



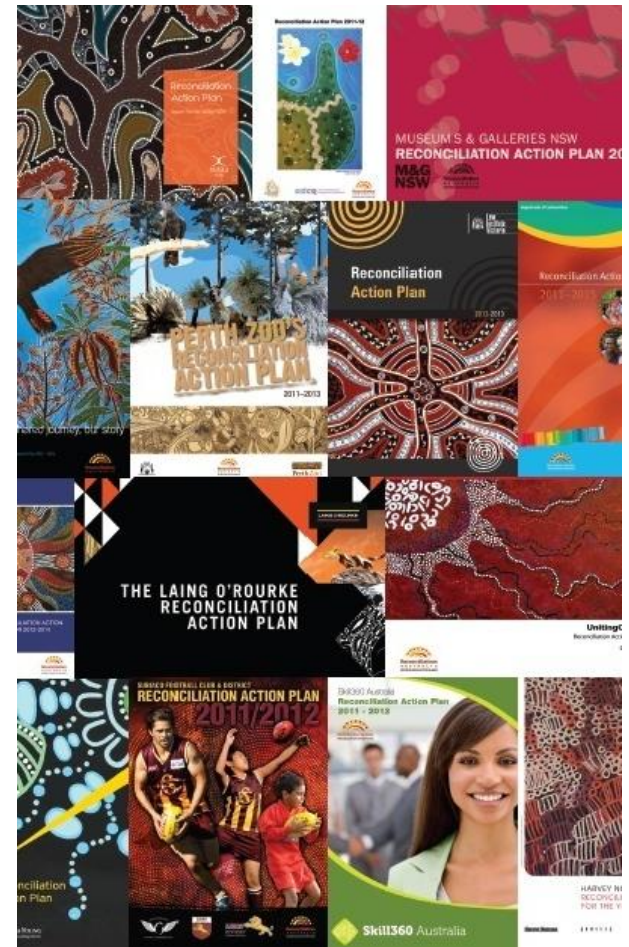
Workplace RAP Barometer 2014

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Introduction & background

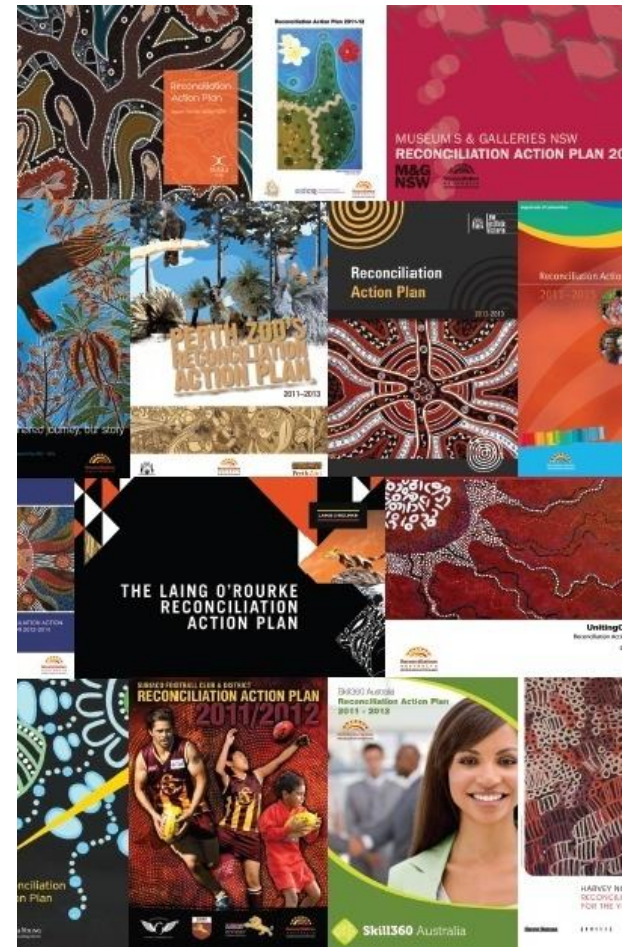
Reconciliation Australia (RA) has monitored reconciliation initiatives at the workplace level since 2012, through regular online surveys of participating employees. RA uses this information to broadly inform how its Reconciliation Action Plan (RAP) program is performing, but also to work more closely with specific partner organisations, helping them implement and improve the performance of their workplace RAP.

To date, surveys have been conducted in:

- August 2012
- Sept – Oct 2014

This report presents the latest wave of this tracking, and where possible compares results to those in the previous 2012 wave. Also, workplace results are directly compared with findings among the general public, where possible, to demonstrate the effects Reconciliation Action Plans are having on perceptions and attitudes, vis-à-vis the general Australian population.

It is acknowledged that, in the interests of graphical and reporting brevity, the abbreviation “Indigenous” has been occasionally used in this report, to refer to Aboriginal and Torres Strait Islander peoples.



Survey method

The main results presented in this report are based on an online survey of working adults (aged 16+) in Australia (i.e. “employees”), conducted in August and September 2014.

- The total sample of n=8768 was drawn from the workforce of participating organisations, across corporate, government and not-for-profit sectors.
- Participating organisations were at various stages of their RAP development, at the time of the survey, and were invited to take part by Reconciliation Australia.
- Organisations participated of their own volition, as did the employees of those organisations (no incentive was offered or paid to respondents).
- Because the sample is based on voluntary participation and focused on organisations with a RAP, results are not intended to be seen as representative of the Australian workforce as a whole. Accordingly, data has not been weighted for the workplace results.
- The 2014 survey also included for the first time a number of organisations that were in the planning stages of implementing a formal RAP. Those results are not included here.

The Workplace RAP Barometer results have been tracked (where possible) against results from 2012, and also compared with relevant results from the National Australian Reconciliation Barometer (ARB), among the general population.

The ARB was conducted concurrently, during September 2014 (for more details see page 5).

- The general population sample was drawn from a professional online market and social research panel.
 - The ARB data is weighted to ABS population data (in terms of age, gender and residential location), using 2011 Census statistics. With a sample size of n=1100, the accuracy of the results for the general community sample is +/- 3% at the 95% confidence interval. This means, for example, that if the survey returns a result of 50%, there is 95% probability that the actual result will be between 47% and 53%.
- Note: For both surveys, respondents were informed that the term “Australians” was used to refer to all people who live in Australia, including both Australian and non-Australian citizens. All percentage figures in this report are rounded. Accordingly, totals may not add up to 100%.

Workplace RAP Barometer 2012

- ▶ The main results in this report are tracked against results from the inaugural workplace survey, where possible.
- ▶ The first Workplace RAP Barometer was an online survey of 4612 respondents from 19 participating RAP organisations, and was conducted in July 2012.
- ▶ With a sample size of n=4612, the accuracy of the results at the overall level was +/-1.4% at the 95% confidence interval.
- ▶ Participating organisations were mostly in the advanced Elevate RAP stage and included corporate, government, and not-for-profit sectors.
- ▶ **Note: All percentage figures in this report are rounded. Accordingly, totals may not add up to 100%.**

Workplace RAP Barometer 2014

- ▶ The main results in this report are based upon an online survey of 8768 respondents from 29 participating RAP organisations, and was conducted Aug-Sept 2014.
- ▶ Employees were invited by the participating organisations to undertake the survey. These organisations were at various stages of their RAP.
- ▶ With a sample size of n=8768, the accuracy of the results at the overall level is +/- 1% at the 95% confidence interval. This means, for example, that if the survey returns a result of 50%, there is 95% probability that the actual result will be between 49% and 51%.
- ▶ Further details of the sample composition are provided in the appendix.

2014 General Community Barometer (ARB)

Around half the questions in the WRB replicate questions in the most recent Australian Reconciliation Barometer. This allows a comparison of attitudes towards reconciliation between RAP employees and the general community.

The ARB is a biennial survey that monitors the progress of reconciliation between Indigenous and non-Indigenous Australians.

The general community Barometer results are based upon a Sept 2014 survey of n=1100 Australians drawn from a professional market and social research panel and weighted to be representative of the Australian population by age, gender and location.

The margin of error is +/- 3% at the 95% confidence level.

Considerations

- ▶ The WRB survey covers only working age people in employment, compared to the general community survey which includes all ages over 18 and with respondents from a range of working situations (e.g. unemployed and retired).
- ▶ 2014 results comprise organisations at various stages of their RAP, compared to the 2012 results which were mostly from advanced RAP organisations.
- ▶ These differences should be considered in evaluating the results. Despite this, we believe that through a combination of comparison of the barometer questions together with the other survey measures this report provides a robust analysis of the impact of RAPs on the attitudes of employees.

Workplace RAP Barometer 2014 Insights

Key findings and trends analysis

RAP outcomes have improved, despite falling awareness and perceptions of impact among employees

Overall, there have been downward trends in RAP awareness and perceptions of impact among employees since 2012

Employee perception of RAP activities undertaken by their organisation has mostly gone backwards since 2012, including:

- A lower percentage indicating their organisation has various RAP practices in place
- A lower percentage who agree taking part in a RAP activity had an effective impact

However, there has also been a decrease in the level of employee awareness of Indigenous staff and of their organisation having a Reconciliation Action Plan, compared with 2012. What is more, take-up of cultural awareness training has declined.

These overarching trends can be seen as key underlying factors for the reduced awareness and perceived lack of impact for most other RAP actions and organisational practices.

