other	0.1	0.3	0.1
I prefer not to respond	0.2	0.2	0.7
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

Of all the sectors, the ACTPS had the lowest proportion of clerical and administrative workers (46.3%), but the highest proportion of community and personal service workers (7.1%) and professionals (33.8%). This is a reflection of the involvement of the ACTPS in both health and corrective services as well as in policy development. This highlights the diverse make-up of the ACTPS workforce and suggests that any workforce policies developed in the ACTPS must take this diversity into consideration.

Consistent with the 2008 and 2009 results, the APS had the highest proportion of clerical and administrative workers (58.7%). This can be attributed to the relative size of agencies such as Centrelink and the Australian Taxation Office and the large proportion of jobs in these agencies being in this occupational category (Table 10).

**Table 10: Occupation by Sector of Employment (%)**

	Australian Public Service (n=7890)	ACT Public Service (n=631)	NT Public Service (n=360)	Private Sector (n=195)	I prefer not to respond (n=91)	Total (n=9167)
Clerical and Administrative Worker	58.7	46.3	53.1	52.3	61.5	57.5
Community and Personal Service Worker	0.6	7.1	2.8	1.0	4.4	1.2
Professional	31.8	33.8	29.4	32.8	18.7	31.7
Manager	6.5	9.5	11.4	6.7	3.3	6.9
Technicians and Trades Worker	1.8	2.4	2.5	3.6	6.6	2.0
Other	0.1	0.0	0.3	1.5	0.0	0.1
I prefer not to respond	0.5	1.0	0.6	2.1	5.5	0.7
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

Table 11 shows how long women have been continuously employed by their current employer. Consistent with previous years, the most common amount of time spent with an employer was between 2 and 4 years (20.1%).

The 2010 results saw a decrease in the proportion of women who had been with their current employer between 1 and 2 years for the third year in a row. One in five (20.2%) respondents indicated that they had more than 15 years' service with their current employer and 12.9 per cent indicated that they had 20 or more years' service, which is a slight increase from the 2009 results.

**Table 11: Duration with Current Employer (%)**

	2008 (n=9426)	2009 (n=9501)	2010 (n=9166)
Less than a year	7.9	7.5	7.8
Between 1 year and less than 2 years	10.5	9.9	8.2
Between 2 years and less than 4 years	16.8	20.9	20.1
Between 4 years and less than 6 years	10.8	11.2	14.0
Between 6 years and less than 8 years	8.9	7.9	7.6
Between 8 years and less than 10 years	9.6	10.2	7.7
Between 10 years and less than 15 years	12.2	12.4	14.3
Between 15 years and less than 20 years	9.3	7.6	7.3
20 or more years	13.9	12.3	12.9
I prefer not to respond	0.1	0.1	0.2
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>



## Form of Employment

The overwhelming majority of women (95.5%) indicated they were employed on a permanent/ongoing basis. However, this has fallen from previous years, with the proportion of women who indicated that they were employed on a non-ongoing/temporary engagement increasing from 2.8 per cent in 2009 to 3.6 per cent in 2010 (Table 13). This confirms that some employers prefer to hire employees on a non-ongoing basis rather than an ongoing basis. This is not ideal because non-ongoing employees lack the job security that ongoing employees enjoy and are often not entitled to or unable to access a range of entitlements.

**Table 13: Form of Employment (%)**

	2008 (n=9425)	2009 (n=9172)	2010 (n=9166)
Permanent/ongoing (either full or part time)	96.6	96.6	95.5
Casual	0.2	0.3	0.4
Non-ongoing/temporary engagement (specified term/task)	3.0	2.8	3.6
Not directly engaged by APS (ie a contractor, labour hire)	0.1	0.2	0.2
Don't know	0.1	0.1	0.1
I prefer not to respond	-	-	0.1
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

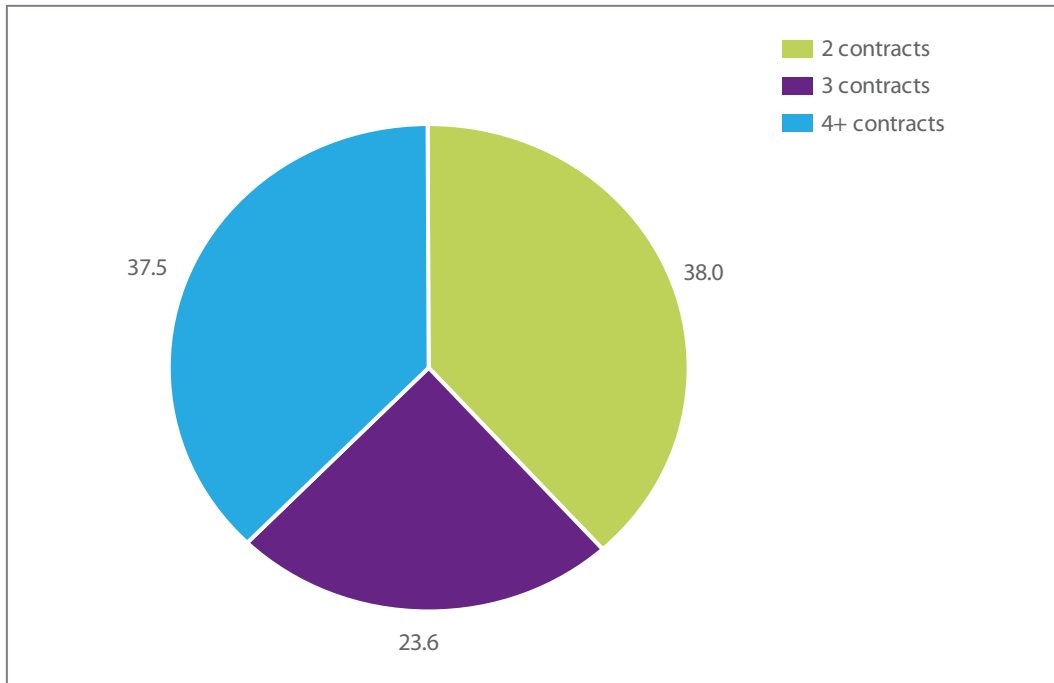
Of the women who indicated that they were employed on a non-ongoing basis, not directly engaged or didn't know, over half (59.5%) said that they had been employed on more than one consecutive temporary engagement. This is a slightly higher proportion than reported in 2009 where 54.6 per cent of women on non-ongoing engagements had more than one consecutive contract (Table 14).

**Table 14: Consecutive Temporary Engagement (%)**

	2010 (n=363)
Yes	59.5
No	39.7
I prefer not to respond	0.8
<b>Total</b>	<b>100.0</b>

Of the 216 women who indicated that they had been employed on consecutive non-ongoing contracts, over a third (37.5%) said they had been engaged on 4 or more consecutive contracts. Of these 81 women 77.8 per cent worked in the APS (Chart 2). This is inconsistent with the spirit of the Public Service Act 1999 which states that the usual basis of employment should be ongoing and the Public Service regulations which put restrictions on the period for which non-ongoing contracts can be used.

**Chart 2: Number of Consecutive Contracts (%)**



## Acting in a Higher Grade

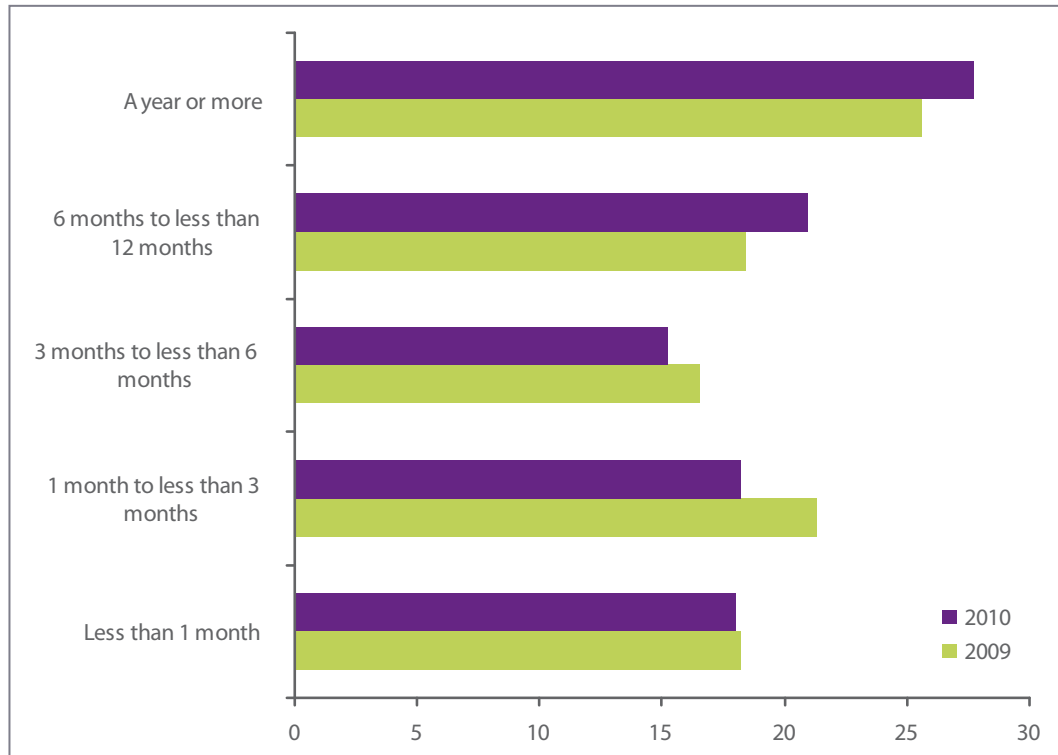
The 2010 results show a slight increase in the proportion of women who indicated that they were currently acting in a higher position. This is the third year in a row that the proportion of women has increased. In 2008, 13.4 per cent of women said that they were acting. In 2010 14.3 per cent of women indicated they were acting (Table 15). These results demonstrate that there is a growing trend towards having employees act in higher positions.

**Table 15: Acting in a Higher Position (%)**

	2008 (n=9358)	2009 (n=9418)	2010 (n=9167)
Yes	13.4	14.1	14.3
No	86.1	85.4	85.2
Not applicable	0.5	0.5	0.5
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

Of the women who indicated they were currently acting in a higher position, over a quarter (27.7%) had been doing so for more than a year. A further one in five or 20.9 per cent of women had been acting in the positions for between 6 and 12 months (Chart 3). The length of time of these appointments raises issues about whether they are truly temporary in nature.

**Chart 3: Time Acting in Higher Position 2009 and 2010 (%)**



Consistent with the 2009 results, the NTPS was the sector that had the highest proportion of women who indicated they were acting in a higher position at 23.9 per cent. This is an increase on the 2009 result of 17.3 per cent, but still below the 2008 result of 28.6 per cent (Table 16).

Comparing the ACTPS and NTPS and the APS, the APS had the lowest proportion of respondents acting in a higher position at 13.5 per cent. This is a significant decrease from the 2009 results where the APS had the second highest proportion at 17.2 per cent. This figure is closer to the APSC reported figure for the APS which at 30 June 2010 reported that 10.7 per cent of ongoing employees were on temporary assignment, most of whom were performing higher duties (APSC 2010a: 184).

The ACTPS saw a significant increase in the proportion of women in acting positions, from 14.7 per cent in 2008, to 20.6 per cent 2010 of respondents. This significant change may be attributed to the greater number of ACTPS women who responded to the 2010 survey.

**Table 16: Acting in a Higher Position by Sector of Employment (%)**

	Yes	No	Not applicable	Total
Australian Public Service (n=7890)	13.5	86.0	0.5	100.0
ACT Public Service (n=631)	20.6	79.2	0.2	100.0
NT Public Service (n=360)	23.9	75.3	0.8	100.0
Private Sector (n=195)	9.2	89.7	1.0	100.0
I prefer not to respond (n=91)	4.4	92.3	3.3	100.0
<b>Total (n=9167)</b>	<b>14.3</b>	<b>85.2</b>	<b>0.5</b>	<b>100.0</b>

## Wages and Conditions Determination

Three quarters (75.1%) of women indicated that their pay and conditions were determined by an enterprise agreement. This is a significant increase on the 2009 results where 66.5 per cent of respondents said their conditions were determined by an enterprise agreement.

The 2010 results show a decrease in the number of women who indicated that they were on an Australian Workplace Agreement (AWA) or an award – 12.3 per cent and 3.4 per cent respectively. It is encouraging that there was also a decrease in the proportion of women who did not know how their pay and conditions were determined from 9.0 per cent in 2009 to 7.8 per cent in 2010.

The private sector had the highest proportion of women reporting that their pay and conditions were determined by an AWA at 26.7 per cent (Table 17). It can be reasonably expected that the proportion of women on AWAs will decrease as more AWAs expire and women are engaged on enterprise agreements.

**Table 17: Wages and Conditions Determination (%)**

	2008 (n=9425)	2009 (n=9501)	2010 (n=9166)
A enterprise agreement	79.7	66.5	75.1
An Australian Workplace Agreement	11.3	18.7	12.3
A common law contract	0.3	0.5	0.5
An Award	3.2	4.9	3.4
I don't know	4.6	9.0	7.8
Other	1.0	0.3	0.2
I prefer not to respond	-	-	0.6
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>



# Caring Responsibilities

## Summary – Caring Responsibilities

- More than a third of women have dependent children who lived with them for the majority of the week.
- Just more than 1 in 5 women have caring responsibilities for those other than children, mainly elderly parents.
- A significant proportion of women with dependent children also have other caring responsibilities and work full-time.

In 2010, 36.2 per cent of women indicated that they had dependent children (Table 18). The overwhelming majority of these women (94.6%) also indicated that these children lived with them for most of the week.

**Table 18: Dependent Children (%)**

	2010 (n=9166)
Yes	36.2
No	63.3
I prefer not to respond	0.5
<b>Total</b>	<b>100.0</b>

As expected the majority (79.9%) of women who indicated they had dependent children were aged between 35 and 54. The largest single age group who indicated that they had dependent children was 35-44 years old (46.6% of all respondents). Overall the 2010 results were very similar to the 2009 results, suggesting that the profile of women with children is a constant in the survey sample (Table 19).

**Table 19: Dependent Children by Age Group (%)**

	Yes (n=3315)	No (n=5807)	I prefer not to respond (n=44)	Total (n=9166)
15-19 years	0.0	0.2	0.0	0.1
20-24 years	0.6	5.9	2.3	3.9
25-34 years	17.1	26.9	15.9	23.3
35-44 years	46.6	16.0	25.0	27.1
45-54 years	33.3	30.7	25.0	31.6
55-59 years	2.0	13.6	11.4	9.4
60-64 years	0.2	5.0	2.3	3.3
65 years and over	0.0	1.0	0.0	0.7
I prefer not to respond	0.2	0.6	18.2	0.5
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

The majority of women had either one or two children. There were some slight variations in the 2010 results with a decrease in the proportion of women who had only one child from 43.1 per cent in 2009 to 40.7 per cent in 2010. Conversely the number of women who indicated they had two children increased slightly from 42.4 per cent in 2009 to 44.6 per cent in 2010 (Table 20).

**Table 20: Number of Dependent Children (%)**

	2010 (n=3315)
1	40.7
2	44.6
3	11.1
4	2.4
5 or more	0.6
Prefer not to respond	0.6
<b>Total</b>	<b>100.0</b>

Women were also asked if they had additional caring responsibilities for others, not including dependent children. Just over one in five (22.2%) women indicated that they had caring responsibilities for others. The main group that women said they had additional caring responsibilities for was parents at 54.6 per cent. This was an increase from 51.6 per cent in 2009. The other most common groups women said they had caring responsibilities for were adult children (24.2%) and partners (18.9%) (Table 21). As the population ages caring responsibilities for parents are likely to increase, highlighting the need for creative employer responses to ensure workers can properly combine work and caring responsibilities.

**Table 21: Additional Caring Responsibilities (%)**

	2008		2009		2010	
	number	per cent	number	per cent	number	per cent
Children under 18 (who do not live with you for the majority of the week)	434	18.7	364	15.2	278	13.7
Parents	1263	54.1	1225	51.3	1111	54.6
Adult children	505	21.7	541	22.6	493	24.2
Partner	497	21.4	524	21.9	385	18.9
Other relatives	369	15.9	332	13.9	228	11.2
Friends/neighbours	112	4.8	81	3.4	95	4.7
Grandchildren	-	-	228	9.5	171	8.4

The 2009/10 *CPSU What Women Want Survey Report* explored the issue of the 'sandwich generation' women who had both caring responsibilities for children and also for their parents. The 2010 results show the same pattern. Of those women who indicated they had other caring responsibilities 41.8 per cent said that they had dependent children. Of the women who indicated that they had caring responsibilities for a parent, 38.3 per cent had dependent children and more than two thirds (69.6%) indicated that they worked full time.

Overall, of the women who had both dependent children and other caring responsibilities, 81.0 per cent indicated that they worked full-time. More than a quarter of these women, when asked to rate how satisfied they were with their work/life balance, said that they were either dissatisfied (21.7%) or very dissatisfied (7.0%). This is higher than the overall response where 17.0 per cent of women were dissatisfied and 4.3 per cent were very dissatisfied with their work/life balance.

The 2010 survey results again demonstrate the pressure that is being placed on many working women to both maintain full-time work and also undertake caring responsibilities for children and others. This combined with the dissatisfaction some women feel about their ability to manage their work/life balance suggests that employers need to be doing more to allow women access to flexible working arrangements to ensure that they are able to meet their work and non-work commitments.

# Hours of Work and Overtime

## Summary – Hours of Work and Overtime

- 89.9 per cent of full-time women work additional hours each week.
- Nearly one in five full-time women work an additional 10 or more hours each week.
- Older women are more likely to work long hours, and they are more likely to have caring responsibilities than those working fewer additional hours.
- There are 2 groups working long hours – those on a low income who generally earn overtime, and those earning \$100,000+ who generally receive no compensation for their excessive working hours.
- Women work long hours primarily to get all their work done and to get it done to a proper standard.
- Women report that working long hours affected them because they were already fatigued and over-worked and that that took a toll on personal relationships.

In 2010, women were again asked a series of questions about their hours of work. Approximately one fifth of respondents (19.7%) worked part-time. This reflects *State of the Service Report* findings where the proportion of ongoing female employees working part-time in the APS in 2009/10 was just over 20 per cent (APSC 2010a:180).

Most commonly, women reported being employed to work either a 36.75 hour week or between 37 and 38 hours a week (Table 22). This reflects the ordinary hours arrangements in the relevant enterprise agreement.

**Table 22: Average Weekly Work Hours (%)**

	2009 (n=9501)	2010 (n=9165)
0-14 hours	0.6	0.5
15-29 hours	10.9	11.6
30-34 hours	7.3	7.8
35 hours	2.6	4.1
36.75 hours	24.2	23.3
37 hours	7.0	7.7
37 hours to less than 38 hours	34.4	34.7
38 hours	12.1	5.7
40 hours	-	3.6
I prefer not to respond	0.8	1.1
<b>Total</b>	<b>100.0</b>	<b>100.0</b>

However, often actual working hours do not reflect the ordinary hours that are prescribed in an agreement. Women were asked how many hours in total they worked in an average week. The use of ranges for part-time respondents meant that the overtime worked for this group could not be calculated.