Outcomes for key RAP objectives have improved since 2012

While measures of employee awareness and satisfaction with RAP activities and organisational reconciliation practices have decreased, measures for key reconciliation goals have mostly improved. For example, **in terms of the relationship and trust between Indigenous and non-Indigenous colleagues, more employees now see these as very positive.**

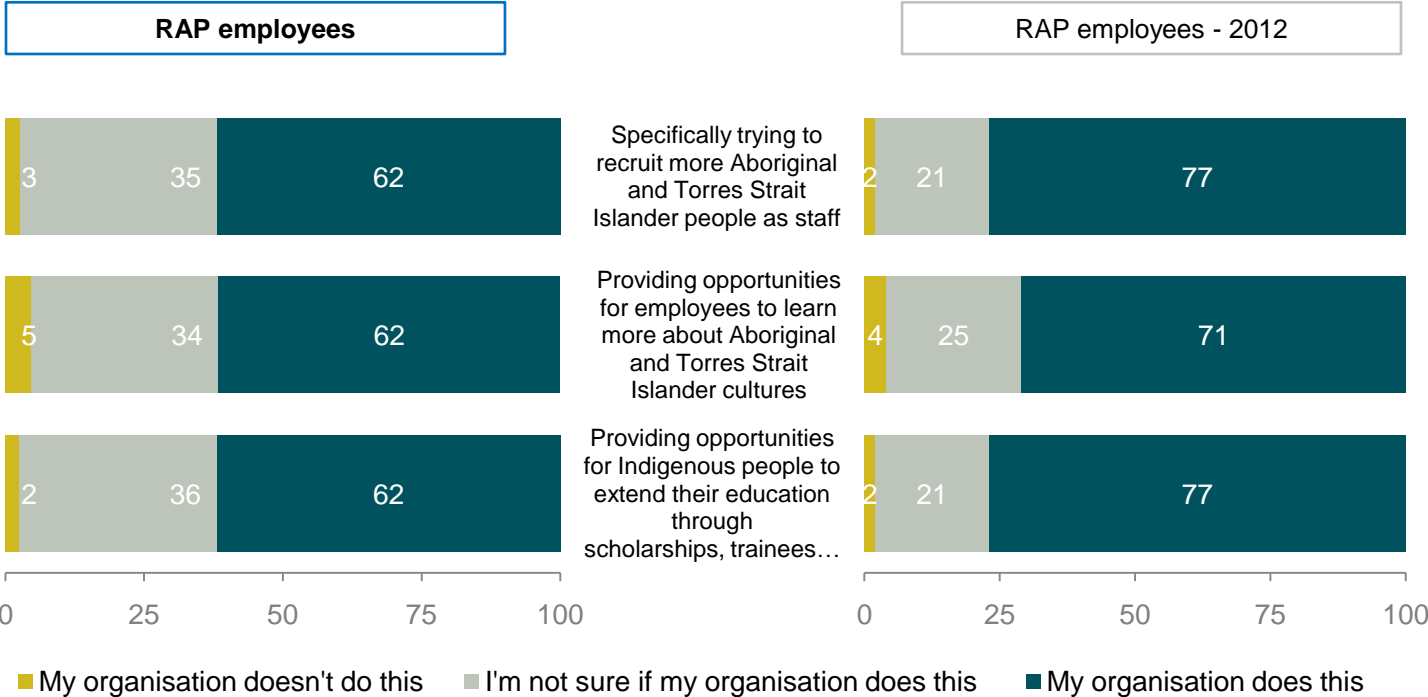
It is also very clear that participation in reconciliation activities continues to be effective, in creating a greater prevalence of positive views:

- Employees who've participated in at least one RAP activity with their current organisation are more likely to see the relationship between Indigenous and non-Indigenous colleagues as very good (57%), compared with those who haven't (44%)
- Employees who've participated in at least one RAP activity with their current organisation are more likely to see the trust between Indigenous and non-Indigenous colleagues as very high, compared with those who haven't.
- Employees who've participated in at least one RAP activity with their current organisation are more likely to strongly agree their organisation is achieving key reconciliation practices, compared with those who haven't.

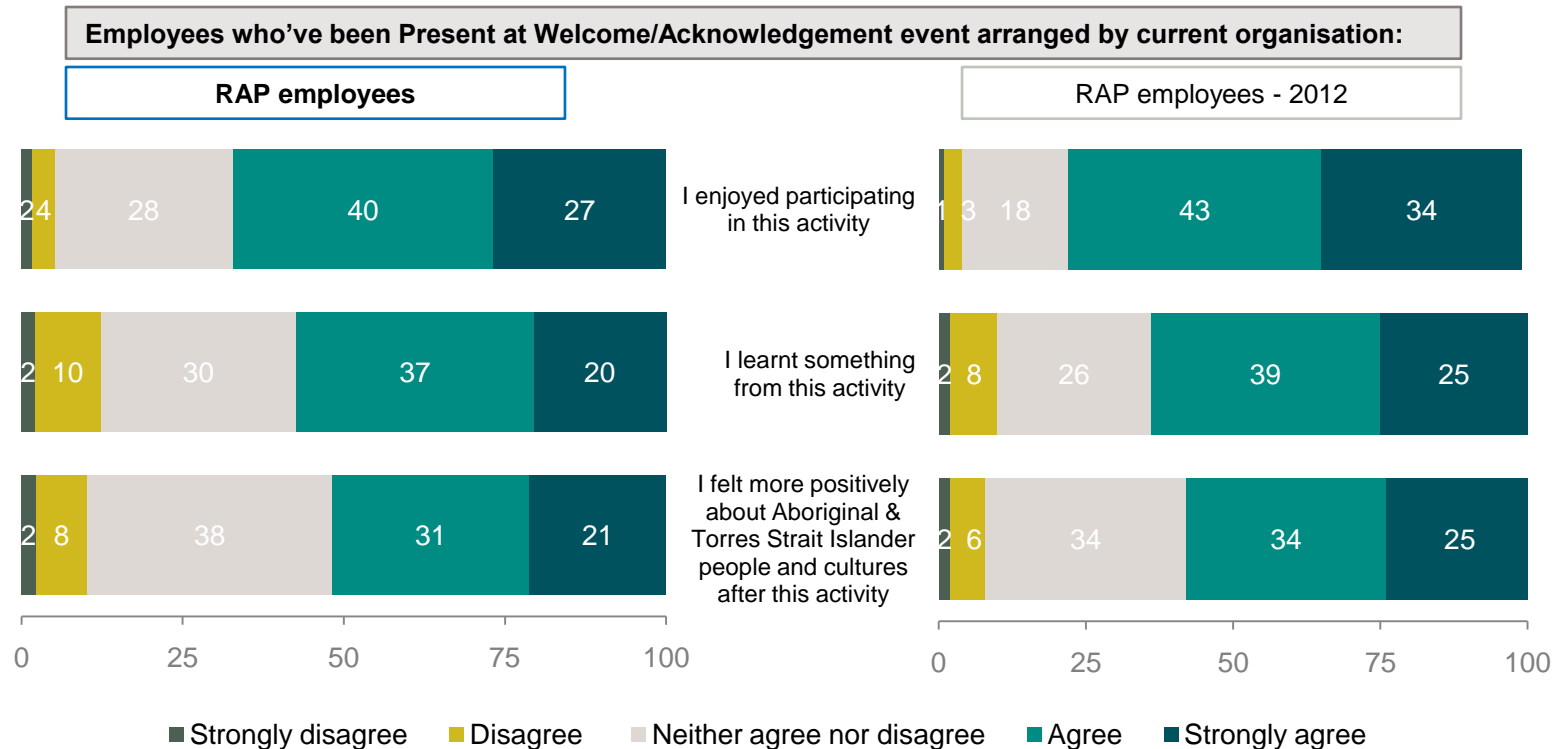
However, employees who've participated are also more likely to feel that the wrongs of the past must be rectified before we can move on with forgiveness and acceptance (29%), than those who haven't (21%).

Overall, there has been a downward trend in employee awareness of RAP initiatives

RAP Actions: Employee perception of RAP actions undertaken by their organisation has mostly slipped since 2012, with a lower percentage indicating their organisation has these practices than in 2012, particularly in terms of recruitment, education and providing opportunities to Aboriginal and Torres Strait Islander people to improve their work skills.

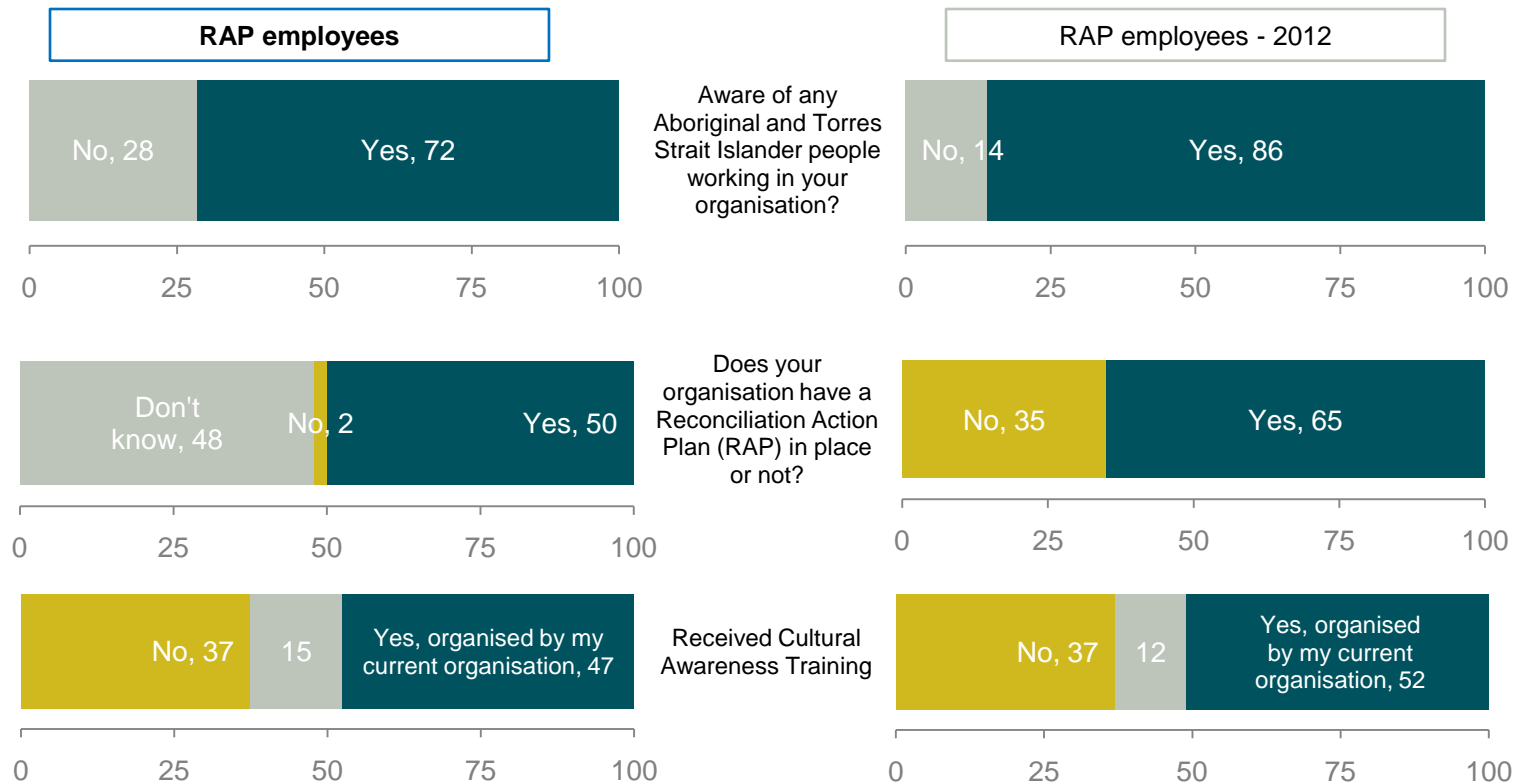


Overall, employee perceptions of RAP activities appear to have slipped



There has been a downward trend since 2012 in the percentage of RAP employees who agree taking part in a RAP activity had an effective impact. For example, in terms of being present at a Welcome to Country or an Acknowledgement of Country (above) with their current organisation, a reduced percentage say they enjoyed it, or learnt something, or that they felt more positively towards Indigenous people and cultures after attending such an event.