Of the 7,320 full-time women who responded to the survey, 6,583 or 89.9 per cent reported that they worked additional hours on average each week. This is an increase in the proportion of women reporting working extra hours. In 2009, 83.6 per cent of full-time women reported working additional hours.

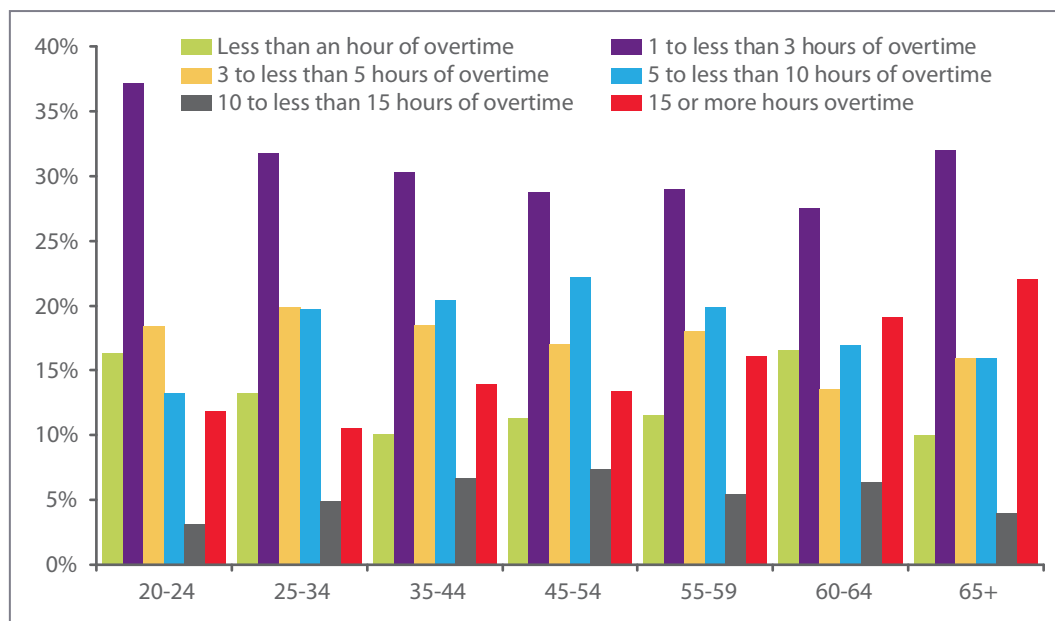
**Table 23: Additional Hours Worked per Week 2008-2010 (%)**

	2008 (n=6833)	2009 (n=6727)	2010 (n=6583)
Less than an hour of overtime	11.8	12.4	12.0
1 to less than 3 hours overtime	27.9	28.1	30.4
3 to less than 5 hours overtime	22.7	19.3	18.3
5 to less than 10 hours overtime	20.5	21.0	20.3
10 to less than 15 hours overtime	5.0	6.6	6.2
15 or more hours overtime	12.1	12.6	12.9
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

The survey results confirm the 2009 finding that nearly one in five full-time women are working an additional 10 or more hours each week. These excessive working hours raise concerns about the health of this group and also their ability to balance work and non-work life.

The age of women working excessive additional hours is shown in Chart 4 below. Generally this group is older. Surprisingly, they are slightly more likely than those not working as many additional hours to have dependent children and to have caring responsibilities for others.

**Chart 4: Additional Hours Worked per Week by Age Group (%)**

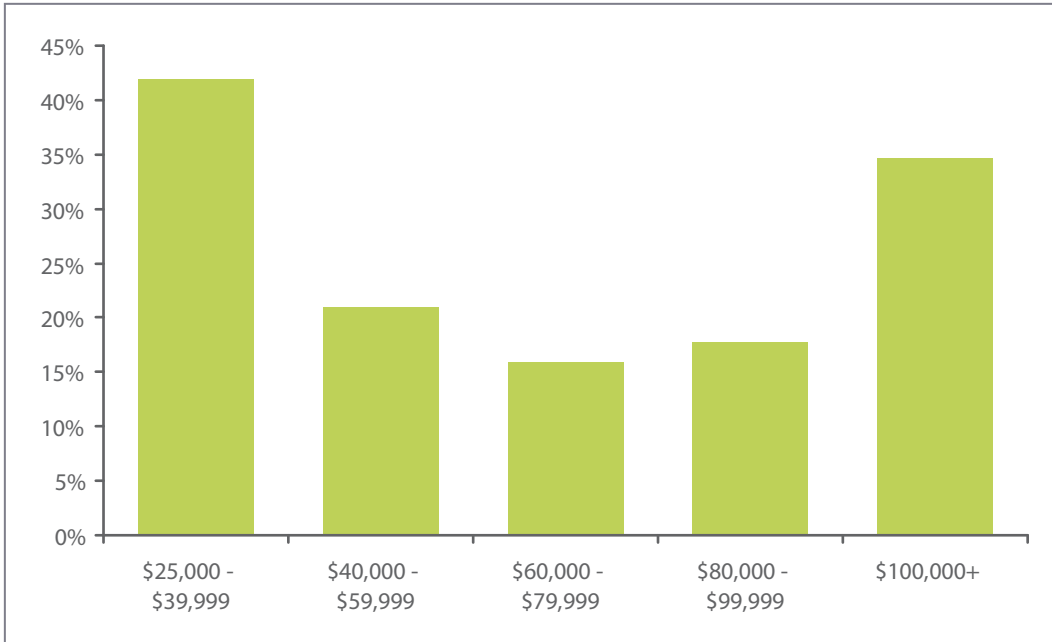


Women were asked what form of compensation they received for working overtime/extra hours. Table 24 shows that, most commonly, women accrued additional hours worked and took them as flex time or time off in lieu (TOIL). Significantly, 9.1 per cent of women who worked extra hours received no additional compensation and a further 5 per cent had an entitlement to TOIL or flex but didn't get to take it either because management wouldn't approve it or because of their workload.

It is unclear why the proportion of women reporting that they sometimes or occasionally took TOIL or flex has increased significantly between the 2009 and 2010 surveys but it may reflect a slight change in data collection between the 2009 and 2010 surveys and, also, indicate an increased awareness of employment entitlements and a willingness of women to seek to access these.



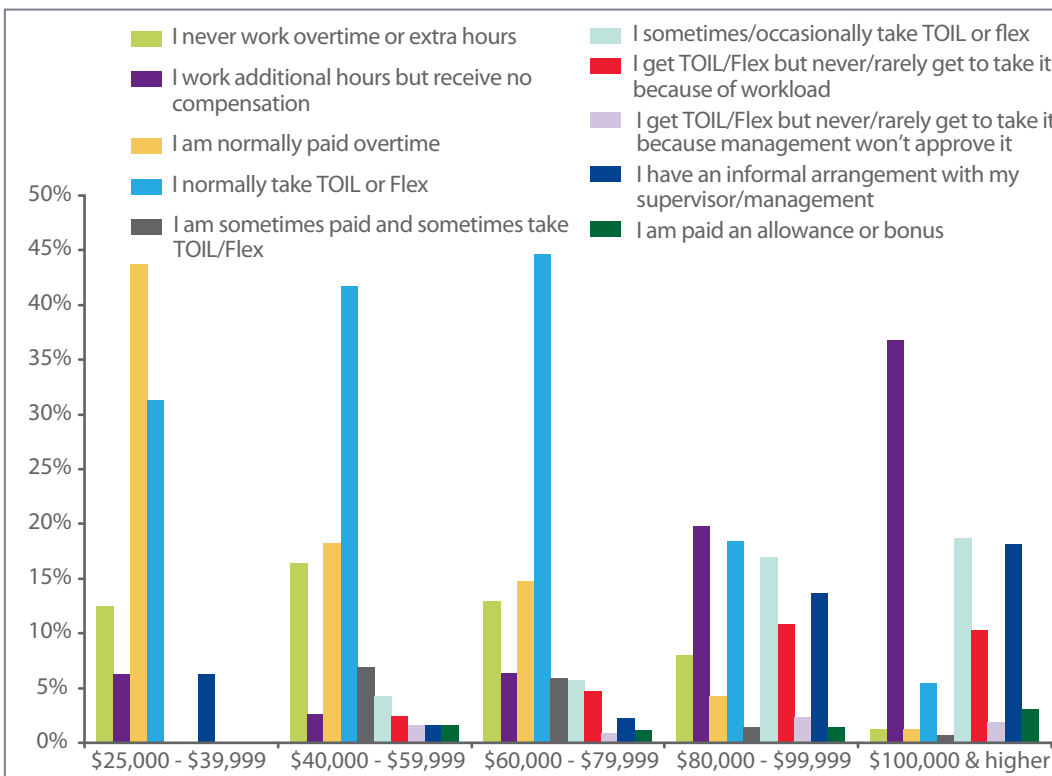
**Chart 5a: Excessive Hours per Week by Income Bracket (%)**



It is not surprising that women earning more than \$100,000 per annum were disproportionately likely to be working excessive hours of work. What is surprising were the findings for the group earning between \$25,000 and \$40,000 per annum (See Chart 5a).

However, this group was likely to be paid for additional hours worked, compared to the higher income group, 98.4 per cent of who reported that they did not receive any form of compensation for their additional hours of work (Chart 5b).

**Chart 5b: Women Working Excessive Hours and the Form of Compensation for those Hours (%)**



Consistent with previous years, in 2010 the most common reason women gave for working additional hours was so that they could get all of their work done (44.2%). A further third of women said that they worked the additional hours to get all of their work done to a proper standard (33.7%). It is concerning that three quarters of women (77.9%) were unable to complete all of their work within normal working hours. This suggests that employers are placing unreasonable expectations on women (Table 26).

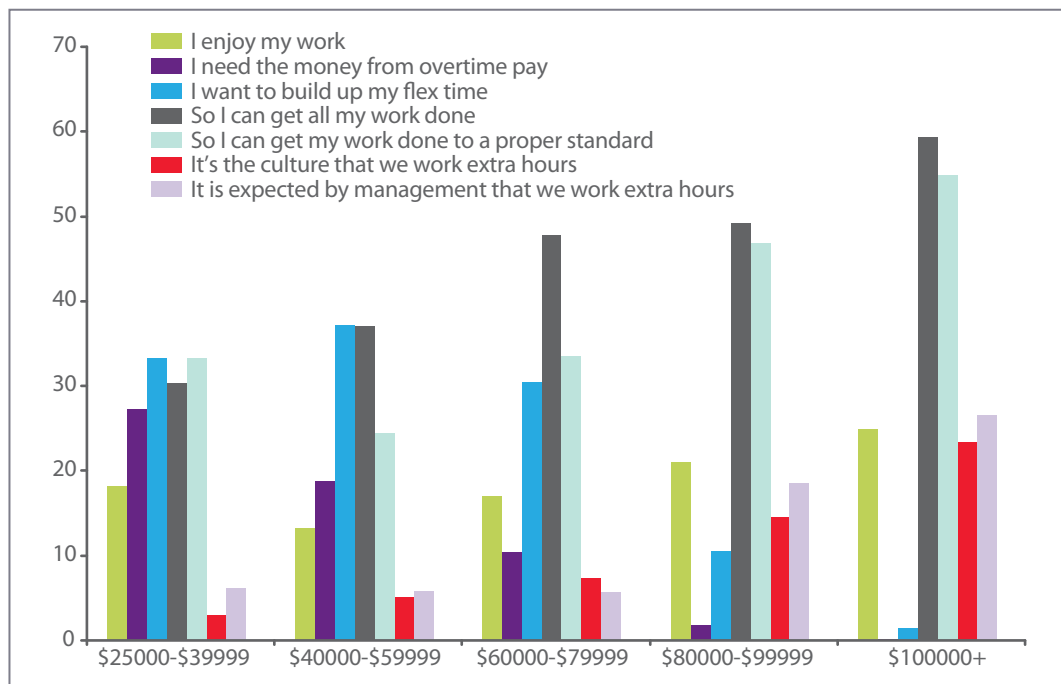
**Table 26: Reasons Overtime/Extra Hours are Worked (%)**

	2008 (n=8634)	2009 (n=6383)	2010 (n=6896)
I enjoy my work	17.8	18.9	16.9
I need the money from overtime pay	12.2	11.1	11.4
I want to maximise my performance bonus	.9	1.3	1.1
I want to build up my flex time	28.9	27.4	26.2
So I can get all my work done	44.7	48.2	44.2
So I can get my work done to a proper standard	33.8	36.3	33.7
It's the culture that we work extra hours	8.3	10.1	8.9
It is expected by management that we work extra hours	8.5	10.2	9.5

Interestingly, when the reasons for working extra hours are analysed by income bracket, women earning more than \$100,000 a year were most likely to report that they worked additional hours to get their work done (58.1%), to get their work done to a proper standard (54.6%), that it was the culture to work extra hours (22.8%) and it is expected by management to work extra hours (25.8%).

The results show that with a higher level of pay comes a disproportionate level of pressure to work additional hours to meet all of the job and workload responsibilities. (Chart 5c).

**Chart 5c: Reasons Overtime is Worked by Income Levels (%)**



Women were asked if working additional hours caused them any kind of personal difficulty. 8.4 per cent of women said that it did, and a further 47.0 per cent that it sometimes caused them personal difficulty (Table 27).

**Table 27: Personal Difficulty Caused by Working Overtime/Extra Hours (%)**

	2008 (n=8628)	2009 (n=6378)	2010 (n=6896)
Yes	8.9	8.0	8.4
Sometimes	47.0	47.5	47.0
No	43.2	43.8	43.8
I prefer not to respond	0.9	0.8	0.8
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

Women who indicated that working additional hours caused them personal difficulty or sometimes did, were asked how it affected them (Table 28). Close to half (46.1%) said that working additional hours affected them because they were already fatigued and over-worked. Interestingly, women without dependent children were more likely to nominate this reason (51.6% compared to 35.1%). Unsurprisingly, women with dependent children were most likely to nominate that caring responsibilities are difficult to organise (61.7%).

The second most common reason selected by women was that working additional hours took a toll on personal relationships (44.2%). This was followed by having to reprioritise other non-work commitments (43.5%).

**Table 28: Types of Personal Difficulty Working Overtime/Extra Hours Causes (%)**

	2008 (n=4829)	2009 (n=3537)	2010 (n=3822)
I am not given sufficient notice of additional hours	7.0	6.7	7.3
Travel home early/late from work is difficult	31.4	31.6	31.5
I am already fatigued and overworked	40.9	44.3	46.1
I only get TOIL/Flex for overtime and would rather be paid	9.5	9.0	9.0
Having to reprioritise other non-work commitments is difficult	40.1	40.1	43.5
It takes a toll on personal relationships	39.0	42.3	44.2
Caring responsibilities are difficult to organise	35.4	26.9	28.0

As expected, half of women working more than 10 additional hours were most likely to report the extra work taking a toll on personal relationships (51.8%) and feeling fatigued and overworked (51.8%).

# Contact Outside of Work Hours

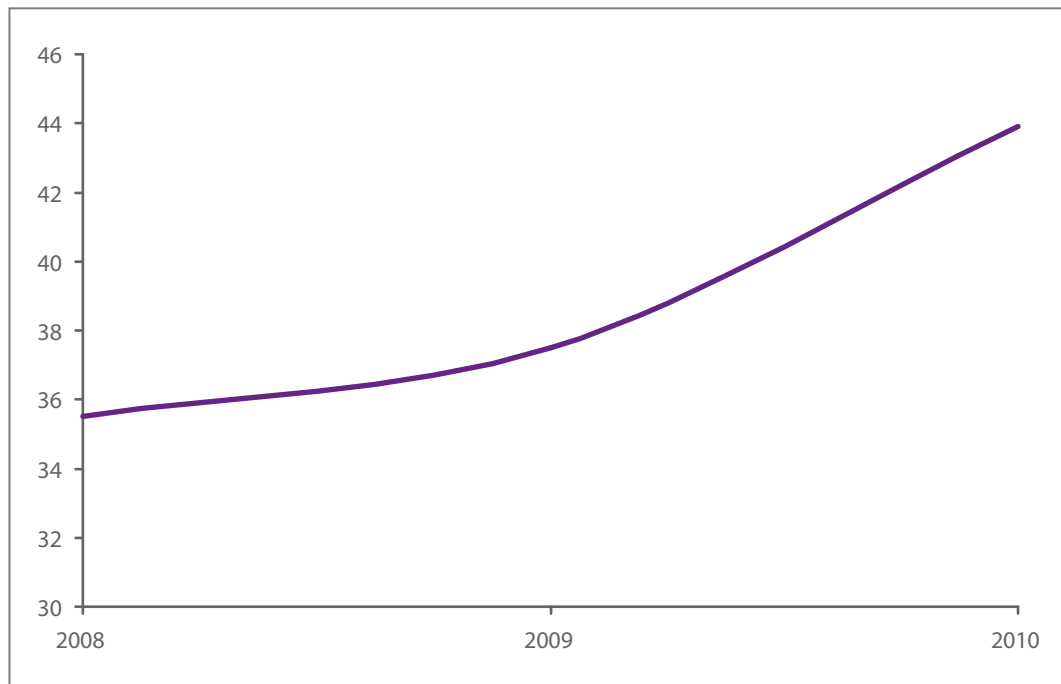
**Summary – Contact Outside Work Hours**

- An increasing proportion of women are being contacted outside of normal working hours.
- For most, it is not a requirement of their job to be available outside work hours, yet almost all women respond to out-of-work contact.
- For one in five women, out-of-hours contact is at least weekly.
- Most women are not compensated in any way for contact outside of work hours.

Given the increasing use of technology that is blurring the work/non-work divide, contact outside of work hours is an important emerging issue. For the past three rounds of the survey, women were asked if they were expected to be available outside of ordinary work hours – by mobile phone, BlackBerry and email. In each survey round, a relatively small proportion of women (16.5% in 2010) reported that it was expected they be available. In 2010, a further 24.9 per cent reported that they were expected to be available ‘sometimes’ outside of working hours.

What is more interesting is, expected or not, the proportion of women who are contacted outside of working hours and the proportion who respond to this contact. Chart 6 shows there has been a significant increase in the proportion of women reporting that they are contacted outside of working hours.

**Chart 6: Contact Outside of Work Hours (%)**



Whether a requirement of their job or not, women who are contacted outside of work hours generally respond to the contact (Table 29).

**Table 29: Response to Contact Outside of Work Hours (%)**

	2010		Total
	Sometimes	Yes	
2008 (n=3323)	-	93.8	93.8
2009 (n=2662)	21.1	77.1	98.2
2010 (n=4020)	19.0	78.9	97.9

Given the proportion of women who said they were contacted outside of work hours and their high propensity to respond to this contact, minor changes to the question asking how often this contact occurred were made in the 2010 survey. In previous surveys women were asked if the contact was daily, every couple of days or just occasional. In 2010 women were also given the option of noting if the contact was weekly or monthly. With these expanded options it is difficult to draw any longitudinal conclusions, but it is clear from Table 30 that for almost a third of women, contact outside of work hours is more than occasional.