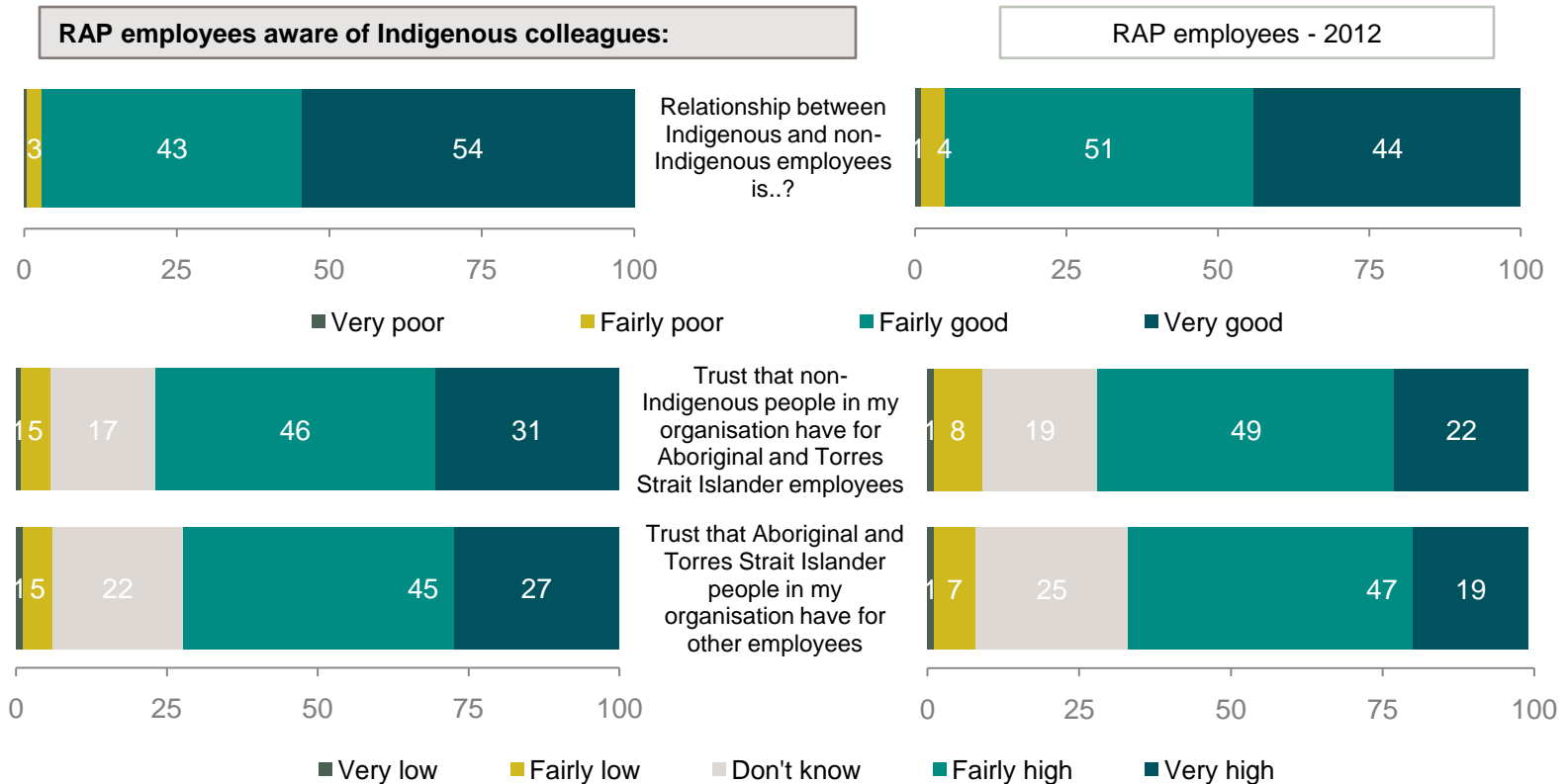
Awareness of Indigenous colleagues and of the organisation having a RAP have both slipped



There has been a decrease in the level of RAP employee awareness of Indigenous staff and of their organisation having a Reconciliation Action Plan, compared with 2012. Take-up of cultural awareness training has also reduced.

These trends can be seen as key underlying factors for the reduced awareness and perceived effectiveness of most other RAP initiatives and organisational practices.

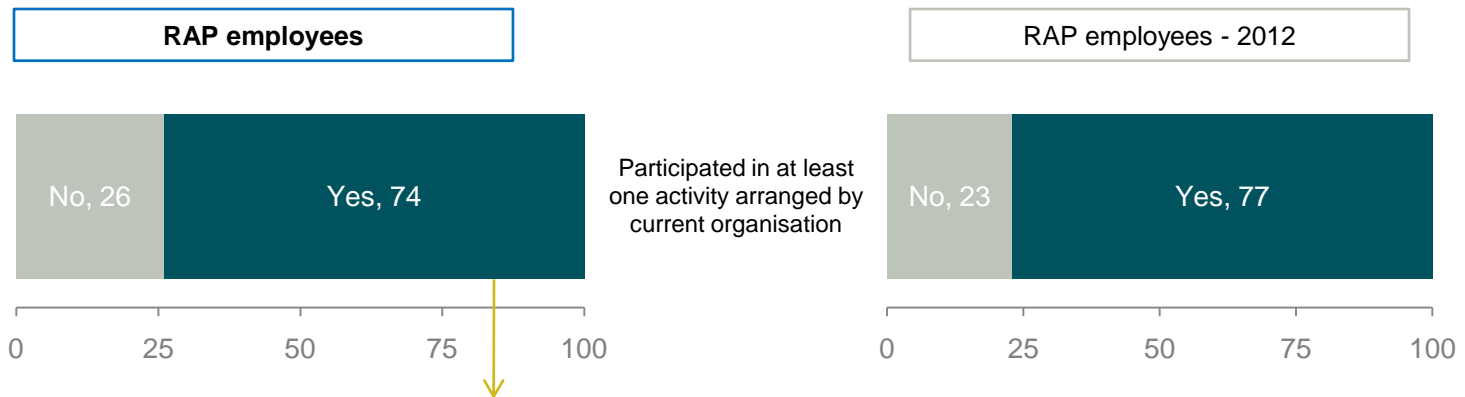
Despite falling awareness and levels of *perceived* impact, key RAP outcomes have improved



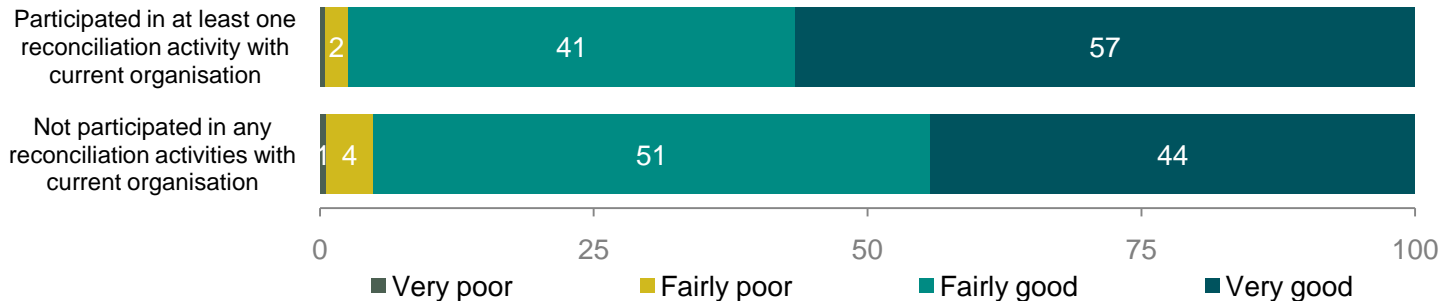
While measures of employee awareness and satisfaction with RAP activities and organisational reconciliation practices have gone backwards, measures of outcomes for key RAP objectives have mostly improved.