**Table 30: Frequency of Contact (%)**

	2008 (n=3124)	2009 (n=2614)	2010 (n=4020)
Daily	3.3	4.5	3.6
Every couple of days	8.7	11.4	6.5
Weekly	-	-	10.6
Monthly	-	-	9.7
Occasionally	86.5	82.8	69.3
I prefer not to respond	1.5	1.3	0.6
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

Finally, women were asked if they were compensated for interruptions to their non-work lives (Table 31). The proportion of women reporting that they are compensated has remained consistent over the past three years of the survey, with most women not receiving any compensation for responding to contact outside of work hours.

**Table 31: Compensation for Contact (%)**

	2008 (n=3319)	2009 (n=2614)	2010 (n=4020)
Yes	9.7	9.3	8.6
No	81.0	79.7	81.7
Sometimes	8.3	9.8	8.6
I prefer not to respond	0.9	1.2	1.0
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

Combined with concerns about work/life balance and caring responsibilities raised by women, addressing these intrusions into personal time is even more crucial.

# Flexible Working Arrangements

## Importance of Flexible Working Arrangements

### Summary – Importance of Flexible Working Arrangements

- The ability to access leave as needed and access to flexible working hours are important to most women, as is the right to request flexible working hours.
- Also important to most women is the ability to negotiate part time work.
- The ability to purchase additional leave was important to more than half of all women, although those with dependent children were more likely to rate this flexible work entitlement as important.
- A third of women rated paid parental leave as very important with a further 14 per cent saying it was important. As expected, women with dependent children and/or of childbearing age were more likely to say that paid parental leave was important.
- The proportion of women who say working from home is important has increased between 2009 and 2010, with 44 per cent now saying it is important.

Table 32 contains women's ratings of the importance of a range of flexible working arrangements. The 'right to request flexible working provisions' was an additional flexible arrangement women were asked to rank in the 2010 survey.

**Table 32: Importance of Flexible Working Arrangements (%)**

(n=9161)	Very important	Important	Neutral	Of little importance	Not important at all	Not applicable
Ability to access leave as needed	78.4	20.4	0.9	0.1	0.0	0.1
Having flexible work hours	75.3	20.8	2.4	0.6	0.1	0.7
The right to request flexible working provisions.	64.0	28.6	4.5	1.1	0.5	1.2
Being able to negotiate part-time work	40.3	25.2	17.6	6.7	3.8	6.4
Having paid maternity/ paternity leave provisions	33.0	13.9	15.0	6.6	10.0	21.4
Having access to purchased additional leave schemes (eg., buying extra annual leave 48/52)	27.2	29.8	24.2	10.6	5.0	3.2
Working from home in normal working hours	18.2	25.8	28.2	11.5	5.8	10.6
Assistance with childcare	19.7	15.3	21.4	7.6	10.9	25.0
The opportunity to job share (two or more people share a full-time position)	11.9	15.7	34.5	14.3	11.2	12.4

In 2008 and in 2009 the most important flexible working arrangement to women was the ability to access leave as needed. This pattern did not change in 2010 with 78.4 per cent of women ranking it as very important, a slight increase on 77.2 per cent in 2009. A further 20.4 per cent noted this flexible working arrangement was important.

Interestingly, the ability to access leave was no more important to women with dependent children. 99.3 per cent of women with children indicating that the ability to access leave was either important or very important, compared with 98.6 per cent for women without dependent children. This suggests that women want flexible arrangements not only to facilitate their caring responsibilities but also to manage aspects of their personal life. The results across all age groups was consistent, with more than 90.0 per cent of women ranking access to leave when needed as important or very important.

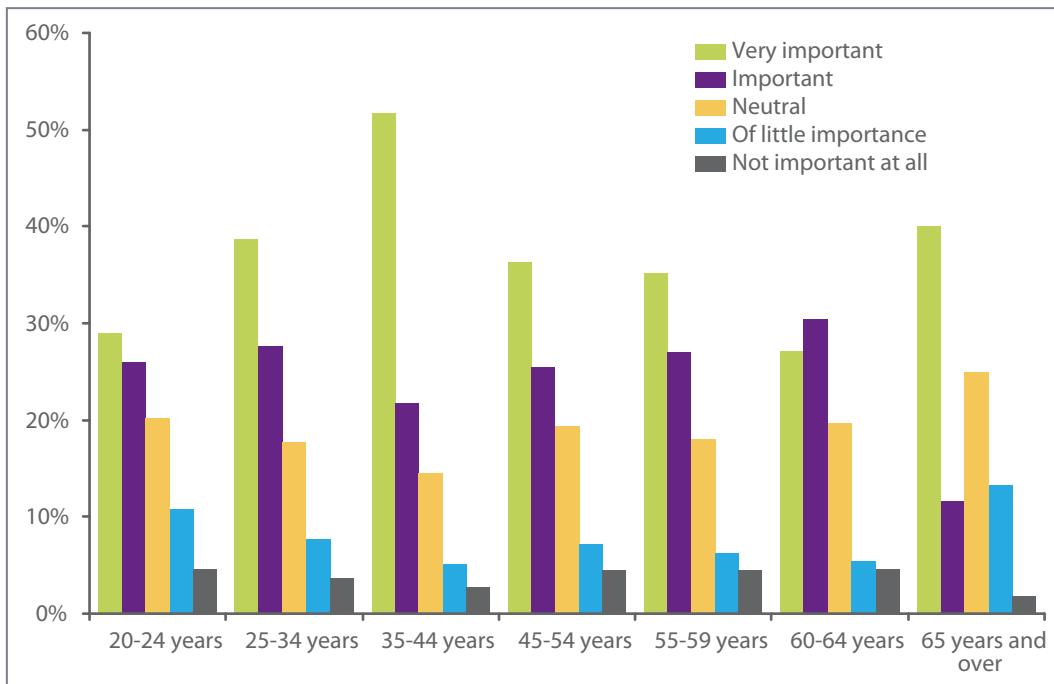
The second most important flexible work arrangement to women was having access to flexible work hours, including access to flex time and the ability to change start and finish times. Nearly all women (96.1%) ranked this as either important or very important. As expected flexible working hours were more likely to be rated as important by women with dependent children (84.3%) than those without dependent children (70.3%).

The right to request flexible working conditions was a new addition to the 2010 survey. 92.6 per cent of women said it was either important or very important. The difference between women with dependent children and women without was not significant suggesting that the desire to access flexible working arrangements is not solely guided by the need to manage caring responsibilities.

Two thirds of respondents (65.5%) indicated that the ability to negotiate part-time work was either important (25.2%) or very important (40.3%) to them. This is a slight increase on the 2009 survey results where 64.4 per cent of women ranked the ability to negotiate part-time work as important or very important. The proportion of women with dependents who ranked the ability to negotiate part-time work as important or very important also increased slightly from 78.8 per cent in 2009 to 80.2 per cent in 2010.

The chart below shows the importance of being able to negotiate part-time work by age group. It shows that just over half of women aged 35-44 years rank this as very important, while it is less important for other age groups, especially those past child bearing age. The 2010 results do show a change from the 2009 results with an increase in women aged 20-24 years and aged 65 years and over who ranked this as very important.

**Chart 7: Importance of Being Able to Negotiate Part-Time Work by Age Group (%)**

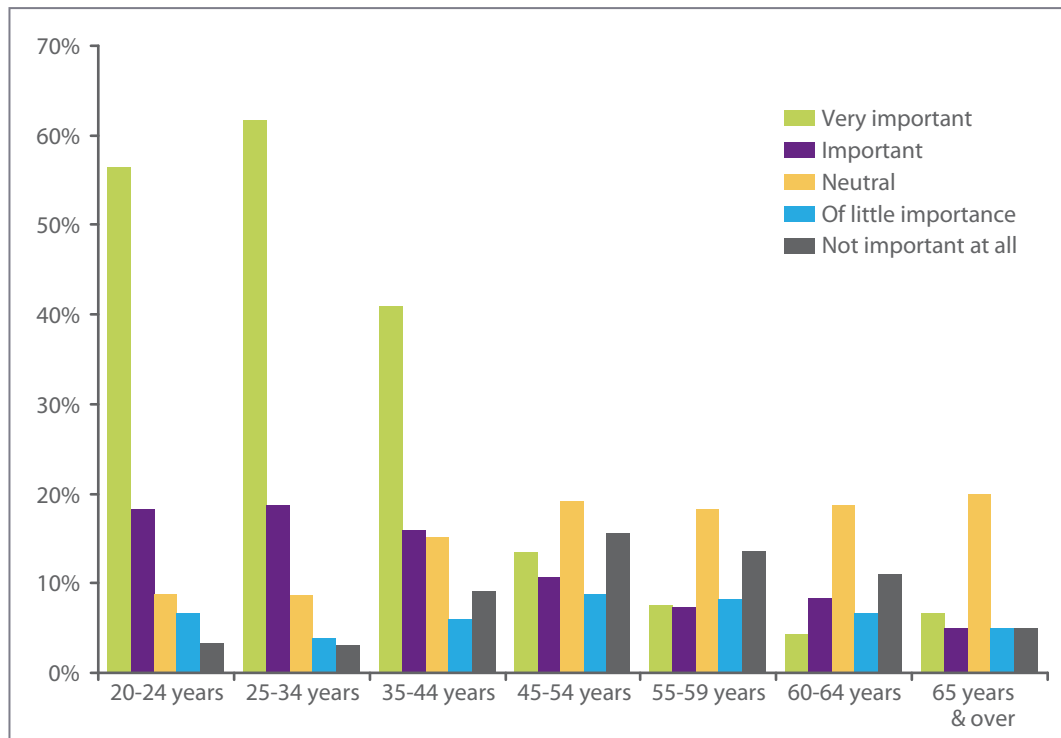


In 2010 more than half (57.0%) of respondents said that having access to purchased additional leave schemes was either important or very important. Women with dependent children were slightly more likely to rank this as important, at 63.9 per cent.

A third of women (33.0%) rated having paid maternity/paternity leave as very important and a further 13.9 per cent ranked it as important. Unsurprisingly, women with dependent children were more likely than those without dependent children to rank this as important (57.8% compared to 40.7%). However, overall this arrangement was not ranked as important by as large a proportion of women as many other flexible arrangements were. There could be a number of explanations for this including that APS women have had a legislative entitlement to paid maternity leave of 12 weeks since 1973. Also, often women only think these entitlements are important in the years they are using them.

When looking at the importance of paid maternity/paternity leave by age (Chart 8), the 2010 results follow the same pattern as the 2009 results with those of child bearing age most likely to say that having access to these provisions was important or very important.

**Chart 8: Importance of Paid Maternity/Paternity Leave by Age (%)**



As expected more than half (54.0%) of women with dependent children ranked the ability to work from home as either important or very important, an increase from 2009 level of (49.5%) and well above the proportion of women (38.2%) without dependent children who ranked it as important.

There was no change in the proportion of women ranking assistance with childcare as either important or very important in the 2010 results (35.0%). As anticipated, women with dependent children were more likely to rank this arrangement as important, at 48.2 per cent compared to 27.5 per cent.

The opportunity to job share was the flexible working arrangement that women were most likely to rank as being of little importance or not important (25.5%). Conversely, more than a quarter (27.6%) of women ranked the opportunity to job share as either important or very important to them. It was more likely to be important to women with dependent children, with a third (34.7%) ranking it as important or very important.

This pattern was also present across age groups with a third (33.1%) of women aged between 35-44 years ranking it as important, unsurprisingly, since this is also the age group with the highest proportion of dependent children (46.6%).

Overall flexible working arrangements, especially the ability to access leave and have flexible working hours, were important to a majority of women. Also important to women was the right to request access to flexible working arrangements, confirming that the issue of enforcing entitlements is an important one that the CPSU will continue to advocate strongly for.

These results also demonstrate the need for employers to be creating a workplace culture that allows and encourages women to use flexible working arrangements. It is especially important for public sectors employers to promote these arrangements if they are to be preferred employers in these areas and attract and retain women workers.



# Access to Flexible Work Arrangements

## Summary – Access to Flexible Working Arrangements

- Despite the importance placed on a range of flexible working provisions, the only flexible working arrangement accessed by the majority of women was flex time.
- 30 per cent of women have requested flexible working arrangements in 2010. Of those women, 86.2 per cent had their request granted.
- For the 13.8 per cent of women whose requests were denied, most often they were told it was due to staffing constraints and operational reasons or due to workload constraints.
- One in five women say they are dissatisfied with their work/life balance.
- Half of women do not think it is easy to combine work and family although 60 per cent of women agree that their current entitlements are sufficient for them to balance work and family. This suggests a disparity between the actual entitlements and level of access.
- Two in five women feel that taking time out for family reasons would disadvantage their career prospects and that it is frowned upon.

Women were asked if they had accessed a range of flexible work arrangements in the 12 months prior to the survey and the frequency of this access. Their responses are summarised in Table 33.

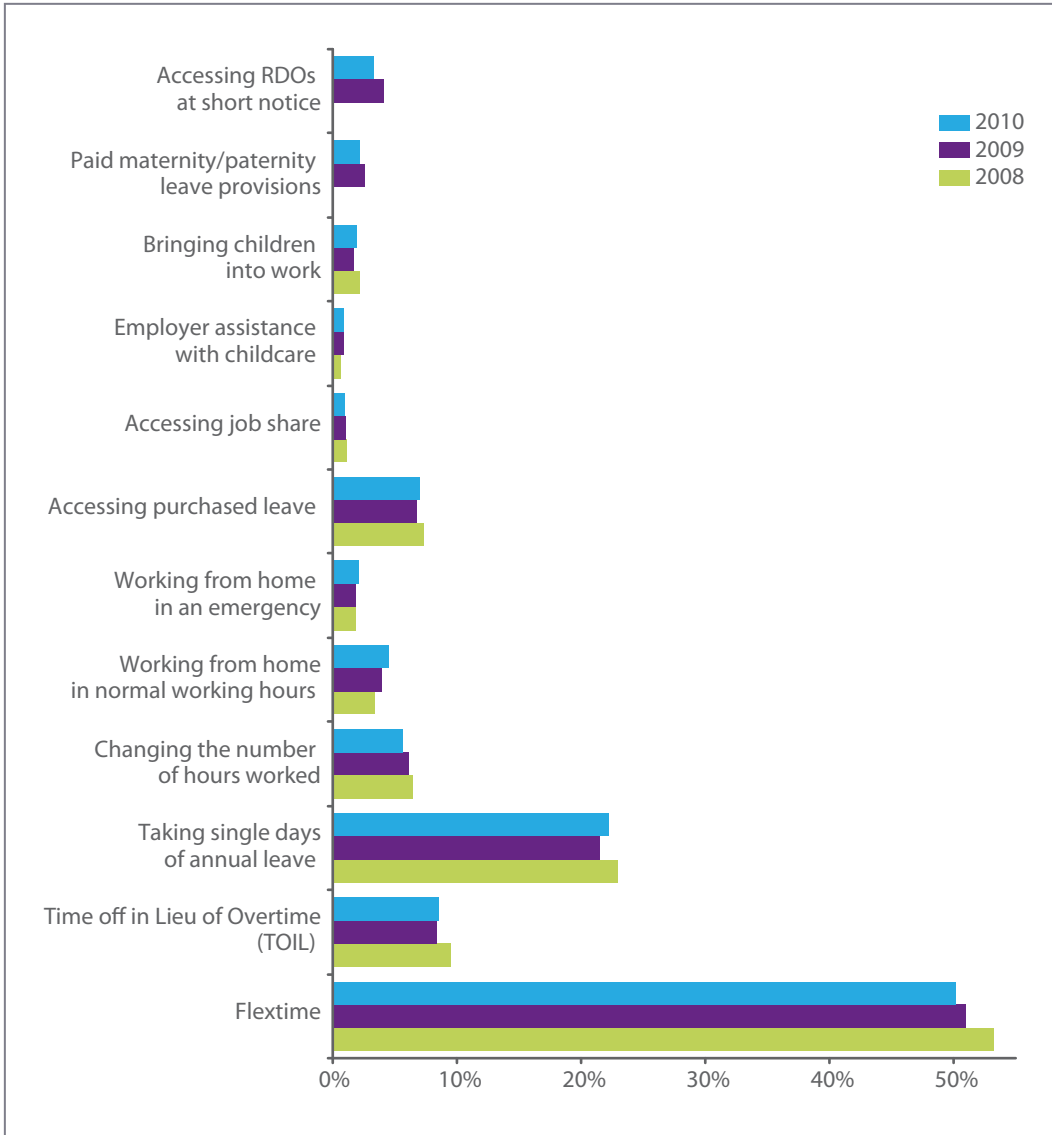
As with the 2008 and 2009 results, the 2010 results show that the only flexible arrangement that was regularly accessed by half of women (50.2%) was flex-time. This is a decrease on previous years' results of 53.3 per cent in 2008 and 51.0 per cent in 2009.

**Table 33: Flexible Arrangements Accessed in Last 12 Months (%)**

	(n=9137)	Yes regularly	Yes, once or twice	No
Flex time		50.2	22.8	16
Time off in Lieu of Overtime (TOIL)		8.6	25.0	49.0
Taking single days of annual leave		22.2	48.6	27.0
Changing the number of hours worked ( i.e. part-time work)		5.7	13.4	68.6
Working from home in normal working hours		4.5	15.2	62.1
Working from home in an emergency		2.1	12.7	67.1
Accessing 48/52 pay averaging for purchasing additional annual leave		7.0	4.7	77.8
Accessing Job Share (two or more people share a full-time position)		1.0	0.8	75.9
Employer assistance with childcare		0.9	0.9	64.0
Bringing children into work		1.9	11.7	56.9
Paid maternity/paternity leave provisions		2.2	2.0	64.9
Accessing RDOs at short notice		3.3	16.7	55.3

Chart 9 below compares the 2010 results with the 2008 and 2009 survey results. It shows that over the three years the proportion of women using flex time on a regular basis has decreased, as has the proportion of women changing the number of hours worked and utilising TOIL. The chart also shows that both working from home in normal working hours and working from home in an emergency has increased.

**Chart 9: Flexible Arrangements Accessed Regularly in Preceding 12 Months 2008-2010 (%)**



In 2010 additional questions were asked about whether women had requested access to flexible working arrangements in the past 12 months, if that request was agreed to and if not, the reason given for the denial. These questions were added to reflect the 'right to request' provisions that were included in the 2009 Fair Work Act. These results are summarised in tables below.

**Table 34: Requested Access to Flexible Arrangements (%)**

	per cent (n=9137)
Yes	30.3
No	69.7
<b>Total</b>	<b>100.0</b>

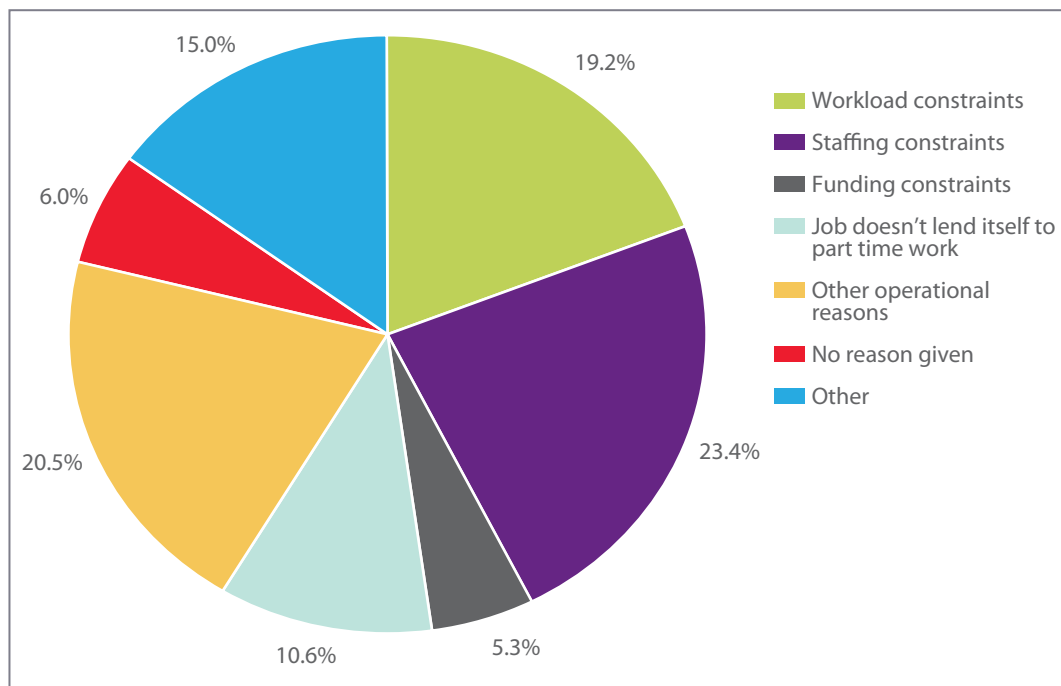
Close to a third of women (30.3%) indicated that they requested access to flexible working arrangements in the 12 months prior to the survey. Of the 2773 women who had requested these arrangements 86.2 per cent were granted their requests while 13.8 per cent were not.

**Table 35: Requests for Flexible arrangements Agreed to (%)**

	per cent (n=2773)
Yes	86.2
No	13.8
<b>Total</b>	<b>100.0</b>

The most common reason women said they were given for being denied access to flexible work arrangements was staffing constraints (23.4%). Other operational reasons was the second most common reason (20.5%), followed by workload constraints (19.2%) (Chart 10).

**Chart 10: Reasons for Denial (%)**



Unsurprisingly, 60.6% of women who had their request denied reported being either dissatisfied or very dissatisfied with their ability to access flexible working arrangements. By contrast, overall, 71.3 per cent of women said they were either satisfied or very satisfied with their ability to access flexible work arrangements. This is a slightly lower proportion of respondents compared to 2008 and 2009 results (Table 36).

**Table 36: Satisfaction with Ability to Access Flexible Work Arrangements (%)**

	2008 (n=9427)	2009 (n=9497)	2010 (n=9137)
Very satisfied	31.4	30.4	30.3
Satisfied	42.4	43.6	41.0
Neutral	11.9	12.4	14.8
Dissatisfied	10.0	9.7	8.6
Very dissatisfied	3.8	3.7	3.7
Don't know	0.5	0.3	1.6
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

The 2010 survey also included a new question asking women how satisfied they were with their current work/life balance. One in five (21.3%) said that they were either dissatisfied or very dissatisfied with their work/life balance. 14.6 per cent said they were very satisfied, compared with 30.3 per cent who said they were very satisfied with their ability to access flexible arrangements.

**Table 37: Satisfaction with Work/life Balance (%)**

	2010 (n=9137)
Very satisfied	14.6
Satisfied	45.1
Neutral	18.8
Dissatisfied	17.0
Very dissatisfied	4.3
Don't know	0.2
<b>Total</b>	<b>100.0</b>

This data suggests that there is a disparity between satisfaction with access to flexible arrangements (71.3%) and satisfaction with overall work/life balance (59.7%). This suggests that in order to help women to achieve a work/life balance, there needs to be a shift in employers' approach to workplace policy away from focusing solely on entitlements to creating a workplace culture that encourages women to utilise flexible working arrangements.

Table 38 addresses the intersection between workplace culture and work flexibility. Women were asked to indicate whether they agreed with a range of statements relating to work and non-work commitments and career progression.

Nearly half (49.1%) of respondents did not agree that it was easy for all employees to combine career and family. Two in five respondents (40.5%) agreed that taking time out for family reasons would disadvantage career prospects and that taking time out for family was frowned on.

Over half of respondents (59.2%) indicated that taking time out for family and personal matters was not frowned upon. This is an increase on 2009 results of 56.8 per cent. While 60.2 per cent of women also agreed with that their current entitlements were sufficient for them to balance work and non-work commitments.

**Table 38: Work and Non-Work Commitments and Career Progression (%)**

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Not applicable	Total
Taking time out for family and personal matters is frowned upon (n=9161)	5.4	16.4	18.6	43.2	16.0	0.4	100.0
My current entitlements are sufficient to enable me to balance work and non-work commitments (n=9161)	8.8	51.4	19.3	16.5	3.6	0.3	100.0
Employees who 'get ahead' work long hours on a regular basis (eg over 50 hours) (n=9161)	11.5	27.1	25.7	28.4	5.1	2.1	100.0
Employees who 'get ahead' take work home on a regular basis (n=9161)	9.2	23.2	28.5	30.0	5.3	3.8	100.0
Unless you put work before family or personal matters you don't get noticed by management (n=9161)	9.5	23.5	24.7	34.7	6.4	1.1	100.0
Other employees in my workplace resent people making use of flexible work arrangements to meet family responsibilities (n=9161)	7.0	25.7	23.2	35.4	7.4	1.3	100.0
Taking time out for family reasons ( i.e. to have a baby or care for dependents) will disadvantage an employees' career prospects (n=9160)	11.1	29.4	25.2	27.4	5.1	1.7	100.0
Employees without family responsibilities are often expected to make sacrifices for employees who have family (n=9161)	12.1	28.8	21.6	31.1	5.6	0.9	100.0
My workload is adjusted when necessary to take account of family or caring responsibilities (n=9161)	3.1	24.6	29.3	24.6	7.1	11.4	100.0
Both male and female employees are given access to work and family balance leave arrangements (n=9161)	9.4	57.0	25.1	5.1	1.5	1.8	100.0
I feel comfortable taking the leave I am entitled to (n=9161)	16.4	51.6	10.7	16.3	4.7	0.4	100.0
It is easy for all employees to combine career and family (n=9161)	3.2	16.7	29.9	36.3	12.8	1.1	100.0
I am able to take annual leave when I want to (n=9161)	11.4	47.5	15.1	18.5	6.9	0.6	100.0

The 2010 results are very similar to previous results, suggesting that shifting attitudes and workplace culture is a long term process that requires commitment from employers. While it is encouraging that two thirds of respondents agree that both male and female employees are given access to work and family leave arrangements, it is concerning that nearly a third (32.7%) of women agree that other employees in their workplace resent people making use of flexible work arrangements to meet family responsibilities. Also troubling is that more than a third of women agreed that to 'get ahead' employees need to work long hours and take work home on a regular basis.

The results suggest that women are satisfied with their flexible work entitlements, but other factors in their workplace, such as workplace culture and attitudes, are influencing their decisions to access their entitlements and flexible working arrangements.



# Influence over Work and Job Satisfaction

## Influence over Work

### Summary – Influence over Work

- Overall, the higher the salary and the higher the classification level, the more influence women have over their work.
- Women feel they have the most influence over how they do their job.
- Women earning more are more likely to say they have influence over how they do their job than others.
- Two thirds of women say that they have some influence over the pace they do their work, especially those in research roles.
- A third of women say they have no or little influence over whether they worked additional hours. Those with the least influence over extra hours of work work in sales, service delivery and roles exercising regulatory authority.
- Half of women have influence over the range of tasks they do – particularly those in research, corporate service or program design/management roles.
- More than half of women have little or no influence over their workload.

Women were asked a series of questions about the amount of influence they had over various aspects of their work. The findings are summarised in Table 39.

**Table 39: Influence over Various Aspects of Work (%)**

(n=9161)	A lot	Some	A little	None	Don't know
How you do your work	34.2	37.2	18.8	9.7	0.2
The pace at which you do your work	24.5	38.5	22.3	14.4	0.2
Working additional hours	24.6	36.7	23.7	13.2	1.7
The range of tasks you do in your job	14.9	37.8	24.1	23.2	0.2
Your workload	11.5	34.9	23.9	29.5	0.1

### How you do your work

The aspect of work that women felt they had the most influence over was how they actually did their job, with just under three quarters of women (71.4%) reporting that they had a lot or some influence over how they did their work. The proportion of women who said they had a lot or some influence increased with income bracket, with 60.9 per cent of women earning between \$25,000 and \$39,999 saying they had a lot or some influence compared to 86.6 per cent of women earning between \$100,000 and above.

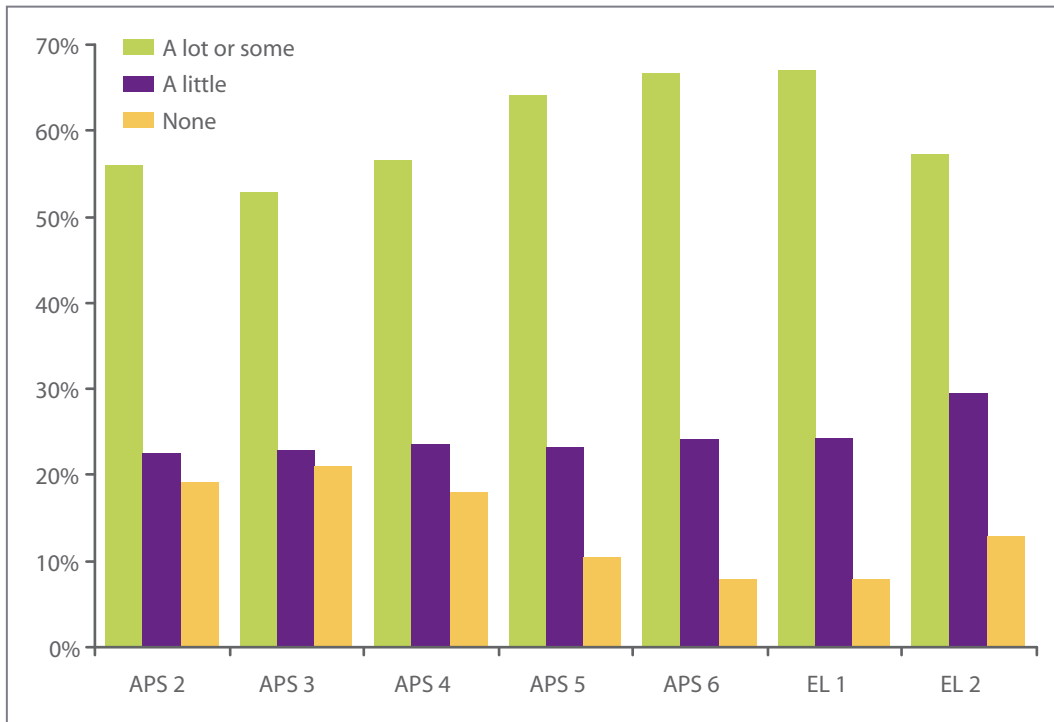
### The pace at which you do your work

Close to two thirds of women (63.4%) said that they had a lot or some influence over the pace at which they did their work. Women working in research (75.1%) were most likely to report having a lot or some influence over the pace at which they did their work, while women delivering services to the general public (49.5%) were most likely to have little or no influence over the pace at which they did their job. This was also the case in the 2008 and 2009 results.

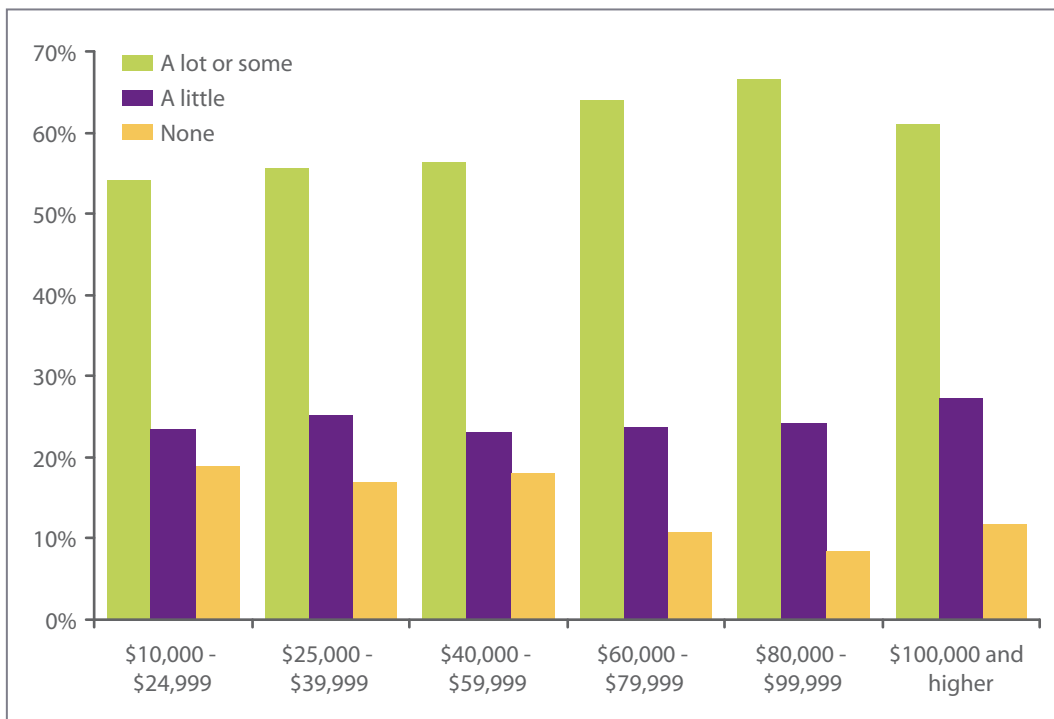
### Working additional hours

A third (36.9%) of women said that they either had a little or no influence over if they worked additional hours. Women working at a lower APS classification or earning a lower income were more likely to say that they had less control over working additional hours (Chart 11a and 11b).

**Chart 11a: Amount of Influence over Additional Hours by APS Classification (%)**



**Chart 11b: Amount of Influence over Additional Hours by Income Bracket (%)**



Women who were most likely to report having either a little or no influence over working additional hours worked in the areas of sales (52.4%), service delivery to the general public (42.5%) and exercising regulatory authority (40.3%). The women who were most likely to report having a lot or some influence over if they worked additional hours worked in research (70.4%), corporate services (68.7%) and program design and/or program management (67.0%).

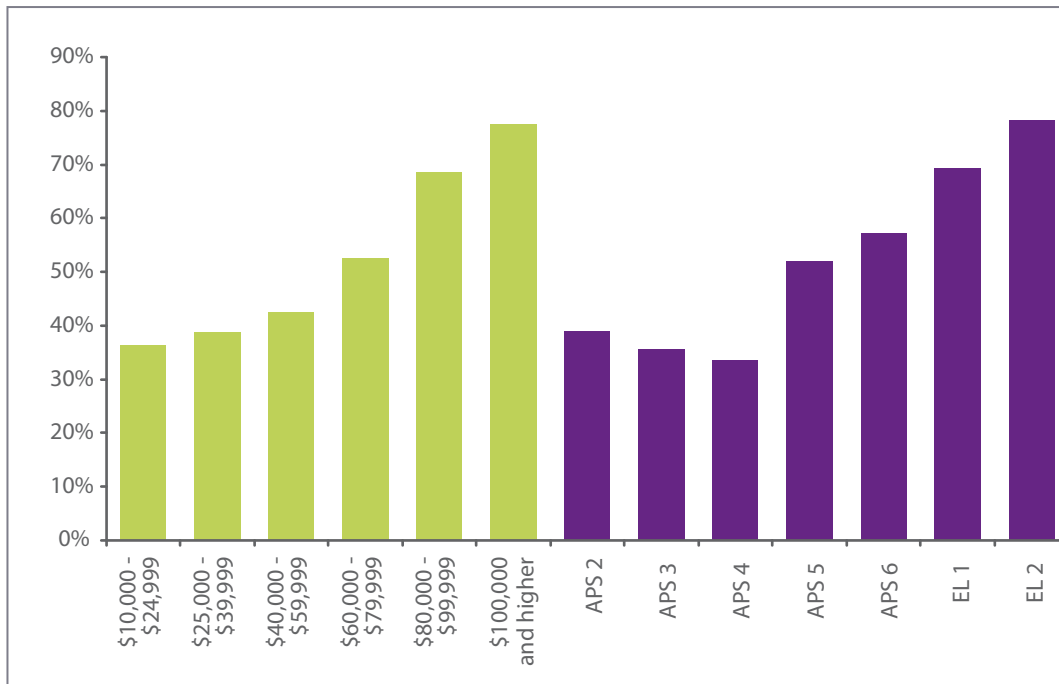
### The range of tasks you do in your job

Just over half of all women said that they had a lot or some influence over the range of tasks they did (52.7%). Women working in research (65.8%), corporate services (62.7%) and program design and/or program management (62.4%) were most likely to report that they had a lot or some influence over the range of tasks they did in their job. Unlike in 2009, women working in legal positions (62.4%) were also likely to report a higher level of influence, while the percentage of women working in policy areas reporting a high level of influence has declined slightly.

A majority of women working in service delivery to the general public (60.3%) and exercising regulatory control (57.3%) indicated that they had little or no control over the range of tasks they performed as part of their job. This result reflects the 2009 survey findings.

As anticipated, those at higher income bracket or classification were more likely to report that they had a lot or some influence over the range of tasks done in their job. (Chart 12).