For example, **in terms of the relationship and trust between Indigenous and non-Indigenous colleagues, more employees now see these as very positive.**

Participation in reconciliation activities improves employee views of the relationship

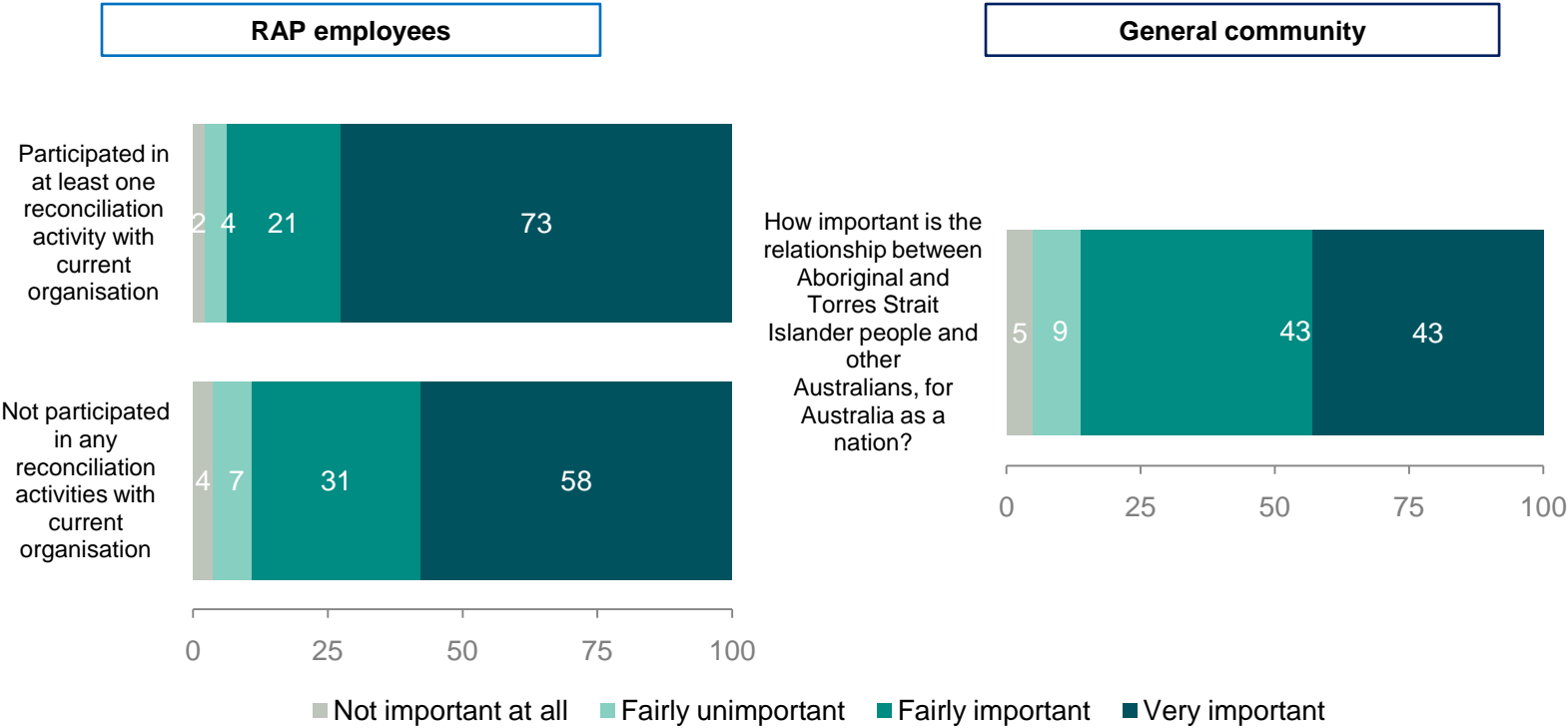


Overall impact of reconciliation activities on views of the relationship between Indigenous employees and other employees:



Participation in reconciliation activities continues to be effective, in creating a greater prevalence of positive views. For example, employees who've participated in at least one RAP activity with their current organisation are more likely to see the relationship between Indigenous and non-Indigenous colleagues as very good (57%), compared with those who haven't (44%).

Participation in reconciliation activities improves employee views of the importance of the relationship



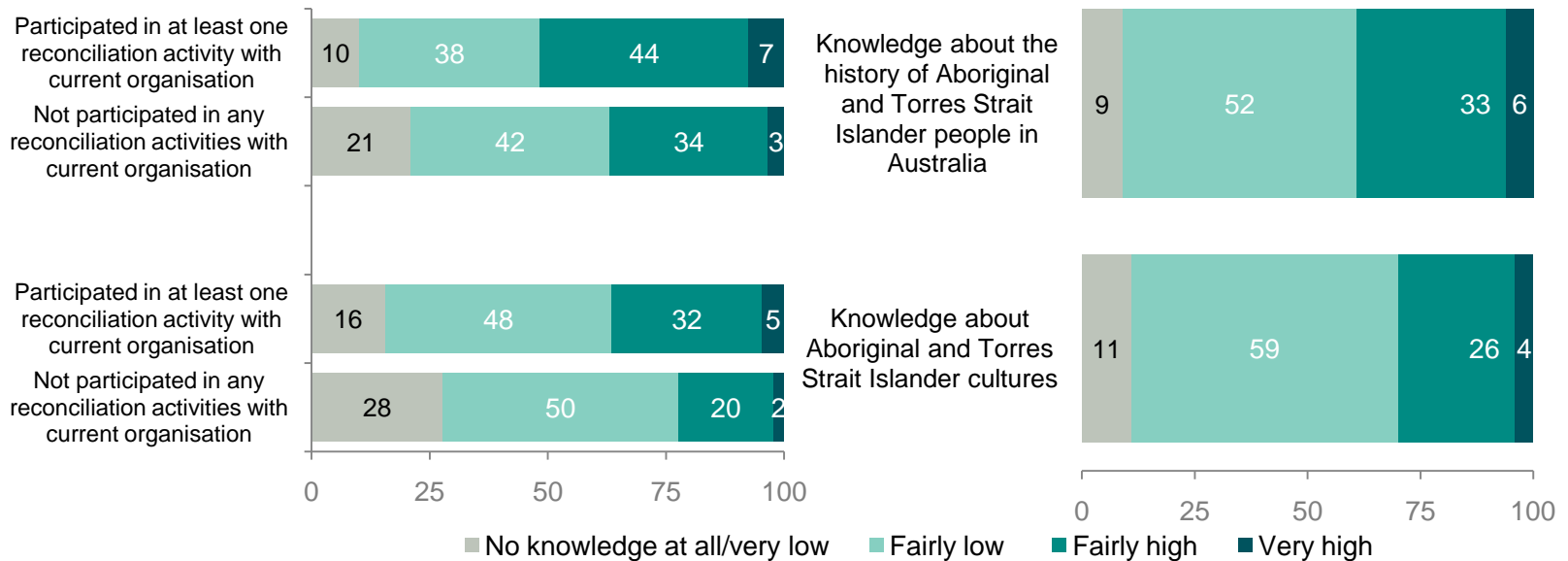
Employees who've participated in at least one RAP activity with their current organisation are more likely to see the relationship between Indigenous and non-Indigenous colleagues as very important (73%), compared with those who haven't (58%).

Participant employees are much more likely than the general public to view the relationship as very important.

Participation in reconciliation activities improves employee knowledge of Indigenous people and cultures

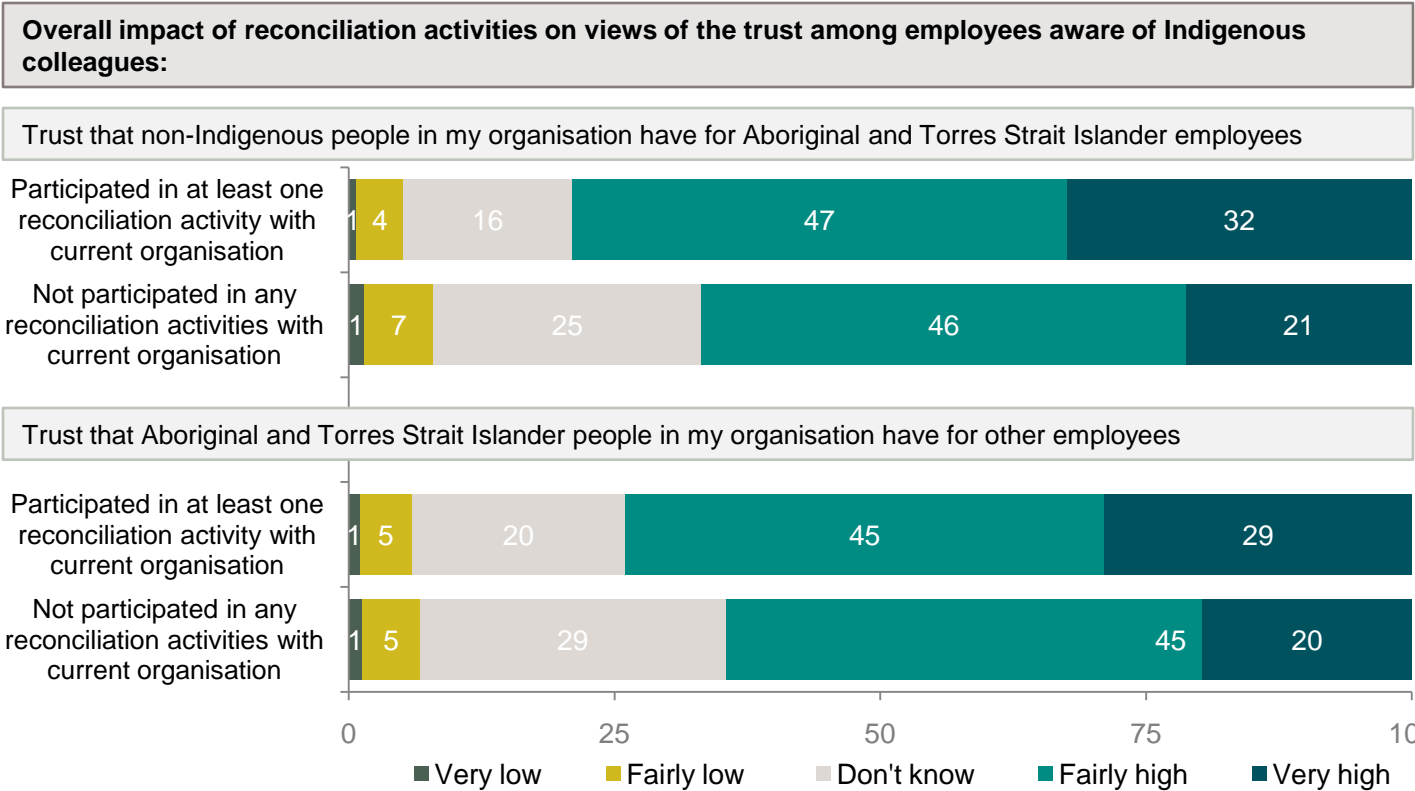
RAP employees

General community



Employees who've participated in at least one RAP activity with their current organisation are more likely to have high knowledge about Indigenous people and cultures, compared with those who haven't.