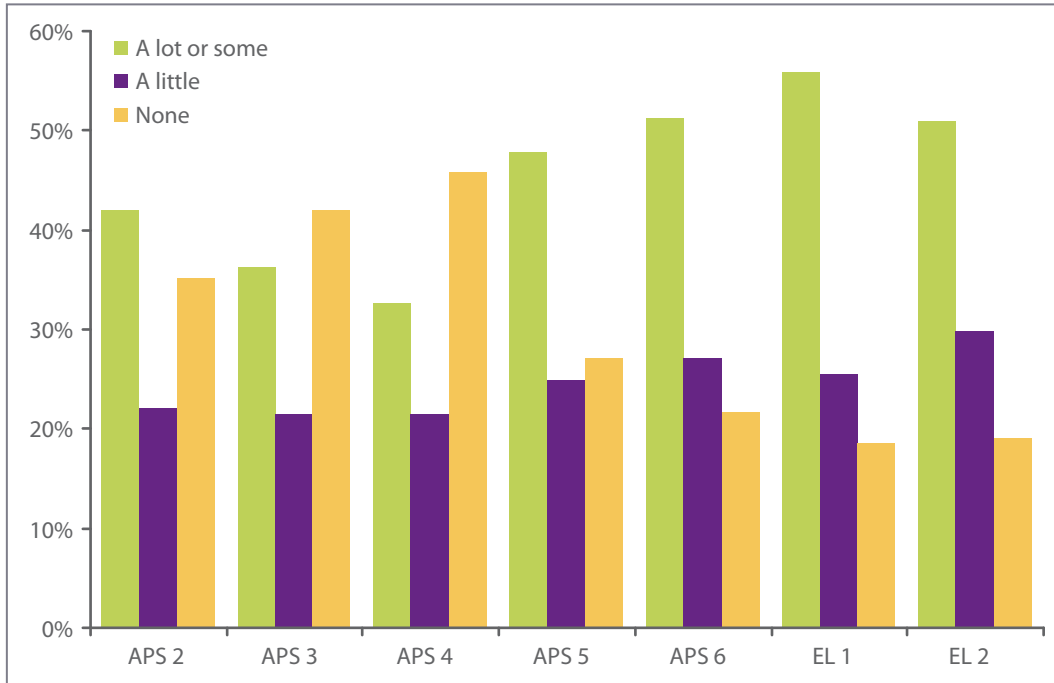
**Chart 12: Those With a Lot or Some Influence over Range of Tasks by Income Bracket and APS Classification (%)**



### Your workload

Over a quarter of women (29.5%) said that they had no influence over their workload, while a further 23.9 per cent said they had little influence over their workload. Workload was the issue that a majority (53.4%) of respondents said that they had little or no influence over. Women at a higher classification level in the APS were more likely to report that they had a high level of influence (Chart 13).

**Chart 13: Amount of Influence over Workload by APS Classification (%)**



Overall there was little difference in most aspects of influence over workload between the 2008, 2009 and 2010 survey results. This demonstrates that the proportion of women who feel that they have little or no influence over their work remains and that improvements are must be made by employers to give workers a greater sense of control and self determination.

## Job Satisfaction

### Summary – Job Satisfaction

- More than two thirds of women are satisfied with their level of job security. In the APS, EL1 and EL2 employees are the most likely to be satisfied.
- Just more than half of women say that they were satisfied with the sense of achievement they get from their work. However in the APS, APS 3 and APS 4 employees are most likely to report they were dissatisfied.
- Fewer than half of women are satisfied with the level of pay they receive. Women from APS agencies that paid below the APS average are more likely to report being dissatisfied.
- 30 per cent of women report being dissatisfied with the level of respect they get from superiors. Those in service-delivery roles and those exercising regulatory authority are most likely to be dissatisfied.
- Fewer than half of all women are satisfied with the amount of influence they have over their work.
- Fewer than half of women are satisfied with their ability to control their workload.

Women were asked how satisfied they were with various aspects of their job. The results are summarised in Table 40.

**Table 40: Job Satisfaction (%)**

(n=9161)	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	Total
The level of job security you have	21.4	47.5	16.0	9.3	5.6	0.3	100.0
The sense of achievement you get from your work	11.1	43.7	19.6	17.7	7.9	0.1	100.0
The amount of pay you receive	8.3	40.8	20.3	22.6	8.0	0.1	100.0
The respect you get from those above you	10.2	37.7	22.2	17.8	11.8	0.3	100.0
The amount of influence you have over your job	7.7	39.9	24.9	20.8	6.4	0.3	100.0
Your ability to control your workload	6.8	39.8	25.2	21.7	6.3	0.1	100.0

## Satisfaction with the Level of Job Security

More than two thirds (68.9%) of women said that they were either satisfied or very satisfied with the level of job security they had. Consistent with the 2009 results, women who were most likely to be satisfied or very satisfied with their level of job security worked in policy (79.0%), program design and/or program management (75.3%) or legal (71.6%) areas.

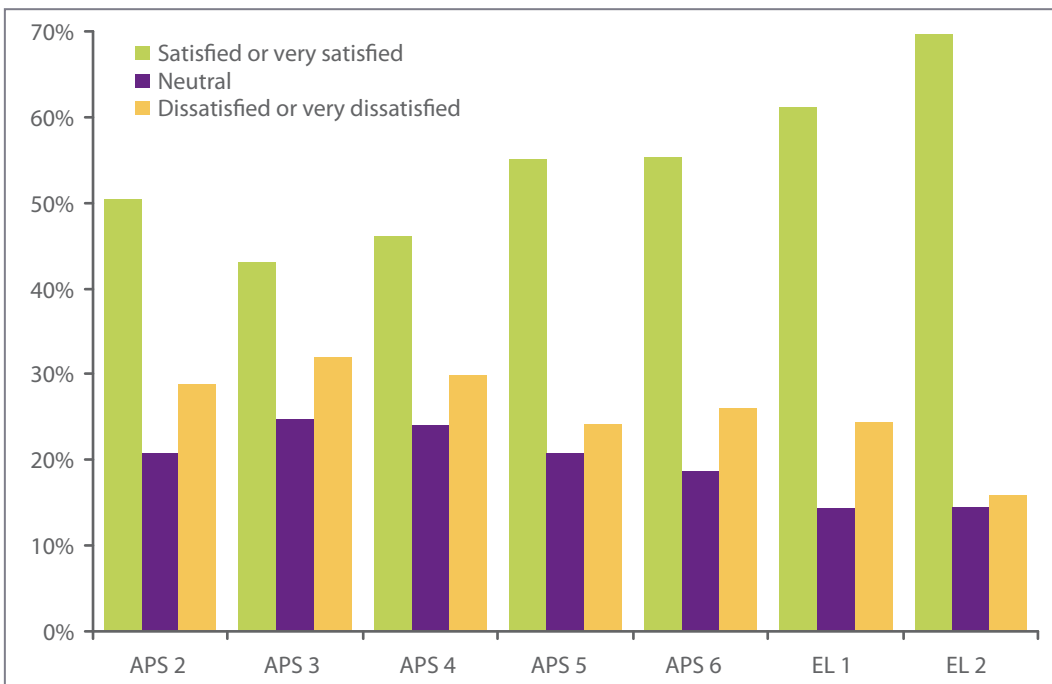
The 2010 results remain consistent with the 2008 and 2009 results when the level of satisfaction with job security is reviewed by APS classification. The higher the classification, the more likely the woman is to be satisfied with their job security, with EL1 and EL2 being the highest (77.5% and 78.3%).

## Satisfaction with the Sense of Achievement from Work

Just more than half of respondents (54.8%) indicated that they were either satisfied or very satisfied with the sense of achievement that they got from their work.

When the results are analysed by APS classification level, women at the APS 3 and APS 4 classifications were most likely to report being dissatisfied or very dissatisfied with their sense of achievement. While women working at the EL 1 and EL 2 classification levels were most likely to be satisfied or very satisfied with the sense of achievement they get from work (Chart 14).

**Chart 14: Level of Satisfaction over Sense of Achievement from Work by APS Classification (%)**



When the data is analysed by income bracket, the pattern remains the same with those being paid a higher income being more likely to be satisfied with the sense of achievement they got from their work.

These results are very similar to the 2008 and 2009 survey results and show there has been little change in the overall levels of satisfaction women have with the sense of achievement they get from their work.

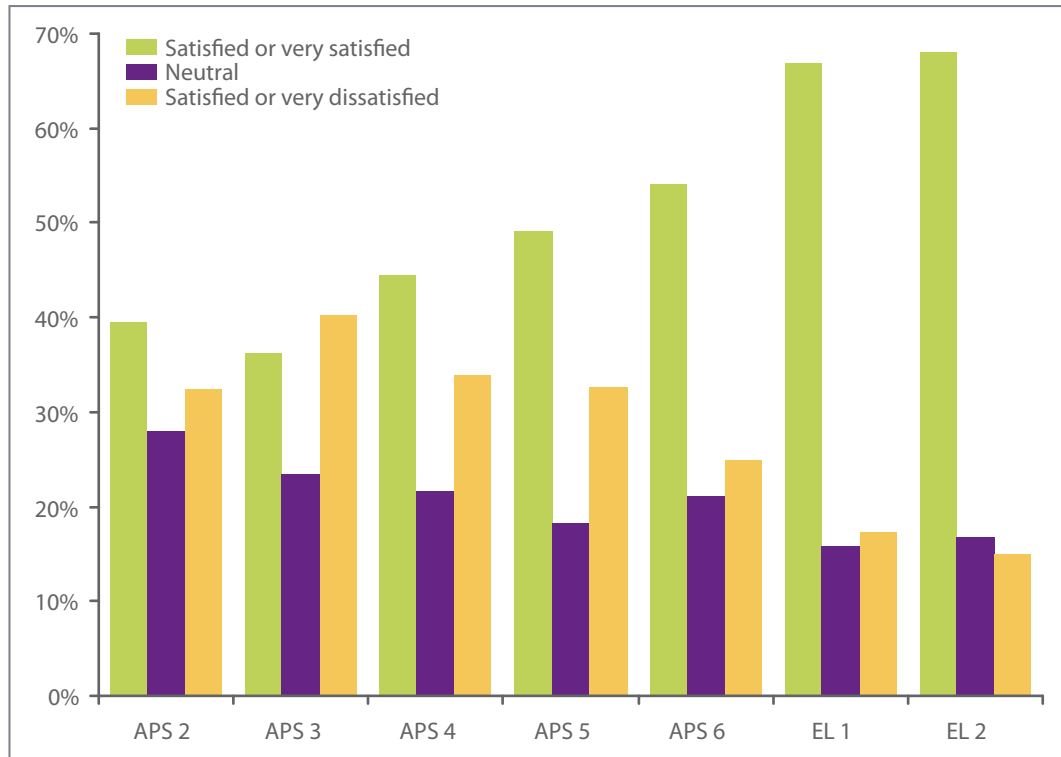
## Satisfaction with the Amount of Pay Received

Fewer than half of women (49.1%) were either satisfied or very satisfied with the level of pay they received. Correspondingly, this was also the area that had the highest proportion of women who were either dissatisfied or very dissatisfied at 30.6 per cent of women.

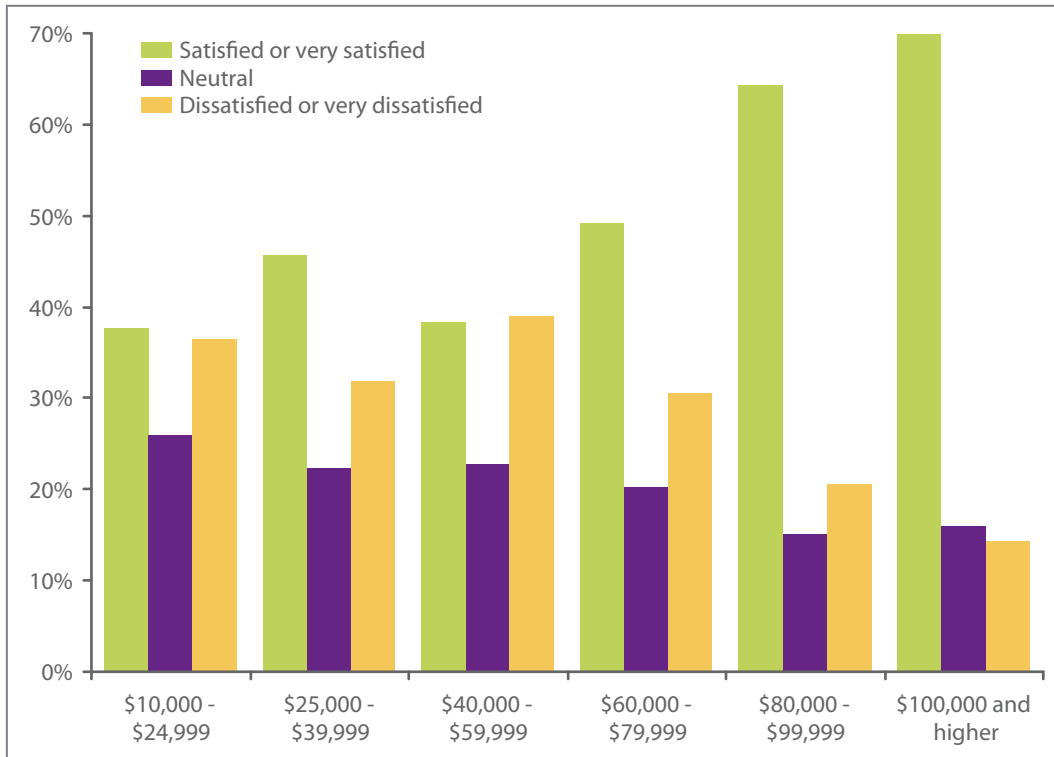
Women working in policy (61.0%), program design and/or program management (57.9%) or legal (56.3%) areas were the most likely to be satisfied or very satisfied with the amount of pay they receive. This is quite similar to the 2009 results. The group most likely to be dissatisfied or very dissatisfied with the amount of pay they received was women working in sales where more 55.7 per cent said they were dissatisfied.

Women in a higher income bracket were more likely to be satisfied or very satisfied with their level of pay. Two thirds (69.7%) of women earning \$100,000 and above were satisfied. The same pattern is present when analysing the results by APS classification, with two thirds of EL 1 (66.8%) and EL 2 (68.1%) respondents indicating they were satisfied (Charts 15a and 15b).

**Chart 15a: Level of Satisfaction over Amount of Pay by APS Classification (%)**



**Chart 15b: Level of Satisfaction over Amount of Pay by Income Bracket (%)**



When these results are analysed by APS agency, they reflect the pay inequities that exist between APS agencies. Generally women from agencies paying below the APS average were more likely to report being dissatisfied or very dissatisfied with the amount of pay they received. For example 45.5 per cent of women from Medicare and 43.3 per cent from the Australian Bureau of Statistics said they were dissatisfied or very dissatisfied. In contrast, women from agencies that are paid above the APS average were less likely to be dissatisfied or very dissatisfied. For example 12.0 per cent of women from the Department of Finance and Deregulation and 12.1 per cent from the Department of Climate Change and Energy Efficiency said that they were dissatisfied or very dissatisfied.

## Satisfaction with the Level of Respect Received

The proportion of women who indicated that they were either dissatisfied or very dissatisfied with the level of respect they received from those above them was 29.6 per cent. This was one of the highest levels of dissatisfaction reported by women.

Women working in sales (39.3%), service delivery to the general public (35.5%) or exercising regulatory authority (33.9%) were more likely to report that they were dissatisfied. These results were consistent with both the 2008 and 2009 results, and suggest that there is a need for significant cultural change among senior management.

## Satisfaction with the Amount of Influence over Work

Fewer than half of women (47.8%) said that they were satisfied or very satisfied with the amount of influence they had over their job.

When analysed by sector, women working in the ACTPS (58.8%) and the NTPS (60.9%) were significantly more likely to be satisfied or very satisfied with the amount for influence they had over their work when compared to women in the APS (46.0%) and the private sector (48.3%).

Consistent with 2009 results, women working in research (58.4%), legal (57.9%) and corporate services (55.8%) areas were most likely to be satisfied or very satisfied with the level of influence they had over their work. Also consistent with 2009 results, women delivering services to the general public (33.7%) or exercising regulatory authority (30.9%) were most likely to the dissatisfied or very dissatisfied with the level of influence they had.

## Satisfaction with the Ability to Control Workload

Finally, fewer than half (46.6%) of women said that they were satisfied or very satisfied with their ability to control their workload. The 2010 results show an overall decrease in the level of satisfaction women have with their ability to control their workload.

As with satisfaction with influence over work, women working in the ACTPS (50.0%) or the NTPS (55.9%) were more likely to be satisfied with their ability to control their workload when compared to the APS (46.0%) and the private sector (43.1%).

Women working in research were most likely to be satisfied with their ability to control their workload (54.5%). It is interesting to note while in 2009 women working in research were also most likely to be satisfied or very satisfied but the proportion was higher in 2009 at 58.2 per cent. Also mirroring the 2009 results, the second most satisfied group was administrative support/clerical at 53.8 per cent.

When these results are reviewed by APS classification, they show that women working at the APS 5 classification or above are more likely to be satisfied or very satisfied with their ability to control workload. These results are consistent with the 2008 and 2009 survey results (Chart 16).

**Chart 16: Level of Satisfaction over Ability to Control Workload by APS Classification (%)**



# Career Development and Promotion Opportunities

## Summary – Career Development and Promotion Opportunities

- Two in five women are dissatisfied with their career and promotion opportunities.
- Fifteen per cent of women have received no training in the past 12 months.
- Of those who received training, most have done fewer than 5 days in the past 12 months.
- Nearly one in five women have applied for and been denied training in the past 12 months. When training is denied, it is most often due to cost, staffing and workload constraints.
- Conversely, 80 per cent of women say that management is supportive of training.

The 2010 survey included a new question that asked women to rate how satisfied they are with their current development opportunities. More than a third of women (39.6%) said that they were either dissatisfied or very dissatisfied with their current career opportunities (Table 41). This is a concern given the focus in *Ahead of the Game: Blueprint for Reform of Australian Government Administration* on “expanding and strengthening learning and development” in the APS (Moran 2010).

Women working in research (45.4%) and legal fields (41.5%) were the most likely to be satisfied or very satisfied with their career development opportunities, while women working in service delivery to the general public (43.5%) and exercising regulatory authority (46.3%) were most likely to be dissatisfied or very dissatisfied.

**Table 41: Satisfaction with Career Development Opportunities (%)**

	2010 (n=9137)
Very satisfied	6.2
Satisfied	29.2
Neutral	24.4
Dissatisfied	25.3
Very dissatisfied	14.3
Don't know	0.6
<b>Total</b>	<b>100.0</b>

Women were also asked about how much employer provided training they had received in the past twelve months (Table 42). In 2010 as in 2008 and 2009, the most common amount of training was between 2 and 5 days (29.8%). The 2010 results suggest a slight decrease in the proportion of women receiving greater than 5 days training in a 12 month period. Again this is concerning given the government has adopted the Moran Blueprint in full, with its focus on learning and development.

**Table 42: Amount of Employer Provided Training (%)**

	2008 (n=9427)	2009 (n=9496)	2010 (n=9137)
None	14.1	14.9	14.9
Less than a day	6.7	7.0	7.6
1 to less than 2 days	18.8	17.8	19.3
2 to less than 5 days	30.4	30.1	29.8
5 to less than 10 days	16.5	16.2	15.7
10 days or more	12.0	12.5	10.9
Can't remember	1.5	1.6	1.9
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

The proportion of women who said that management was either supportive or very supportive of training has remained consistent over the three years of the survey (Table 43).

**Table 43: Management Support of Training (%)**

	2008 (n=9424)	2009 (n=9497)	2010 (n=9161)
Very supportive	25.3	25.5	24.3
Supportive	55.5	55.3	55.6
Not supportive	15.6	14.8	16.3
I prefer not to respond	3.7	4.4	3.9
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>



Women were asked a series of questions about accessing training not directly related to their current position and if they had applied for and been denied training in the 12 months prior to the survey.

Close to a third (30.4%) of women said that they did have access to training not directly related to their current position, a majority said they did not (52.9%) and a further 16.6 per cent that they were unsure if they did. These results are very similar to the 2008 and 2009 survey results.

Nearly one in five (17.6%) or 1614 women said that they had applied for and been denied training in the previous 12 months. Of the women that had been denied training, the overwhelming majority (86.3%) said that the training was relevant to their current position and an even higher proportion (91.9%) said that the training was relevant to their career development.

Further to these questions women were asked to specify the reasons they were given as to why the training they had applied for was denied. As with the *2009/10 CPSU What Women Want Survey Report*, after the women's comments were reviewed two additional categories were added:

1. 'Not relevant to the position or not necessary'
2. 'Preference for other staff/levels'

The responses are summarised in Table 44. The cost of training (47.2%), workload constraints (27.7%) and staffing constraints (31.5%), were the most likely reasons to be given by management for denying training to applicants.

**Table 44: Reasons Training was Denied**

	number	per cent	number	per cent	number	per cent
Cost of training	651	38.2	691	41.5	751	47.2
Duration of training	163	9.6	185	11.1	114	7.2
Location of training	183	10.7	169	10.1	160	10.1
Workload constraints	571	33.4	573	34.4	440	27.7
Staffing constraints	643	37.4	624	37.5	501	31.5
No reason given	-	-	82	4.9	225	14.2
Not relevant	-	-	85	5.1	75	4.7
Preference for other staff	-	-	54	3.2	32	2.0
Unsupportive management	-	-	79	4.7	-	-
Other reason	-	-	-	-	213	13.4

Other reasons given by women as to why training had been denied were varied and included:

- Not being permanent employees;
- Working on a part-time basis;
- Discrimination based on age;
- Training courses being full or being cancelled; and
- Working in regional areas, making training too difficult to access.

This suggests a need for the Government to seriously rethink how it is going to expand and strengthen learning and development in order to have an agile, capable and diverse APS workforce equipped to meet future challenges.

# Career and Financial Decisions

## Summary – Career and Financial Decisions

- The most important factor to women is the availability of higher level positions within their organisation.
- Workplace mentoring is also important to most women.
- The availability of study leave and career break schemes is important to around half of all women.
- Interestingly half of women also say that being seen to work long hours is necessary for career development.
- Future salary level is an important factor for nearly all women when making career choices as is the level of intellectual/professional enjoyment the role provided.

## Factors Relevant to Career Development

Table 45 summarises the responses provided to a series of questions about factors relevant to career development. The most important factor to women was the availability of higher level positions within their organisation, with three quarters of women (77.3%) saying that this was either important or very important to them for their career development.

This level of importance was consistent across the three public sectors, however was slightly less important to women working in the private sector with 65.7 per cent rating this as either important or very important.

The second most important factor to women was the availability of workplace mentoring with 72.2 per cent of women saying this was either an important or very important factor for them. This was true across all employment sectors and interestingly, was also consistent across APS classification levels. For example 70.0 per cent of EL 2 and 71.9 per cent of APS 4 women ranked mentoring as important or very important. This suggests that there is a need for mentoring programs across all classification levels.

One in five women ranked job location (22.5%) and having graduate qualifications (20.8%) as very important. Given the increase in the number of women holding graduate qualifications this has the potential to become an important factor for more women over time.

The availability of study leave was important or very important for half of women (51.7%). The availability of a career break scheme was also important to close to half of women (45.7%). Working long hours to demonstrate commitment was the only factor that half of women (49.8%) ranked as of little importance or not important at all. It is encouraging that women do not view working long hours as necessary for career development, as they will not perpetrate the behaviour in their workplaces.

**Table 45: Factors that are Important for Career Development (%)**

	Very important	Important	Neutral	Of little importance	Not important at all	Not applicable
Availability of higher level positions within my organisation	31.3	46.0	13.5	5.8	1.8	1.6
The availability of workplace mentoring	23.0	49.2	17.3	7.1	1.9	1.5
Job location (travel or moving)	22.5	34.6	22.3	12.2	5.5	3.0
Graduate qualifications (or further tertiary qualifications)	20.8	31.6	23.4	16.9	4.5	2.8
Availability of study leave	17.4	34.7	24.9	12.9	5.9	4.1
Availability of a career break scheme (a fixed period of time up to several years to undertake study and return to your job at the end of this period)	16.3	29.4	27.4	14.1	7.4	5.3
Working long hours to demonstrate commitment	2.4	13.2	32.0	35.7	14.1	2.6

## Financial Factors that Affect Career Decisions

The importance placed by women on a range of financial considerations when making career decisions is summarised in Table 46. The overwhelming majority of women (94.2%) said that their future salary was either an important or a very important factor when making career decisions. This was the factor with the highest response, consistent with the 2008 and 2009 results.

The second most important factor for women was the cost of everyday living expenses. 88.4 per cent of women said this was an important or very important factor in their career decisions.

The ability to repay household debts was also an important factor for 83.2 per cent of women. These results show very little change from the 2008 and 2009 surveys and suggest uniformity in the financial factors that affect the career decisions of women.

Also important to women was having better than average employer superannuation contributions. 85.5 per cent of women said that this was an important or very important financial factor. Given the employer contributions in the public sector are generally higher than the legislated 9 per cent, this could be one of the factors that attracts women to employment in the public service.

The cost of childcare was an important factor for a quarter of women (25.2%), however, it was important to close to half of women (47.4%) with dependent children. More important to women with dependent children was their partner's salary levels at 60.1 per cent, compared to 39.1 per cent for women without children.

**Table 46: The Importance of Financial Factors in Career Decisions (%)**

	Very important	Important	Neutral	Of little importance	Not important at all	Not applicable
Your future salary level	53.0	41.2	3.7	1.6	0.2	0.3
Better than average (i.e. 9%) employer superannuation contributions	41.6	43.9	10.5	3.2	0.5	0.4
Access to salary sacrifice	23.8	33.5	27.3	11.7	2.8	0.9
Cost of housing (mortgage repayments or rent)	45.2	34.0	11.3	4.7	1.9	2.9
Ability to repay household debts (eg personal loans and credit card debt)	49.7	33.5	8.7	4.3	1.7	2.1
The cost of everyday living expenses (food, travel)	50.4	38.0	7.3	2.9	1.0	0.4
Effect on your tax bracket	26.8	34.0	23.8	11.5	3.3	0.6
Effect on any Centrelink benefits or family payments	9.6	9.5	19.4	12.6	13.7	35.3
Your partner's salary level	21.1	25.7	14.4	6.6	5.5	26.8
The cost of childcare	14.7	10.5	11.4	6.1	8.6	48.6

The survey also asked women about the non-financial factors they consider important when making career decisions. These results are summarised in Table 47. The factor that most women rated as important or very important was the intellectual/professional enjoyment that work gives them, with 91.4 per cent of women rating this as important.

This was closely followed by interaction with family, with 90.4 per cent of women saying that this was an important or very important non-financial factor in their career decisions. Interaction with friends was also an important factor for a majority of women (87.5%).

**Table 47: The Importance of Non-Financial Factors in Career Decisions (%)**

	Very important	Important	Neutral	Of little importance	Not important at all	Not applicable
Other non-work activities such as study or sport	18.3	41.4	20.5	12.7	4.6	2.6
Ability to participate in volunteering	7.7	26.7	35.4	17.8	7.4	5.1
Interaction with family	53.3	37.1	6.3	1.8	0.6	0.9
Interaction with friends	37.4	50.1	9.1	2.3	0.6	0.6
The intellectual/professional enjoyment work gives you	46.9	44.5	6.5	1.2	0.3	0.5
The social enjoyment that work gives you	26.3	53.1	14.2	4.8	1.0	0.7
Caring responsibilities	29.3	27.2	14.2	4.9	3.5	20.9
Availability of childcare	15.5	10.1	13.3	5.7	7.9	47.5

The 2010 results are very similar to the 2008 and 2009 survey findings, suggesting that these non-financial factors are important to a wide variety of women and, if employers are to attract and retain female staff, they need to understand what motivates women to make career decisions.

# Performance Pay

## Summary – Performance Pay

- Performance pay affects the remuneration of just under a quarter of women.
- A third of women say that their performance pay outcome has been detrimentally affected by not having a successful relationship with their direct manager.

More than one in five women (23.3%) said that they were entitled to performance pay. This is slightly less than in 2009 where a quarter (26.5%) of women indicated they had this entitlement. A further 17.0 per cent of women did not know if performance pay affected them.

Of the women who indicated that they were entitled to performance pay, a third (34.1%) said that in their view their performance pay had been affected by not having a successful working relationship with their direct manager. Working part time was also viewed as affecting performance pay with 15.8 per cent of eligible women saying it was a factor.

**Table 48: Factors Affecting Performance Pay (%)**

	2008		2009		2010	
	number	per cent	number	per cent	number	per cent
Being unable to work additional hours	260	12.5	334	13.3	316	14.8
Not having a successful working relationship with direct manager	638	30.8	802	31.9	728	34.1
Taking long term leave (eg leave without pay, maternity or parental leave)	292	14.1	422	16.8	322	15.1
Caring responsibilities	278	13.4	366	14.6	306	14.3
Working part time	273	13.2	344	13.7	338	15.8



# Bullying, Harassment and Discrimination

## Bullying and Harassment

### Summary – Bullying and Harassment

- More than a quarter of women have experienced bullying and harassment at work in the past year.
- The most common form of bullying is being put down in front of others. Direct supervisors are most often reported as the perpetrator of this type of bullying.
- Also common is being subjected to excessive criticism and being deliberately excluded from work social events/networks. Both co-workers and direct supervisors are said to be responsible for this type of bullying.
- More than half of women who have experienced bullying do not report it. Some of the reasons for non-reporting included that it will make the situation worse, it will not be dealt with properly and that it will be detrimental to career prospects.
- Of those who have reported an instance of bullying, just 12.2 per cent have been satisfied with the response of management. A further 35.4 per cent have been 'somewhat' satisfied.
- More than half of women say that they believe management does not place importance on eliminating bullying and harassment at work.

Women were asked if they had experienced any bullying and harassment at work during the 12 months prior to the survey. Over a quarter of women (29.6%) said that they had experienced bullying and harassment, which is slightly fewer than in 2009.

Women were also asked to identify the specific forms of bullying they had experienced in their workplaces (Table 49). The most common form identified was being put down in front of others. 62.2 per cent of women who said they had been bullied said that they had experienced this type of behaviour.

The next most common forms of bullying were being subjected to excessive criticism (56.1%) and being deliberately excluded from normal work conversation, work related social events and/or networks in the workplace (55.2%).

**Table 49: Forms of Bullying Experienced at Work in the Last 12 Months (%)**

	number	per cent
Being put down, especially in front of others	1678	62.2
Being subject to excessive criticism	1513	56.1
Being deliberately excluded from normal work conversation, work related social events and/or networks in the workplace	1488	55.2
Being subject to excessive supervision	1319	48.9
Being overloaded with work	1250	46.3
Having unrealistic targets/goals set for your performance	1138	42.2
Being asked to do tasks without proper training	1135	42.1
Having your employer make false claims about your performance	1125	41.7
Being shouted and/or sworn at	1060	39.3
Performance management arrangements being used as a bullying tool rather than for learning and development	917	34.0
Being the subject of nasty jokes/gossip/rumours	877	32.5
Being pressured into not claiming something you are entitled to (carers leave, annual leave)	788	29.2
Having others make fun of me and/or my private life	716	26.5
Not being given enough work to do	515	19.1
Being asked to work excessive hours	388	14.4

Table 50 identifies the perpetrators of the various forms of bullying experienced by women. In a change to the 2010 survey, women were able to select more than one perpetrator of the poor behaviour.

Of all the women who said that they had experienced having others make fun of them, nearly two thirds (63.5%) said that co-workers were the ones perpetrating the bullying. Being deliberately excluded from normal work conversation, work-related social events and/or networks in the workplace was equally likely to be done by co-workers (48.4%) and/or a direct supervisor (48.9%).

The bullying behaviour senior management was most likely to be involved in according to respondents was making false claims about performance (33.0%), while subordinates were most likely to make women the subject of nasty jokes/gossip/rumours (14.4%).

**Table 50: Poor Behaviour in the Workplace (%)**

	A subordinate	Co-workers	Direct supervisor	Senior management	Other (e.g. contractors)
Being deliberately excluded from normal work conversation, work related social events and/or networks in the workplace	8.5	48.4	48.9	26.4	3.8
Having others make fun of me and/or my private life	9.8	63.5	35.3	15.8	6.4
Being put down, especially in front of others	6.4	38.1	48.9	23.5	4.8
Being the subject of nasty jokes/gossip/rumours	14.4	60.4	34.7	18.0	5.9
Being shouted and/or sworn at	10.0	30.0	43.0	22.5	8.2
Being subject to excessive supervision	1.5	10.5	77.8	30.3	3.0
Being subject to excessive criticism	6.1	23.3	60.7	28.6	4.4
Having your employer make false claims about your performance	4.3	15.4	69.6	33.0	4.1
Performance management arrangements being used as a bullying tool rather than for learning and development	2.1	5.1	74.7	40.1	3.4

Workload-related pressure can also be a form of bullying and harassment. Women were again able to select more than one perpetrator of the types of behaviour (Table 51).

In all forms of workload-related bullying behaviour listed, women were mostly likely to nominate a direct supervisor as the perpetrator. For each behaviour more than two thirds of women said that it was carried out by a direct supervisor. The next most likely group to be involved in these types of bullying behaviour were senior management, with close to one third of women who experienced each of the behaviours selecting senior management as a culprit.

**Table 51: Workload-Related Bullying in the Workplace (%)**

	A subordinate	Co-workers	Direct supervisor	Senior management	Other (e.g. contractors)
Being asked to work excessive hours	2.3	8.2	67.5	37.1	6.2
Being asked to do tasks without proper training	1.1	12.2	73.4	38.3	3.9
Being overloaded with work	2.2	12.4	69.8	43.0	4.3
Not being given enough work to do	1.6	13.2	72.6	32.6	5.4
Being pressured into not claiming something you are entitled to (carers leave, annual leave)	1.1	4.6	71.4	39.2	4.2
Having unrealistic targets/goals set for your performance	1.5	6.5	71.8	46.7	4.1

More than 1500 women gave detailed examples of the types of bullying they had experienced at work. Some of these were:

*Misrepresenting situations, sarcasm, deliberately not keeping me informed of workloads or work issues, threatening body language.*

*Being over supervised. Being accused and not be able to defend myself. Watching time, I walk, in, leave, do my work, talk on the phone, go to toilet, lunch.*

*Unable to claim personal/carer leave for seriously ill daughter, lost pay and then complained and was given special leave, incorrectly, instead. Adamant repeated refusal of team leader to accept a Statutory Declaration. Made to explain how I would meet my targets while caring for my daughter, no reduction in workload, no empathy. Humiliated and belittled over performance assessment process. I could go on!*

*Jokes and ridicule of my religious beliefs. Public sarcasm and put down by co-worker acting on higher duties as manager because he happened to disagree with me regarding a work matter. Being ignored by same co-worker after that – he avoids speaking to me or acknowledging me in any way.*

*Small office with older workers – they see my caring responsibilities as ‘slacking off’, rorting the system and not being a team player. This leads to all sorts of small but consistent digs and harassment. Leads to me being worn down and thinking twice of taking time off to take care of my son (with asthma and Asperger’s Syndrome) and as a single parent can lead to extra pressure and worry. A manager who is young and only recently married also reinforces the attitude as she has no understanding of family pressures and nor does she want to try and understand.*

*Senior management staff listening to gossip which resulted in a investigation by fraud which consequently was dismissed as untrue. This caused me a lot of stress and the person in question never discussed this with me or listened to the fact. It would have truly been the worst experience of my career. Thankfully she is no longer my supervisor.*

*I have had misleading claims made against me which were not true. It has been inferred that I am bludging when I have taken breast feeding breaks on return from maternity leave (baby under 6 months of age). I also had a work related injury and it was inferred that I had got the injury at home.*

*Being ignored by senior management. I am a union delegate and every time I represented a member my centre manager would ignore me for weeks at a time. He’d come in and say ‘Hello’ to all in my area except me. He would be slow to respond to emails, sometimes ignoring my requests all together. He would roll his eyes and make comments like ‘What now?’ He would accuse me of being a trouble maker when advocating on behalf of the member I was representing.*

*A work colleague who was my superior became my acting supervisor. There were incidents of teasing and harassment about where I grew up and my sexual orientation. This harassment would vary from not communicating at all, telling me that if I applied for young employees workplace incentives (projects) that they would ‘pour shit on me’, general aggressive demeanour towards me and generally putting me down.*

*I had cervical cancer and therefore needed to use my leave options regularly. My manager noted in my performance review that I was unreliable and said if I took any more leave I would be moved to another area. I was denied study leave and despite being a student I had to take a leave of absence. I was unable to seek treatment properly so my condition got worse than it needed to be and I had to make special arrangements for treatment outside work hours. Even when a change in management brought me the availability of a regular hours agreement, the management made it so hard to adhere to that I had to give it up as it meant working ten hour days and not being able to even move my lunch hour or in order to avoid being five min late at the 7.30am start time, I had to get up at 4am in the morning to catch a early train to make sure I was here before 7am as the next train got me to work at 7.35am. I felt so under pressure and stressed I went back to full-time work. My health has now improved but it took two years. During that time I was under medication and was a nervous wreck as well as very ill.*

More than half the women (51.0%) who reported that they had experienced bullying and harassment in the past 12 months, did not report the incident. The women were asked to comment on why they chose not to report the incident. The most common reasons given were that women felt that it would make the situation worse, that there was no point in reporting the incident because it would not be dealt with appropriately, that it would be detrimental to career prospects, they had no proof, they were not sure if the behaviour constituted bullying or, that the perpetrator was a supervisor or management and would be protected. Some women provided detailed explanations. Below is a selection of their comments:

*I didn't know who to report it to and I was on probation and didn't want to ruin my chances of staying in the public service.*

*This would not help the relationships which must be maintained to work effectively – try to address these things myself.*

*I was new and wanted to keep my job. I did not want to be seen as a trouble maker. I do not like conflict.*

*I felt there was no point as I have seen another bullying report officially lodged and the staff member who lodged the report was subjected to even more bad behaviour by management.*

*The support for people who report incidents is minimal at best and can be 'career suicide'. Just grin and bear it or move on.*

*In my experience, my complaint will go nowhere but will make it even more difficult for me at work.*

*I did not report these incidents because this is a closed knit environment and the repercussions would be greater than the problem.*

*I have reported one incident in the past and it was handled horrifically, causing far worse pain and humiliation. I would never do it again, particularly as these incidents were not as serious this time.*

*Easier to move to another job.*

*Recommended not to as it is a long process and was told that it would be too hard to prove bullying and harassment.*

*No one will listen when you cannot provide black and white evidence. Fear that your career will be affected and your name will be in their 'black list'.*

*This incident has made me realise that reporting incidents generally makes it worse for the complainer. It is better just to leave the area or department rather than be branded a winger. Local management do not like people who cause trouble by reporting bullies.*

Of the women who did report an incident of bullying, only 12.2 per cent were satisfied with the response they received from management. A further third (35.4%) were satisfied to some extent with the response, while half (51.1%) said that they were not satisfied.