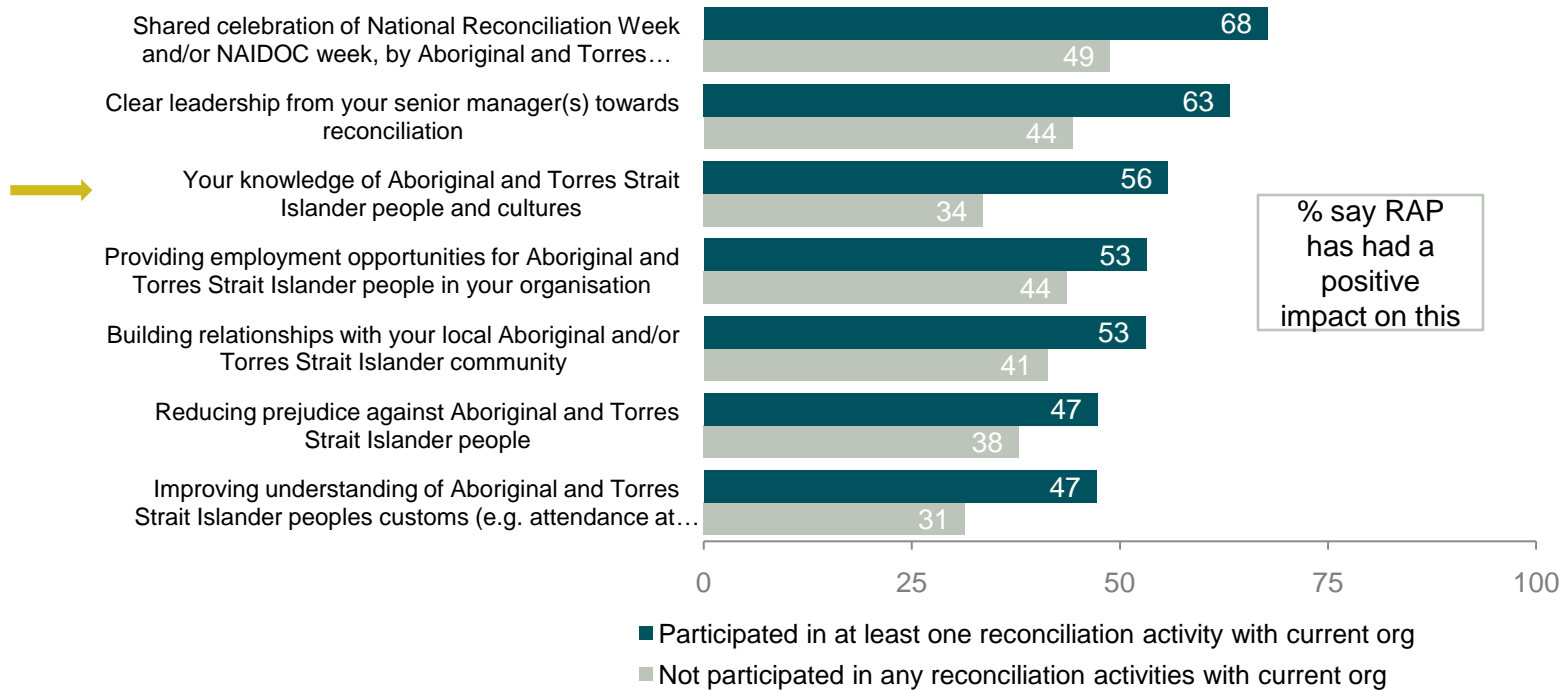
Participation in reconciliation activities improves employee views of trust



Employees who've participated in at least one RAP activity with their current organisation are more likely to see the trust between Indigenous and non-Indigenous colleagues as very high, compared with those who haven't.

Participation in reconciliation activities improves employee views of the RAP

Overall impact of reconciliation activities on positive views of RAP objectives among employees aware of RAP:

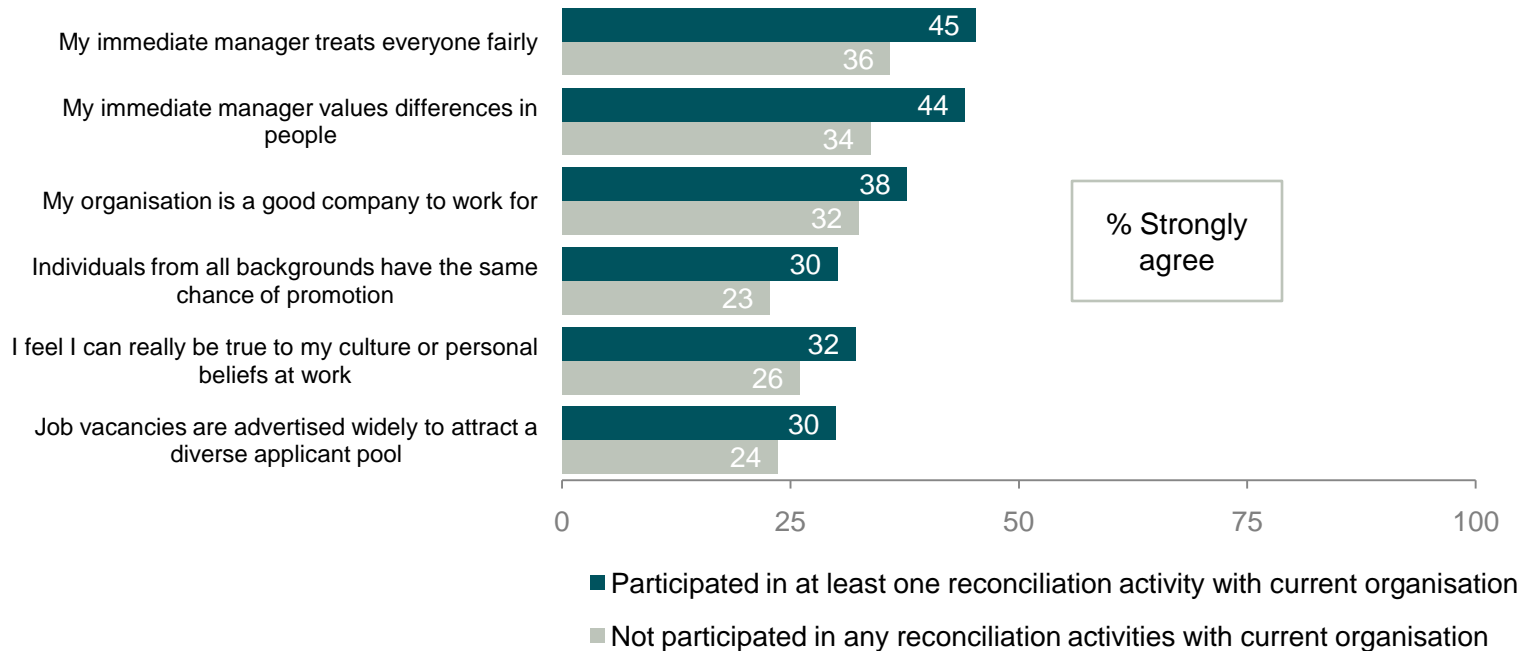


Employees who've participated in at least one RAP activity with their current organisation are more likely to consider the RAP has had a positive impact on key organisational practices, compared with those who haven't. Again, this is particularly evident in terms of knowledge levels.

Participation in reconciliation activities improves employee views of the organisation

Overall impact of reconciliation activities on positive employee perceptions of workplace at current organisation:

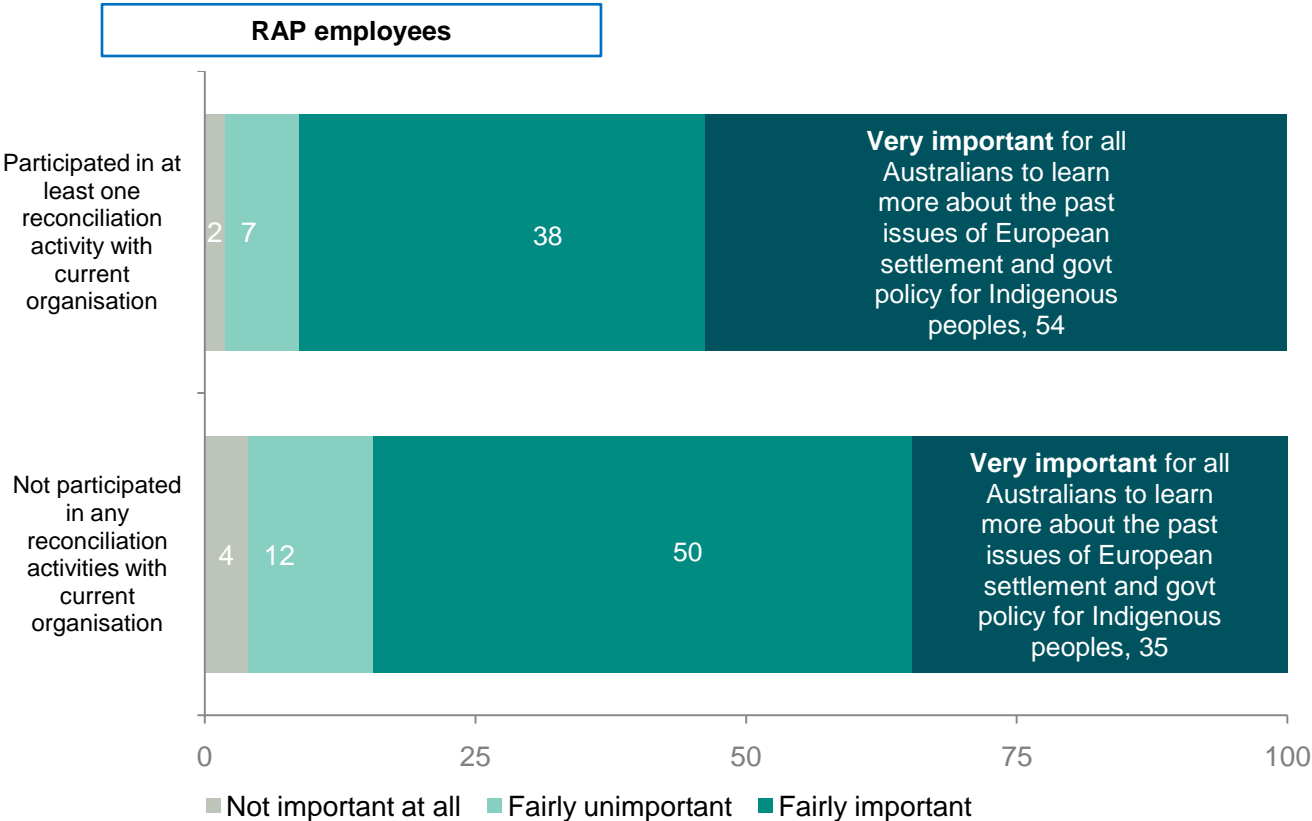
RAP employees



Employees who've participated in at least one RAP activity with their current organisation are more likely to strongly agree their organisation is achieving key reconciliation practices, compared with those who haven't. This is particularly evident in terms of employee perceptions of management attitudes and support for reconciliation.

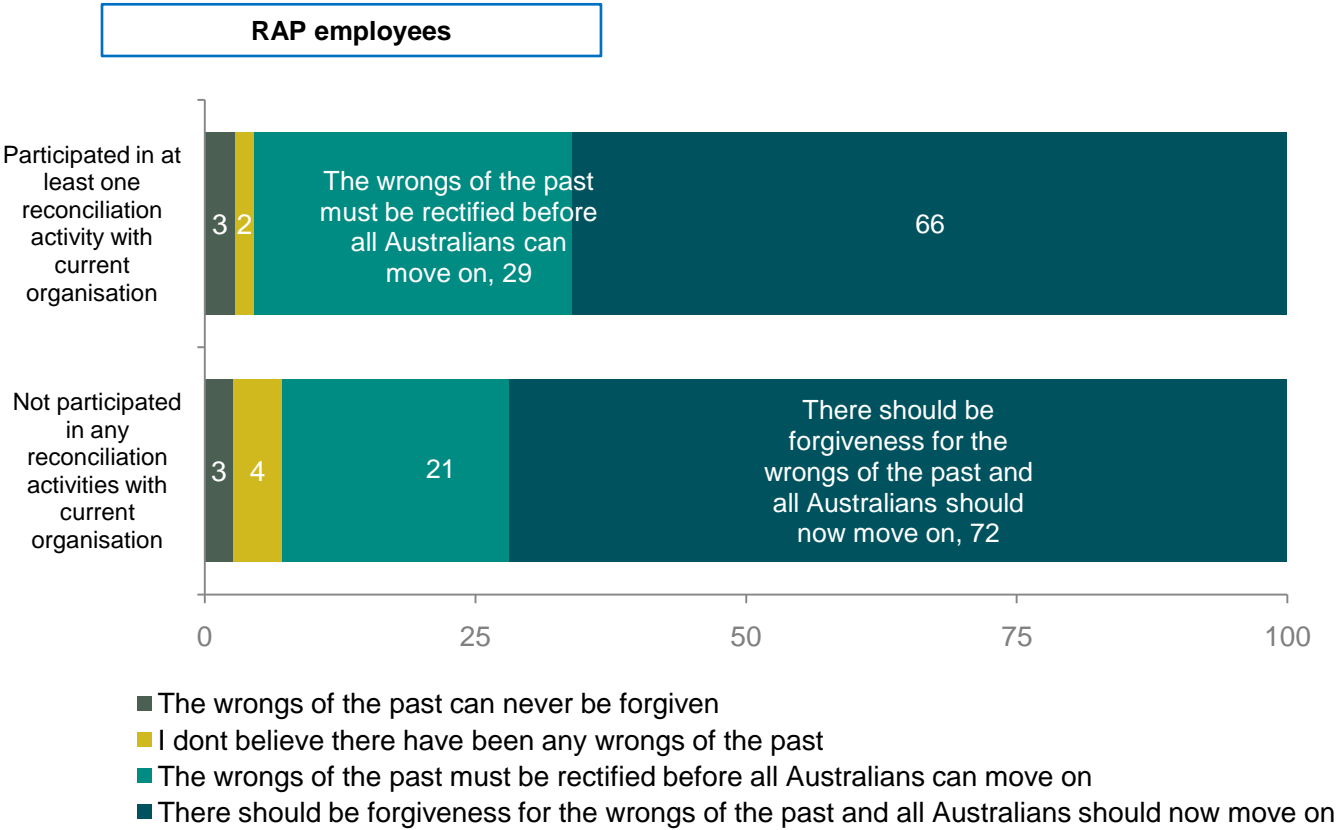
Participation in reconciliation activities influences employee views of historical acceptance

Employees who've participated in at least one RAP activity with their current organisation are more likely to feel it is very important for all Australians to learn more about the past issues of European settlement and government policy for Indigenous Australians.



Participation in reconciliation activities influences employee views of historical acceptance

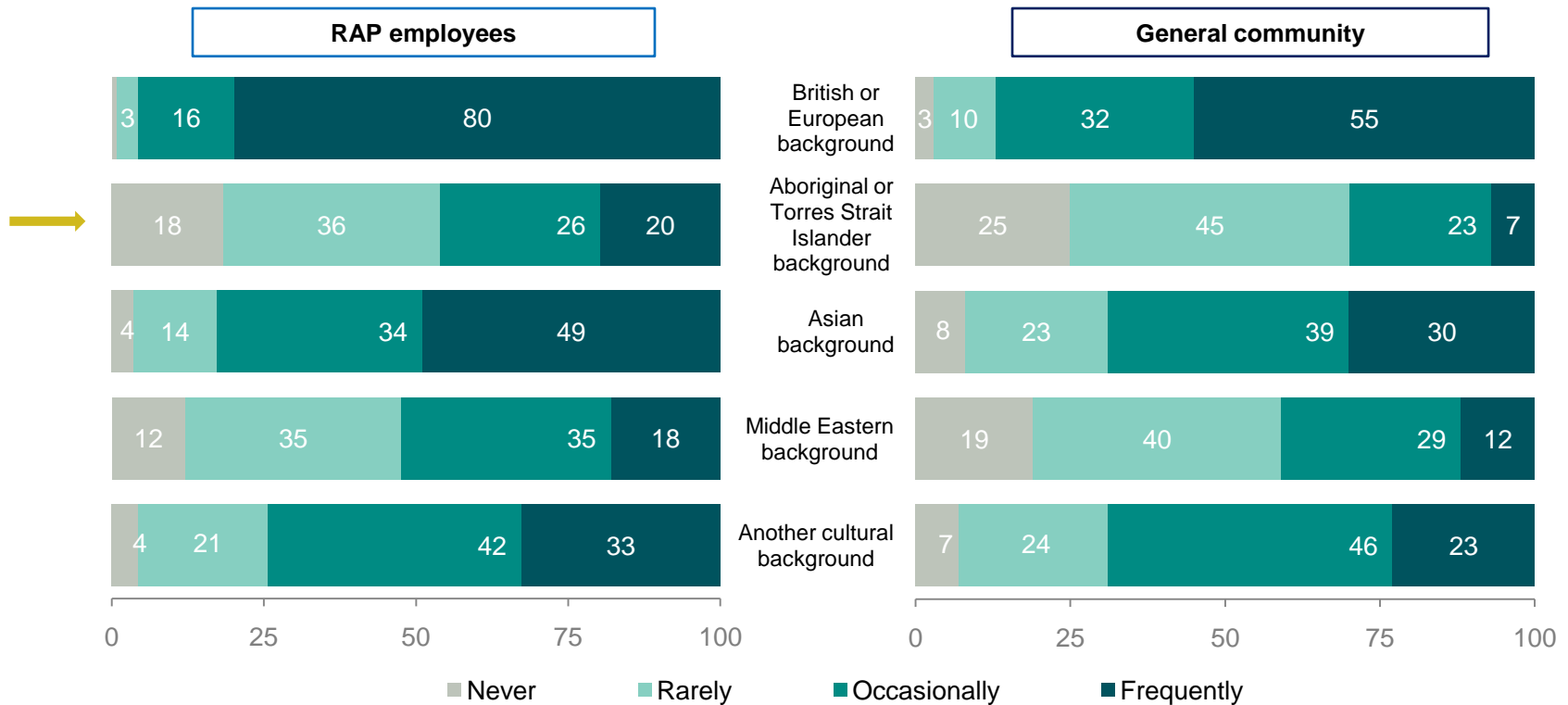
Employees who've participated in at least one RAP activity with their current organisation are more likely to feel that wrongs of the past must be rectified before all Australians can move on (29%), compared with those who haven't (21%).



Workplace Reconciliation Barometer 2014

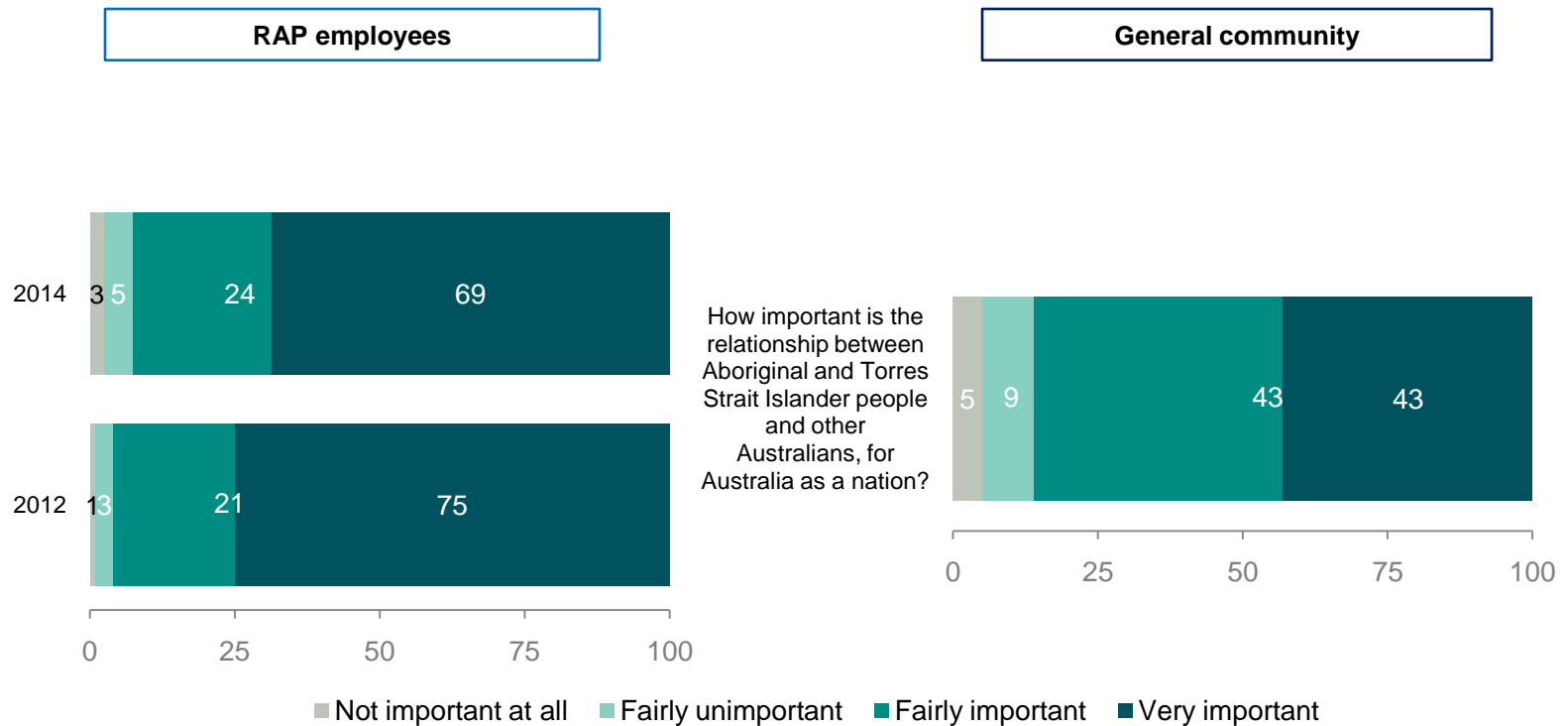
Full results comparing RAP organisation employees with the general public