Women were also asked if they had any general comments about bullying and harassment in the workplace, especially about the long term effects bullying has on the victims. Below are some of their comments:

*Bullying can come from other people in the organisation who have power over any aspect of your working life, no matter how small, and who want to exercise that power. It can lead to significant distress and serious impact on how people work and in how safe they feel in the workplace.*

*There is still a lot of misunderstanding about what constitutes bullying and harassment and the person who is bullied does not get help, and the treatment from the department adds to the trauma.*

*This situation has led to me attempting suicide and I am now on long-term sick-leave while I consider my options. I do not intend to return to a workplace that refuses to value its staff and where I have to fight for what is my right by law.*

*A lot of bullying and harassment comes from senior management, whom it is supposed to be reported to. They just don't want to know when it comes to this. When things are reported there is often excuses made for the behaviour or staff who report things get bullied and harassed further, or feel they will get treated unfairly if they do.*

*Bullying in the Public Service is common and it is getting worse. I have reported but nothing has been done.*

*It is awful how demoralising bullying and harassment can be and how you start to doubt your own abilities and your own worth.*

As with previous years, the overwhelming majority of women either agreed or strongly agreed that they were fully aware of bullying and harassment policies and procedures in their workplaces. However, fewer than a third (29.5%) of women agreed that complaints regarding bullying and harassment are dealt with quickly and appropriately by management. This may explain why many women who experience bullying and harassment choose not to report the incident.

Two in five (41.5%) women agreed that adequate training on bullying and harassment was provided in their workplace, and under half (42.2%) of women agreed that management places importance on eliminating bullying and harassment. These results are slightly lower than in 2009 and show that little to no improvement has been made in workplaces to address bullying and harassment (Table 52).

**Table 52: Bullying and Harassment (%)**

(n=9148)	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
I am fully aware of bullying and harassment policies and procedures at my workplace	30.8	53.6	8.0	5.8	0.6	1.1
Complaints regarding bullying and harassment are dealt with quickly and appropriately by management	8.1	21.4	21.8	18.9	11.3	18.5
Adequate training on bullying and harassment is provided at my workplace	10.0	31.5	21.5	22.5	9.0	5.4
Management places importance on eliminating bullying and harassment from the workplace	11.2	31.0	22.1	18.2	11.0	6.5

## Sexual Harassment

### Summary – Sexual Harassment

- 2.4 per cent of women have experienced sexual harassment at work in the last year.
- Of those women, fewer than a third have reported the incident.
- Of those who reported the incident, a third was unhappy with the response of management.
- Those who did not report the incident felt that reporting it would be detrimental to their careers, that it would not be taken seriously, that it was better to deal with the issue themselves or that it would be an even more humiliating and traumatic experience to report the incident.

Women were asked if they had experienced sexual harassment at work in the 12 months prior to the survey. 2.4 per cent or 224 women said that they had. It is encouraging that this is a slight decrease on 2009 (3.1%) and shows that life for women at work in regard to this has improved on last year. The work of the CPSU and workplace delegates to address this type of harassment is clearly having some success.

Women who reported being sexually harassed reported a range of unwelcome behaviours. Here are some comments from women about their experiences:

*My experience was a surprise, because I felt that this sort of behaviour didn't occur anymore. However, this particular male in a senior position, thought it was okay to come up behind me at my desk and play with my hair and massage my shoulders on numerous occasions. He does not do this to any other females in the office. He has since stopped this, as my body language of pulling away and expression of disgust sent a message that I didn't approve. He has received complaints from other females about other inappropriate behaviours like stopping for a casual chat at their desks in his lycra bike shorts after exercise.*

*Very vague and suggestive, but I felt uncomfortable. I made a decision to steer clear of the person in future.*

*I was propositioned by a staff member at the work happy hour reported this to my supervisor (male) who simply laughed it off and told me not to take it further.*

*A former colleague slapped me on the butt as I was leaving one Friday. I told him not to slap my arse and he said it was 'just a pat' and that's what mates do. He had some other issues (drunk at work, living out of his car) and was sent on stress leave. On return he was moved to a different team. Our manager was less than satisfied with the offender's attitude about it (he would not acknowledge that it was wrong).*

Of the 224 women who had been sexually harassed, only 68 or 30.4 per cent reported the incident, while over two thirds (68.3%) chose not to report it. Of the women who did report the incident, a quarter (26.5%) were satisfied with the response they received, a third (36.8%) were satisfied to some extent and a third (35.3%) were not satisfied. It is concerning that women who are willing to speak out are not receiving a satisfactory response and support.

The women who did not report the incidence of sexual harassment were asked their reason for choosing to remain silent. Many shared that they felt it would be detrimental to their careers, that it would not be taken seriously, that it was better to deal with the issue themselves or that it would be an even more humiliating and traumatic experience to report the incident. Some of their comments are included below:

*When your manager, and even deputy manager of the company are making sexual remarks at you, when you have seen them do it to many other female colleagues I guess you get frightened to speak up and just laugh it off like the rest do.*

*The person that was making me uncomfortable was very close with my supervisor and I felt that if I said something I would have been seen as a 'trouble maker'.*

*Informally reported but refused to put in formal complaint. I did not want to be labelled as a female with issues. I dealt with it myself. I made the person aware that I felt that their behaviour was not appropriate.*

*My boss made inappropriate comments about my appearance. I didn't think that I would get any support and in fact would be a scapegoat if I made addressed the issue. This is not unreasonable considering my experience in the Commonwealth Public Service over the past 10 years.*

*Because it was at the work Christmas Party and I knew the person involved was highly intoxicated.*

*No point. It would have resulted in more humiliation.*

*Sometimes even something simple such as being able to easily change where you sit in the office without making an issue about it can make a big difference. Especially as a contractor it is very important to me not to be seen to be making a fuss as I don't have the same level of job security as APS employees, or access to any of the same services.*

Women were asked if they had any other comments about sexual harassment. Here are some of their comments:

*There seems to be a culture of acceptability of what I call low level sexual harassment in regards to comments and touch made in humour. People turn a blind eye.*

*Not enough training. I was very surprised about that as I come from the private sector where there is much more.*

*Sexual harassment is the main form of bullying I have experienced but less now than 40 years ago when it was pretty rife in private enterprise. There are, however, some staff members I avoid being alone with even now.*

*Sometimes sexual harassment may be the underlying cause of bullying so it can be a fine line in working out what is happening.*

In the 2009 survey 89.6 per cent of women agreed that they were aware of the sexual harassment policies and procedures in their workplace. This figure decreased in 2010 with 77.4 per cent of women agreeing that they were aware. This is concerning, since maintaining a decreasing level of sexual harassment in the workplace relies in part on employees being aware of policies and appropriate behaviour (Table 53).

Only a third of women (33.7%) agreed with the statement that complaints regarding sexual harassment are dealt with quickly and appropriately by management. This perception of how complaints are managed may be contributing to the under-reporting of incidences.

**Table 53: Sexual Harassment (%)**

(n=9146)	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
I am fully aware of the sexual harassment policies and procedures at my workplace	26.0	51.4	10.2	8.1	1.3	3.1
Complaints regarding sexual harassment are dealt with quickly and appropriately by management	10.5	23.2	22.9	4.1	2.2	37.0
Adequate training on sexual harassment is provided at my workplace	10.7	28.9	22.8	19.9	5.8	11.9
Management places importance on eliminating sexual harassment from the workplace	13.3	32.9	24.0	7.8	3.4	18.5

## Discrimination

### Summary – Discrimination

- 18.6 per cent of women report that they experienced discrimination at work in the past year.
- The types of discrimination varied greatly and include discrimination on the basis of age, gender, race, caring responsibilities, part time status and disability.
- Fewer than a quarter of women reported the incident.
- Those who didn't said that it might aggravate the situation, management would not act, or they did not want to affect their career opportunities.

Women were asked if they had experienced discrimination at work in the 12 months prior to the survey. 18.6 per cent said that they had. The types of discrimination varied greatly and included discrimination on the basis of age, gender, race, caring responsibilities, part time status and disability. Women reported a range of incidences and some of their experiences are included below:

*I have had comments made and undue interest taken by a colleague about my sexual preference.*

*Someone who knows I am an Indigenous Australian made several comments to me, including stating my ID is wrong and that I should be wearing a 'Turban' in the photo. He also stated that I shouldn't be writing minutes because I usually communicate via 'smoke signals'.*

*I have a hearing impairment and wear a hearing aid. I have often been excluded from discussions or conversations regarding work-related matters. I have always stood up for myself in a positive non-threatening manner and sometimes it has a positive results but other times has a negative result.*

*I was discriminated based on my caring duties when my requests were ignored when I asked to not have to work excessive overtime hours unpaid anymore due to caring duties.*

*Being discriminated because I was female was a massive shock and boys being chosen over me because they were male and not better at the job. When I asked for feedback to why, I was told by the male supervisor that he didn't need to justify himself to me.*

*Unless you are working or can relocate to Canberra, staff are given only slim opportunities to be included in major projects. It is widespread and commented/complained of loudly but there has been no response regarding up to this time.*

*Being a part-timer I have faced discrimination at various levels- from not being offered jobs that I am otherwise eligible for to development opportunities.*

Of the women who said that they had experienced discrimination, just under a quarter (23.7%) said that they had reported the incidents. Of these women, most (57.3%) were not satisfied with the response they received; only 6.2 per cent were satisfied with the response; a further third (35.0%) said that they were satisfied to some extent.

The 74.2 per cent of women who experienced discrimination and did not report the incident were asked to comment on why they did not report it. Below are some of their comments:

- Would further aggravate the situation and make my working life a living hell.*
- Why bother. No one listens anyway. Despite management saying they care, they rarely do anything about it.*
- When you are female and have worked in a male dominated profession all your life AND are now over 50, you get used to being ignored, overlooked and exploited. It's pointless complaining.*
- The stigma that reporting it would have caused would have been worse than the actual discrimination. I also didn't want to be seen as a 'sook'.*
- The incident was something that could not be proven. I knew and so did management but there was no cold hard evidence.*
- Not worth losing potential jobs or risk of being outcast.*
- It wasn't an 'incident', it's a culture. How can I report a culture within that culture? Part timers are not considered for advancement.*
- It was far too hard and makes you feel worse than just quietly leaving it as nothing and nothing gets done unless it is a major incident.*
- Due to the nature of my workplace where there would be little chance of confidentiality. Concern for ability to continue my job if people found out I had reported the incident.*
- Discrimination against staff who work part-time is endemic in the organisation, no point in reporting.*
- Difficult when those behaving discriminatorily are senior managers. It's also very difficult to prove.*
- Because reporting it would only inflame the situation and I feel it would hinder future career opportunities.*

Women were also asked if they had any other comments about discrimination in the workplace and many shared their experiences with discrimination on a broader workplace level:

- Age discrimination is rampant. If there is a choice between 2 people of similar skills and experience then the default position is to opt for the younger person.*
- Women are frequently overlooked for both permanent and non-ongoing opportunities. We have too many EL1s in our office yet they advertised another one because the office wanted the male acting in the position to be able to fill it permanently, female staff are denied the training that male staff are offered, female EL1s are put in non-managerial positions and male EL1s are put in the managerial positions.*
- Senior management knows there are areas of discrimination, especially discrimination against age, but if no one formally reports the discrimination, as with bullying, then they can't act. Unfortunately people, including myself, just keep applying for transfers out of the section, rather than trying for a promotion.*
- Most discrimination is too passive to be able to report, but it can be ingrained through an organisation. It impacts significantly on the way people utilise the skills of their staff and job satisfaction for those in groups that are discriminated.*

Awareness of policies and procedures dealing with discrimination fell slightly in 2010 to 77.4 per cent of women compared with 79.6 per cent in 2009. One third (33.7%) of women agreed that complaints regarding discrimination were dealt with quickly and appropriately, consistent with the 2009 results. Nearly a quarter of women disagreed with the statement that 'adequate training on discrimination is provided in my workplace'. This is concerning and suggests that further training is required in some workplaces (Table 54).

**Table 54: Discrimination (%)**

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
I am fully aware of the discrimination policies and procedures at my workplace	24.6	52.8	10.5	7.8	1.2	3.1
Complaints regarding discrimination are dealt with quickly and appropriately by management	9.5	24.2	22.4	8.8	4.3	30.9
Adequate training on discrimination is provided at my workplace	10.8	32.5	22.5	17.9	5.8	10.4
Management places importance on eliminating discrimination from the workplace	12.3	33.6	22.8	10.5	5.1	15.7

# Occupational Health and Safety

## Summary – Health and Safety

- Almost one in five women report having a safety concern at work.
- Concerns include the lack of workplace security, unrealistic workloads that affect health and wellbeing, poor air-conditioning, unsafe workplace design and unhygienic workplaces.
- There is a high level of reporting of safety concerns (70.8%). However, most women are not happy with management action on reported concerns.
- Women who are required to work outside of normal working hours generally feel safe.
- Of those who do not feel safe, most concerns relate to accessing vehicles at night or an absence of security staff.

Over the past three years, the proportion of women reporting a safety concern at work has decreased slightly (Table 55). Despite this slight decrease, nearly one in five women (18.7%) had safety concerns at work.

**Table 55: Women with Safety Concerns at Work (%)**

	2008 (n=9430)	2009 (n=9405)	2010 (n=9167)
Safety concerns	22.0	19.0	18.7

Workplace security was a recurring concern. Easy public access to the workplace and inadequate security staffing were identified by women as problems. Open plan workplaces, when staff had to deal with clients who may be aggressive, were a particular concern. Some of the comments on workplace security included:

*Ongoing threats to staff by clients have been escalating over the last few years. Some staff have had quite severe death threats made to them. The action taken by management was to install some temporary security guards until the threat was believed to have passed. Other threats have received no response. Clients had free access to the building. It was only until a direct threat was made to the Director that the lifts were made secure access only. There is still no permanent presence like other buildings within the department, although the same threat level exists.*

*Threats from customers are not followed up in a timely manner. No security audit has been conducted in the site in the past four years.*

*Aggression from clients is a significant concern. There have been multiple instances of knives being produced in office.*

*We were robbed for the cash we have in the branch.*

Many women expressed concern about the state of workplace facilities, in particular poor air conditioning leading to illness. Many also commented on the unhygienic nature of their workplace. Their comments included:

*Many of our customers have contagious diseases and we are exposed face-to-face with them without any protection.*

*Building works have resulted in excess dust in the office and in a previous office refit a bolt fell out of the ceiling hitting a staff member.*

*We have been waiting for our dunnies to be fixed for 10 months.*

*Ongoing problems with rodents in the ceiling causing maggots to fall onto workplace surfaces and floors.*

Concerns were raised about how unsafe women's workplaces are. The examples of workplace injuries or risks likely to cause injuries included:

*Several employees have already fallen down the stairs due to the colours as these are hard to see when walking down.*

*We have not been permitted to walk on the stairs for months now because of concerns about falling glass. I hope that the concerns are exaggerated because it has still been necessary to walk under the supposedly dangerous glass.*

Other concerns raised included unrealistic workloads leading to stress and fatigue, asbestos in buildings, manual handling concerns, inadequate general maintenance, general safety concerns from people working in or driving to remote or regional centres and bullying and harassment.

Fewer than half of the women who had reported safety concerns (70.6%) were happy with the response. This finding has been consistent across the past three years of the survey. There is clearly a need for agencies to improve their response to health and safety concerns raised by employees.

Women were also asked about safety concerns about working early or late outside of normal working hours. Most women who worked outside of normal hours, reported that they generally felt safe or very safe. Nearly ten per cent (9.2%) did not feel safe.

Many women had particular concerns about working after hours and walking through unlit or poorly lit car parks to travel home. Accessing their vehicles at night was a very common concern:

*I am required to conduct seminars alone at night. These sometimes don't finish until 9pm and I don't have another staff person for support or even a mobile phone. I don't like going into the car parks late at night. I sometimes worry that I will be confronted by an angry customer, on my own. I worry driving home tired at night after working 10 hours.*

*I have to walk back to my car in the dark and the policy is that a guard cannot accompany me.*

*I don't pay for parking which is in close walking distance due to the ridiculous pricing of it. Therefore I park approximately a 10min walk from my car which when finishing my shift at midnight is dangerous. Staff should not have to pay for parking and endanger ourselves because of the price.*

*The building has had break-ins and it is in an isolated location. I can feel uneasy being in the building alone. The worst thing is getting from the reasonably secure building to my car. Not all of the car park is well lit. No one would see or hear anything if something was to happen.*

Many women expressed concerns about working outside of normal hours due to the lack of security staff. Comments included:

*In the past twelve months I have had to come into work between 2am and 6am to conduct IT systems testing. At the time, my workplace was located next to a pub near a dark courtyard. I did not feel very safe attending my workplace on a Saturday night when I knew the pub would be busy so I asked Security to escort me from my car to the office. When security denied, my partner came to work with me during these hours so that I would not feel unsafe in the office and walking to and from my car.*

*I work with violent criminals and management took away funding for security guard to be present in the community setting so we leave the building alone late in the evening after having groups of offenders present.*

Some women also noted difficulties in accessing cab charges when working late, despite availability:

*Taxi vouchers are at manager's discretion and always refused.*

*I get public transport to and from work, my train line is not that safe and it is over an hour trip home. Even though cab charges are available from team leaders, they are never offered. I have only seen them offered in extremely sick staff going home.*



## Work-Related Travel

### Summary – Work-Related Travel

- Half of all women were required to undertake travel as part of their duties.
- Most women were required to stay away from home as part of this travel although this was generally only a few times a year.
- Most travel was to capital cities.
- For most women the quality of accommodation was adequate, appropriately located and they felt safe.
- However, the quality of accommodation and safety levels decreased the further the travel was from capital cities.

One in two women (50.9%) was required to undertake work-related travel and for most of these women, (82.9%) the travel involved overnight stays. For most, travel requiring accommodation occurred every 3 months or less frequently (85.3%) with just 2.9 per cent of women staying away from home every fortnight.

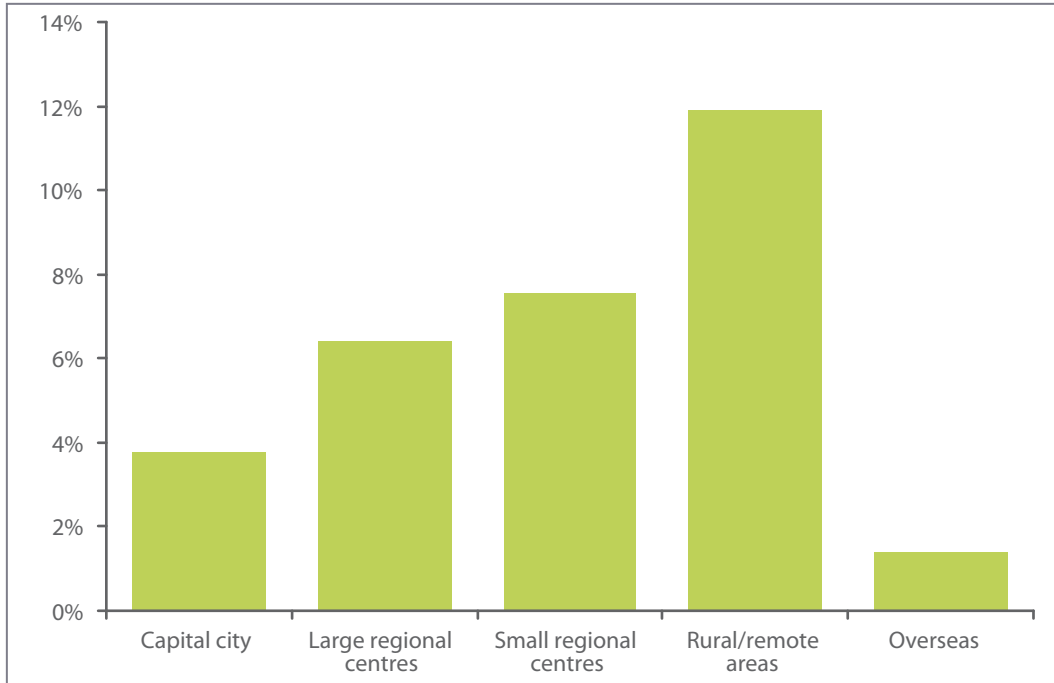
Most often travel was to capital cities (70.3%) as shown in Table 56. However a significant proportion of women travelled to smaller regional centres and remote areas.