Race relations



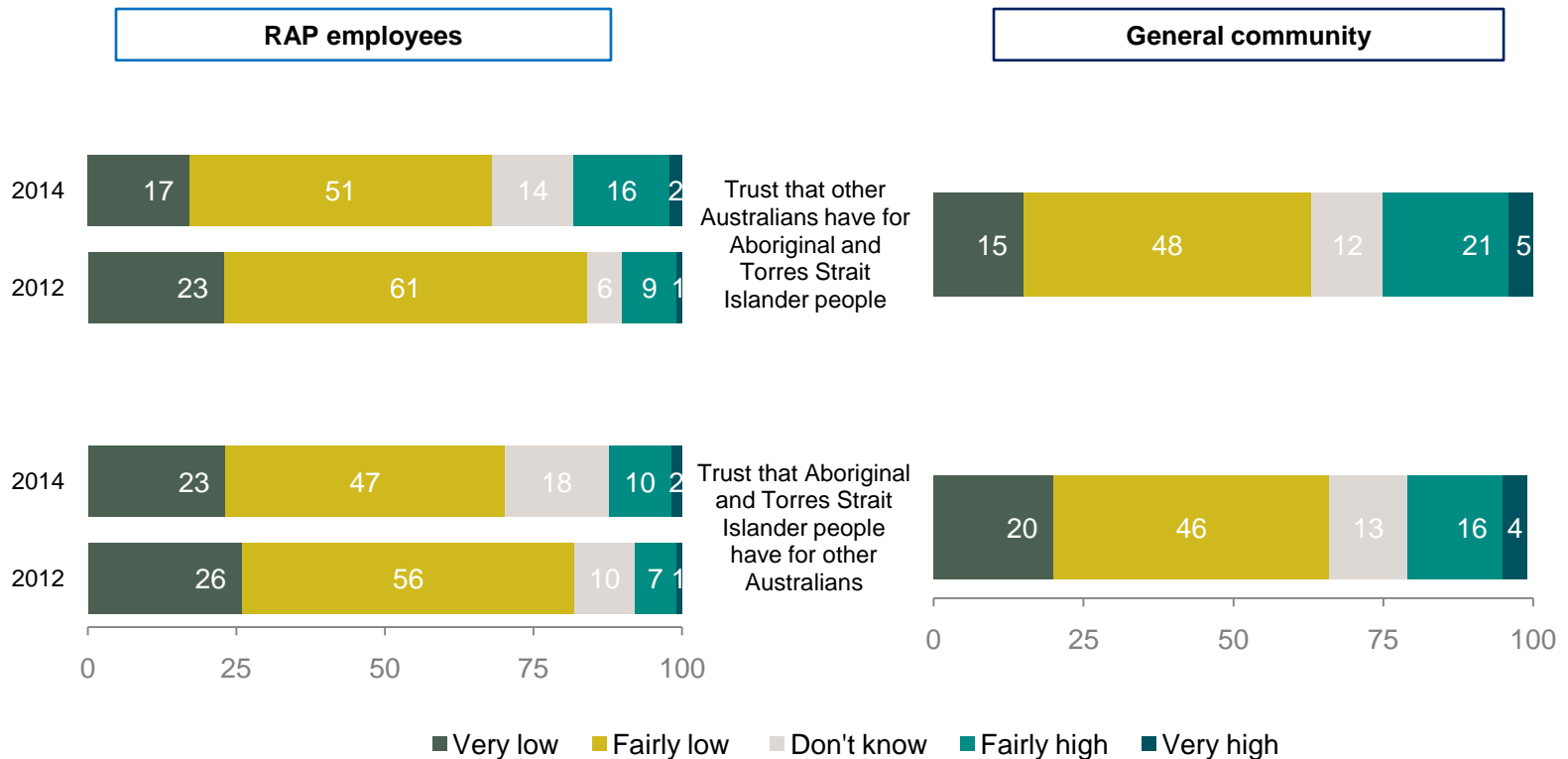
RAP employees are most likely to socialise with people of British or European cultural backgrounds on a frequent basis (80%), as are the general public (55%). When it comes to socialising with Indigenous people, RAP employees are much more likely to do so frequently (20%) than the general public (7%). However, both RAP employees (18%) and the general public (25%) are less likely to socialise with Indigenous people than with any other major cultural group.

Race relations



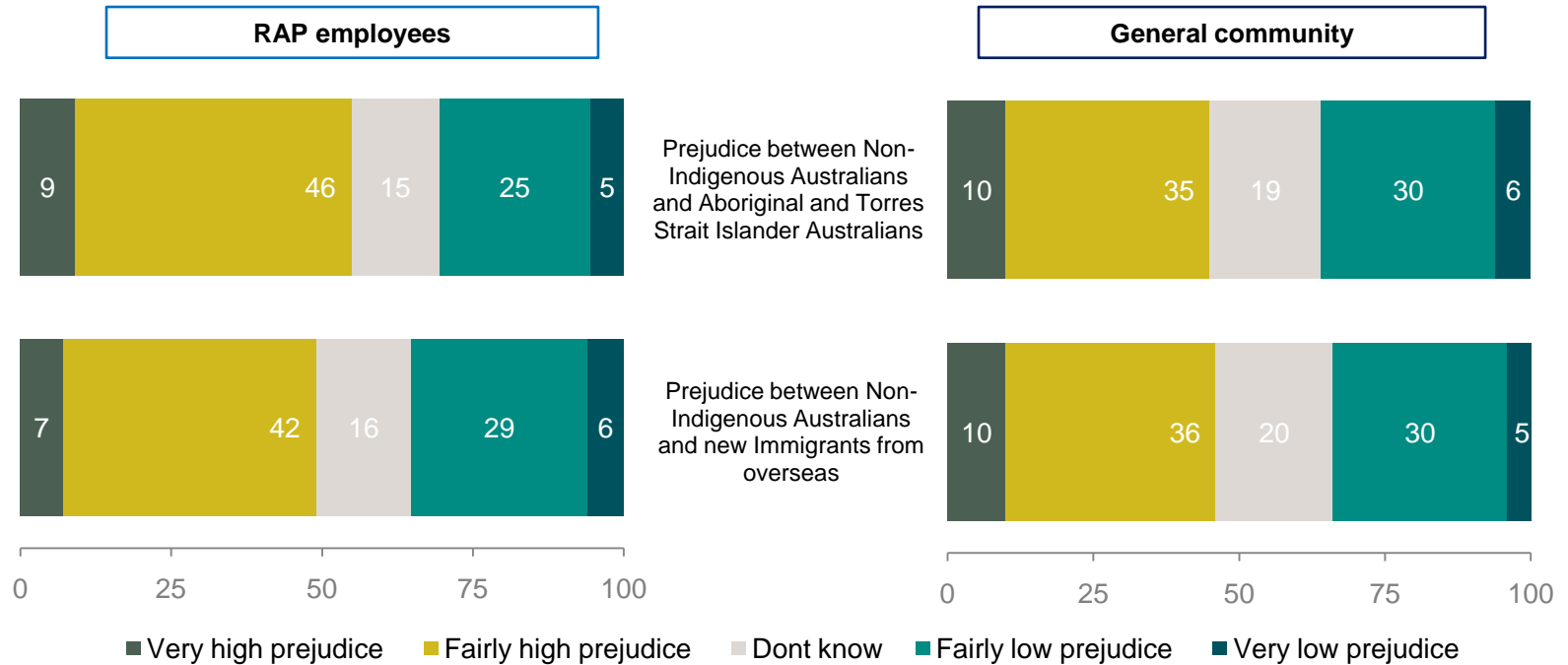
RAP employees continue to be more likely to consider the relationship between Indigenous and non-Indigenous Australians as very important (69%) than the general public (43%). However, there has been a downward trend since 2012.