**Table 56: Places Primarily Travelled to (%)**

	2008 (n=3926)	2009 (n=3760)	2010 (n=3853)
Capital city	71.3	70.3	71.3
Large regional centres (eg Townsville)	9.6	10.4	10.5
Small regional centres (eg Walgett, Ingham)	8.2	7.6	6.9
Rural/remote areas	7.3	7.4	7.0
Overseas	3.0	3.3	3.7
I prefer not to respond	0.7	0.9	0.6
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

In most instances, women reported that the quality of accommodation was adequate (86.6%), it was appropriately located (88.4%) and they felt safe (87.4%). However, the further accommodation was from a capital city the less likely women were to report that they were happy with the quality of the accommodation and their safety level. This reflects the lack of options in smaller regional centres and remote locations (Charts 17 and 18).

**Chart 17: Quality of Accommodation by (%)**



**Chart 18: Perception of Safety of Accommodation by Location (%)**



## Travel To and From Work

### Summary – Travel To and From Work

- Most women take less than 30 minutes to get to work each day.
- The majority of women drive to work (61.6%), with the proportion catching public transport decreasing slightly between 2008 and 2010.

The majority of women took less than half an hour each day to travel to work and a similar proportion took the same time to get home from work each day (Table 57). Consistent with the 2009 results, women living in the Australian Capital Territory, Northern Territory and Tasmania were most likely to report travel times of less than half an hour to/from work.

**Table 57: Time Taken to get to/from Work (%)**

	2008 (n=9412)		2009 (n=9457)		2010 (n=9140)	
	To work	From work	To work	From work	To work	From work
Less than 15 minutes	19.4	18.0	19.5	18.2	19.4	18.0
15 minutes to less than 30 minutes	36.7	34.5	37.0	35.0	37.8	35.8
30 minutes to an hour	35.2	37.7	34.8	36.6	34.3	36.7
More than an hour	8.7	9.7	8.6	10.0	8.5	9.4
I prefer not to respond	0.1	0.1	0.1	0.1	0.1	0.1
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

Women were asked how they travelled to work (Table 58). The majority of women travelled to work by car (61.6%) There has been little change in the way in which women are travelling to work over the past three years although, between 2009 and 2010, there has been a notable drop in the proportion of women using public transport.

**Table 58: Transport to Work (%)**

	2008 (n=9412)	2009 (n=9457)	2010 (n=9139)
Drive	58.2	61.5	61.6
Carpool	3.5	3.5	2.1
Walk	4.5	4.8	4.4
Public transport	23.7	23.1	16.5
Combination of car and public transport	5.7	4.3	7.0
Bike	2.5	2.1	2.3
Other	1.9	0.8	6.0
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

Given the increase in concern about climate change and emissions, the seeming shift away from public transport shows a need for Government to consider a range of environmentally-friendly options, including improving public transport and locating workplaces close to other facilities and transport links.

# Superannuation

## Summary – Superannuation

- Many women do not pay attention to their superannuation with more than a quarter reporting that they did not know how much money they have in their super account.
- Most older women do not have enough superannuation to ensure they can live comfortably in retirement.
- Fewer than half of women make additional superannuation contributions with 2 in 5 women saying they do not contribute extra because they cannot afford it.
- More than 2 in 5 women hold multiple super accounts, most often because they simply have not had a chance to combine their accounts or because it was too difficult to do so.
- Most women have not attended an information session on superannuation and have never seen a financial planner about their superannuation or retirement.

In the 2009 survey a number of additional questions around superannuation were added, including questions that asked women if they knew how much they currently had in their superannuation accounts and if they had seen a financial planner or attended any information sessions on managing their superannuation. These findings provided the catalyst for the CPSU to partner with ARIA, the main superannuation fund for APS employees, to offer members superannuation information sessions. Following member interest in superannuation, further questions were added for the 2010 survey to enable the CPSU to develop our approach to achieve better result for members.

Interestingly, nearly half of all women (45.7%) did not know what type of superannuation fund they were a member of. Of the remaining women, 23.1 per cent reported they were a member of an accumulation fund and 23.0 were members of a defined benefit fund. As the workforce ages, the proportion in a defined benefit fund will decrease since access to these schemes was closed in 2005. A further 6.6 per cent of women reported that they were in both an accumulation scheme and a defined benefit scheme. This is not unusual since salary sacrificing is not permitted into a defined benefit scheme so defined benefit scheme members who wish to salary sacrifice to increase their superannuation at retirement must hold a second (accumulation) account.

## Amount in Super

Given the proportion of women who were unsure which type of scheme they were a member of, it was not surprising that 28.2 per cent of women did not know how much they had in their super accounts (Table 59).

**Table 59: Superannuation Holdings (%)**

	2009 (n=9457)	2010 (n=7041)
Less than \$10,000	6.8	6.3
Between \$10,001 – \$50,000	22.8	23.5
Between \$50,001 – \$100,000	13.7	14.3
Between \$100,001 – \$150,000	6.9	7.7
Between \$150,001 – \$200,000	5.5	5.1
Between \$200,001 – \$250,000	3.8	4.4
More than \$250,000	5.4	5.7
Don't know	25.8	28.2
I am in a defined benefits scheme	5.1	n/a
I prefer not to respond	4.2	4.6
<b>Total</b>	<b>100.0</b>	<b>100.0</b>

According to the most recent Westpac ASFA Retirement Standard released for the September quarter 2010, for a single woman to live modestly in retirement she would need \$21,132 per annum. A modest retirement lifestyle is defined by ASFA as 'Better than the Age Pension, but still only able to afford fairly basic activities. For a single woman to live comfortably in retirement they need \$39,302 per annum. The survey results indicate many women do not have enough in their superannuation to comfortably self-fund their retirement and superannuation will, at best, be a small supplement to the aged pension. Of women aged 55 and over, more than a third (38.3%) reported that they had less than \$100,000 in their superannuation accounts. In contrast just 18.6 per cent of women said that they had more than \$250,000 in their accounts.

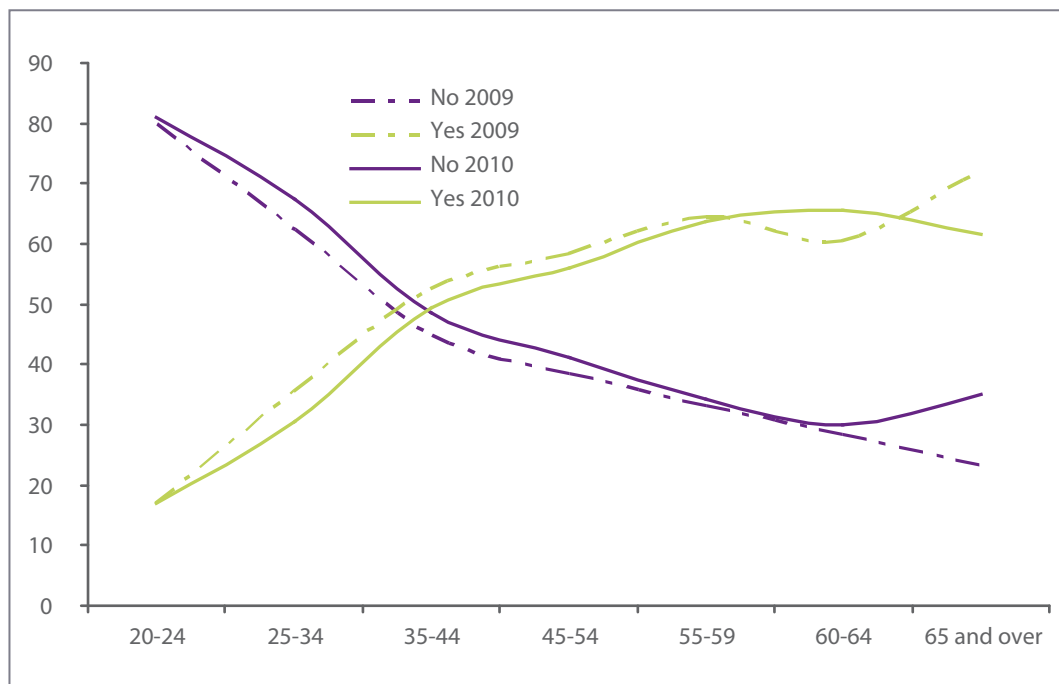
Given the importance of superannuation contributions in the early stages of working life, the CPSU in 2010 won through bargaining, the first requirement for an employer to pay superannuation contributions on paid and unpaid portions of parental leave for employees otherwise not eligible. These early achievements in the Australian Public Service set a precedent with several large banks (Westpac, NAB, and Bankwest) in June 2010 agreeing to some compensation for lost superannuation accrual during periods of unpaid maternity leave.

## Extra Contributions

Fewer than half of women (47.8%) said that they made personal contributions to their superannuation. Generally, the older the women, the more likely they were to be contributing to their superannuation. In part this reflects that women are more likely to think about their super the closer they are to retirement, but it is also explained by the reasons given by women who don't contribute to their super.

Chart 19 suggests that the global financial crisis may have impacted women's superannuation choices. Overall, slightly fewer women reported that they put extra money into their superannuation in 2010 than in 2009. Most pronounced were the findings for women at or near retirement age. They were much less likely in 2010 to put extra into their superannuation accounts despite the preferential tax treatment additional contributions receive. Despite the ability to salary sacrifice into superannuation, only 30 per cent of women who put additional money into super did it via salary sacrifice. The majority (58.6%) made post-tax contributions. This is mostly likely due to women choosing to continue to make post-tax contributions in the CSS and PSS schemes, even though mandatory post-tax employee contributions were discontinued in 2008.

**Chart 19: Those who Make Additional Super Contributions by Age (%)**



The reasons for not contributing extra money were varied. The three most common reasons identified by women were 'I cannot afford to put extra money in' (40.4%), 'I would rather pay off my mortgage' (34.7%) and 'I would rather pay off debts' (22.2%). This does not differ significantly from previous survey results (Table 60).

**Table 60: Reasons Women did not Contribute to Superannuation (%)**

	2009		2010	
	number	per cent	number	per cent
I cannot afford to put extra money in	1967	44.3	1834	40.4
I would rather pay off my mortgage	1482	33.4	1576	34.7
I would rather pay off debts	927	20.9	1011	22.2
I am planning to but it is not a priority			833	18.3
I am saving for other things			760	16.7
My employer contribution is enough	591	13.3	687	15.1
I would rather spend the money now	508	11.4	456	10.0
I don't know how to/it is too complicated/difficult			418	9.2
I have never though about it			358	7.9
I would rather invest the money myself	379	8.5	334	7.4

Of the 49.6 per cent of women who said that they do not contribute extra over a third (38.2%) were aged 34 years and under and over two thirds (64.8%) were aged 44 years and under. This lack of additional contributions early on in working life is of concern because of the compounding effect of superannuation balances over time.

## More than One Account

Having more than one superannuation account was common with 43.2 per cent of women indicating that they had more than one account. While those in defined benefit schemes were required to have an additional account in order to salary sacrifice, many women who did not salary sacrifice into their superannuation held multiple accounts.

The most common reason identified for having more than one account was 'Because I have not had a chance to combine my funds' (46.0%). Table 61 suggests that some women choose to hold more than one account, while a similar proportion of women would combine accounts if it was a less complex process.

**Table 61: Reasons for More than One Account (%)**

	2010 (n=3984)
Because I have not had a chance to combine my funds	46.0
Because I salary sacrifice	8.9
Because I have 2 jobs	3.0
Because I also have a self managed fund	4.5
I choose to	13.7
I don't know how/it's too complicated to change	14.0



## Financial Planning and Superannuation Information

Women were asked if they actively managed their superannuation accounts – for example by choosing investment options beyond the default option provided by their scheme. Just 18.7 per cent of women reported that they did actively manage their superannuation.

It is not surprising that most women had not attended an information session on superannuation (59.5%) and never seen a financial planner about their superannuation or retirement (64.0%). Of those who had sought some advice, just 30.8 per cent had received advice in the last year, with two in five women who had sought advice, having seen a financial planner more than three years ago.

## Attachment A: Methodology

The *2010 CPSU What Women Want Survey* was launched online on the 11th October 2010 and was open for participants to complete for four weeks, closing on the 5th November 2010. As with previous years, the survey was hosted online by the University Of Queensland, Institute of Social Science Research (ISSR).

Invitations to complete the survey were sent to all CPSU women members and potential members via email. The initial invitations were staggered over the first three days of the survey.

The first invitations were sent out on 11th October 2010 to 14,997 women, the second set was sent on 12th October 2010 to 14,930 women and the third batch was emailed 13th October 2010 to 14,187 women. In the first three days 44,114 invitations to participate were emailed to women, 2202 of whom worked in the private sector while the remaining 41,912 women worked in the Australian Public Sector.

In a change from previous years, specialised invitations were emailed to women members and potential members in the Northern Territory Public Service (NTPS) and the Australian Capital Territory Public Service (ACTPS). These invitations were sent out after the initial launch of the 2010 survey. 1441 women in the NTPS were emailed on 19th October 2010 and 4,599 women working in the ACTPS were emailed on 28th October 2010. Information about the survey was also circulated by the ACT Government to all female employees on 22nd October 2010.

In addition to the initial email invitations a number of reminders were sent out over the course of the survey. These included a CPSU E-News sent to all women members on 28th October 2010 and Centrelink posting information about the survey on their intranet system, accessible to all employees. Further, an email was sent to all CPSU delegates in major APS agencies on 1st November 2010 encouraging them to tell women about the survey.

These emails were accompanied by posters which were distributed in some workplaces. A link to the survey was posted on the CPSU website.

In 2008 and in 2009 some women reported problems being able to access and complete the survey online. Previously paper copies of the survey were provided. In 2010 this was not a significant problem and a total of 8 paper copies were received and recorded.

The total number of women who were emailed and asked to participate in the *CPSU What Women Want survey* in 2010 was 50,154. A total 9,167 valid responses to the survey were received, an overall response rate of 18.3 per cent. The response rate by sector varies with the APS achieving 18.8 per cent, ACTPS 13.7 per cent, the NTPS 25.0 per cent and private sector 8.9 per cent.

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# The benefits of CPSU membership

## Member Service Centre

Phone **1300 137 636**  
 Fax **1300 137 646**  
 Email **members@cpsu.org.au**  
 Web **www.cpsu.org.au**



## journey insurance

Limited income protection for union members without sick leave credits who are seriously injured on their journey to or from work.

### MORE INFORMATION

Contact the Member Service Centre on **1300 137 636** or **members@cpsu.org.au**



## financial advice

CPSU's financial planners, State Super Financial Services, provide a free first interview for members and may include a free financial plan. They can help with super, tax, social security, redundancy, retirement planning, wealth creation and annual reviews.

### MORE INFORMATION

Contact the Member Service Centre on **1300 137 636**



## theme parks & movies

Discounted theme park and movie tickets for adults and children for Village, Hoyts, Greater Union, Birch Carroll and Coyle, Palace, Dendy, Imax and Moonlight cinemas.

### MORE INFORMATION

Call **1300 137 636** for movie tickets or for theme parks visit **www.unionshopper.com.au** or phone **1300 368 117**



## travel

Shopper Travel is a telephone travel booking service offering great deals for CPSU members.

### MORE INFORMATION

Call **1300 368 117** or visit **www.shopper.travel**

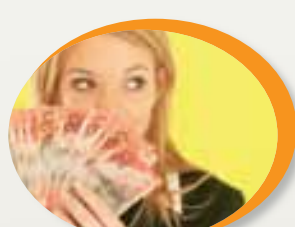


## individual & workplace support

Independent industrial advice and support on workplace issues including pay and conditions, OH&S, workers compensation, appeals, unfair dismissal, discrimination and contract negotiations.

### MORE INFORMATION

Contact the Member Service Centre on **1300 137 636** or **members@cpsu.org.au**



## members equity banking

A range of simple, transparent banking products from ME Bank. ME Bank is a licensed, Australian bank, owned by some of Australia's leading Industry Super Funds and was formed to provide great value financial services to their members.

### MORE INFORMATION

For more information, or to arrange an appointment call **13 15 63** or visit **mebank.com.au**



## legal services

Through our legal partners, Slater & Gordon, CPSU members have access to special rates and a free first interview on a range of legal matters.

### MORE INFORMATION

Contact the Member Service Centre on **1300 137 636**



## union shopper

Save money on thousands of products including cars, whitegoods, electrical, furniture, software, perfume, jewellery and much more. Call **1300 368 117** and you'll get a call back with the lowest price Union Shopper can negotiate.

### MORE INFORMATION

Call **1300 368 117** or visit **www.unionshopper.com.au**

WA members call **Shop Rite** on **1300 650 214**



## gym membership

CPSU members can access a network of health and fitness centres at discounted rates thanks to an exclusive deal with Passport2Fitness. Benefits include waived joining fee and 10% discounts on Passport2Fitness options.

### MORE INFORMATION

Contact the Member Service Centre on **1300 137 636** or email **members@cpsu.org.au**



## member advantage

CPSU's partnership with Member Advantage gives you access to a wide variety of services including discount magazine subscriptions, accommodation with Best Western, home loans with AMP, car rental as well as business, personal and health insurance.

### MORE INFORMATION

Phone CPSU Member Advantage on **1300 853 352**, or visit **www.member-advantage.com/cpsu**



## union family bereavement benefit

Timely financial support for the immediate family of any financial CPSU member who passes away while still on active duty.

### MORE INFORMATION

Contact the Member Service Centre on **1300 137 636** or **members@cpsu.org.au**



## free online will service

A free service for CPSU members to help you plan and prepare your will at a time convenient to you.

### MORE INFORMATION

Contact the Member Service Centre on **1300 137 636** or **wills@cpsu.org.au**



Authorised by Nadine Flood CPSU National Secretary

## CPSU values

We believe every worker deserves:

- dignity and respect
- a safe and sustainable workplace
- decent pay and conditions
- rights at work
- a balanced working life.

## Member Service Centre

8am-8pm (EST)

Monday to Friday

Phone **1300 137 636**

Fax **1300 137 646**

Email **members@cpsu.org.au**

Web **www.cpsu.org.au**



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