Race relations



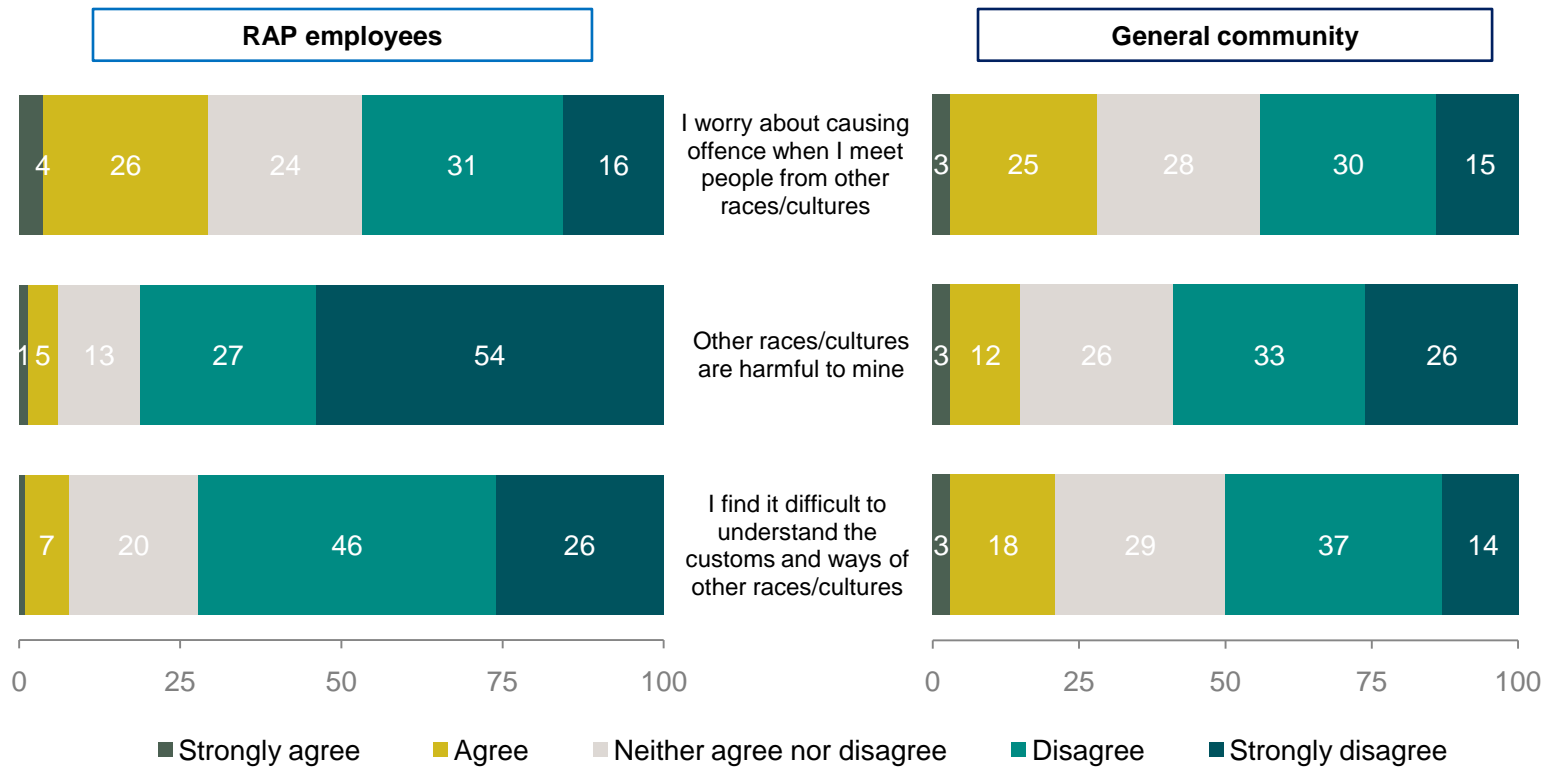
RAP employees are more likely than the general public to consider the trust between Indigenous and non-Indigenous Australians is low. However, there has been an improvement since 2012, with fewer employees now considering trust levels as fairly low or very low.

Race relations



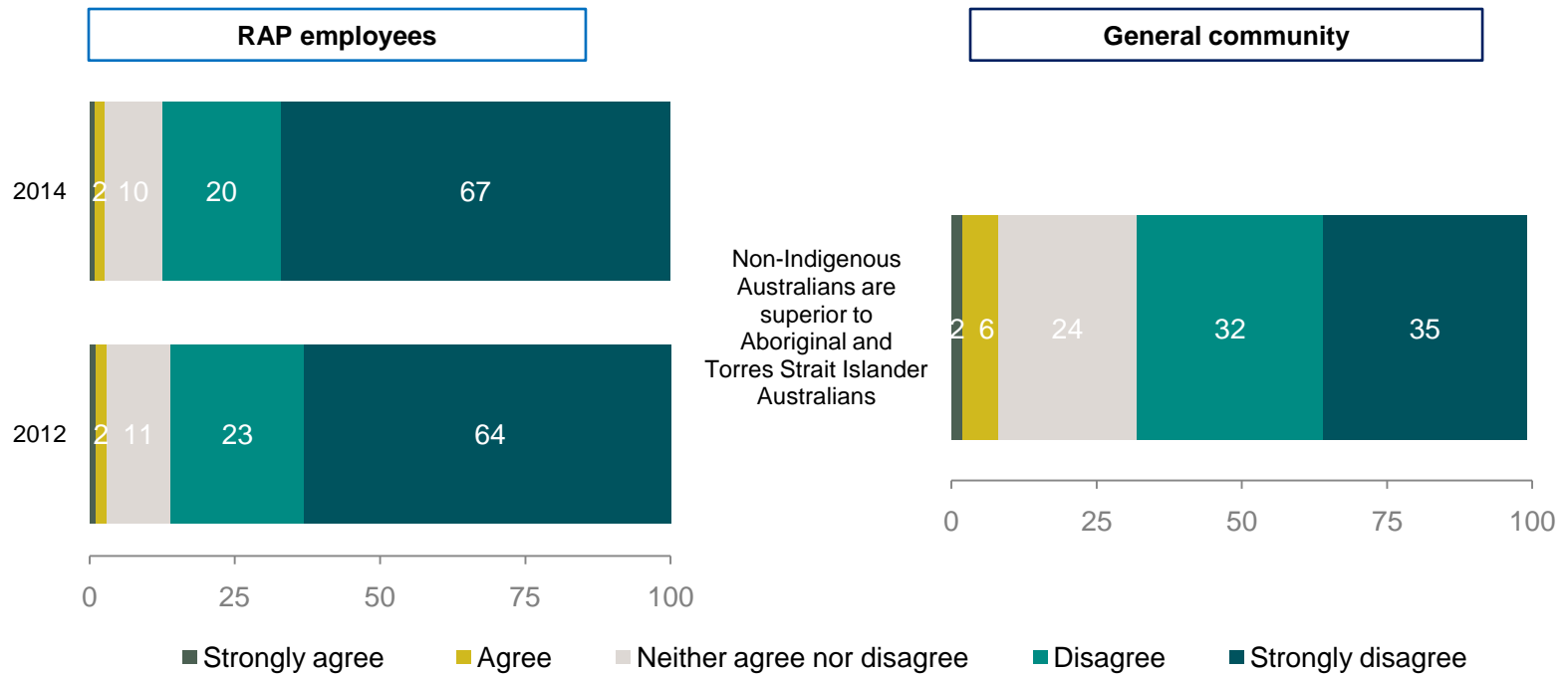
RAP employees are more likely than the general public to consider the level of prejudice between Indigenous and non-Indigenous Australians is high.

Race relations



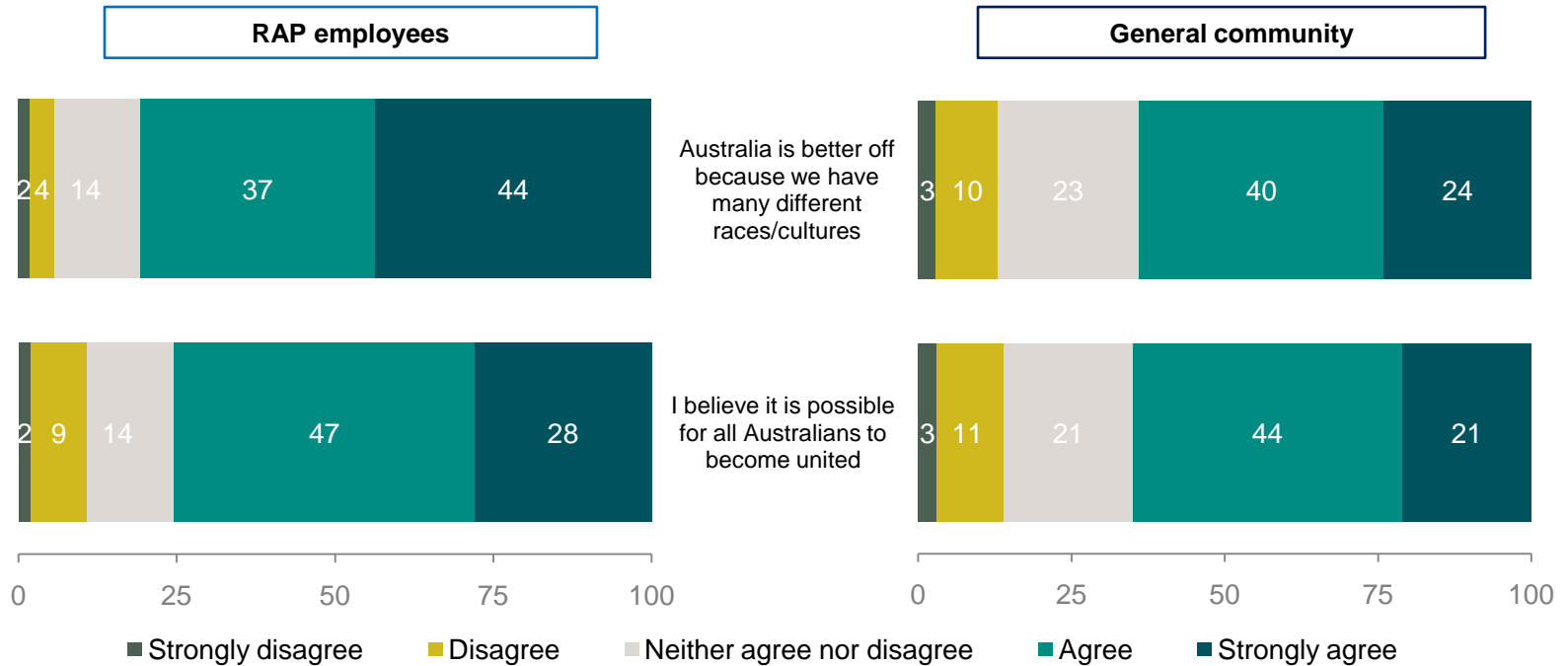
RAP employees are more likely than the general public to disagree that other races/cultures are harmful to their own or that they find it difficult to understand other races/cultures. However, a similar number of RAP employees (30%) and the general public (28%) agree they are concerned about causing offence when meeting people from other races/cultures.

Race relations



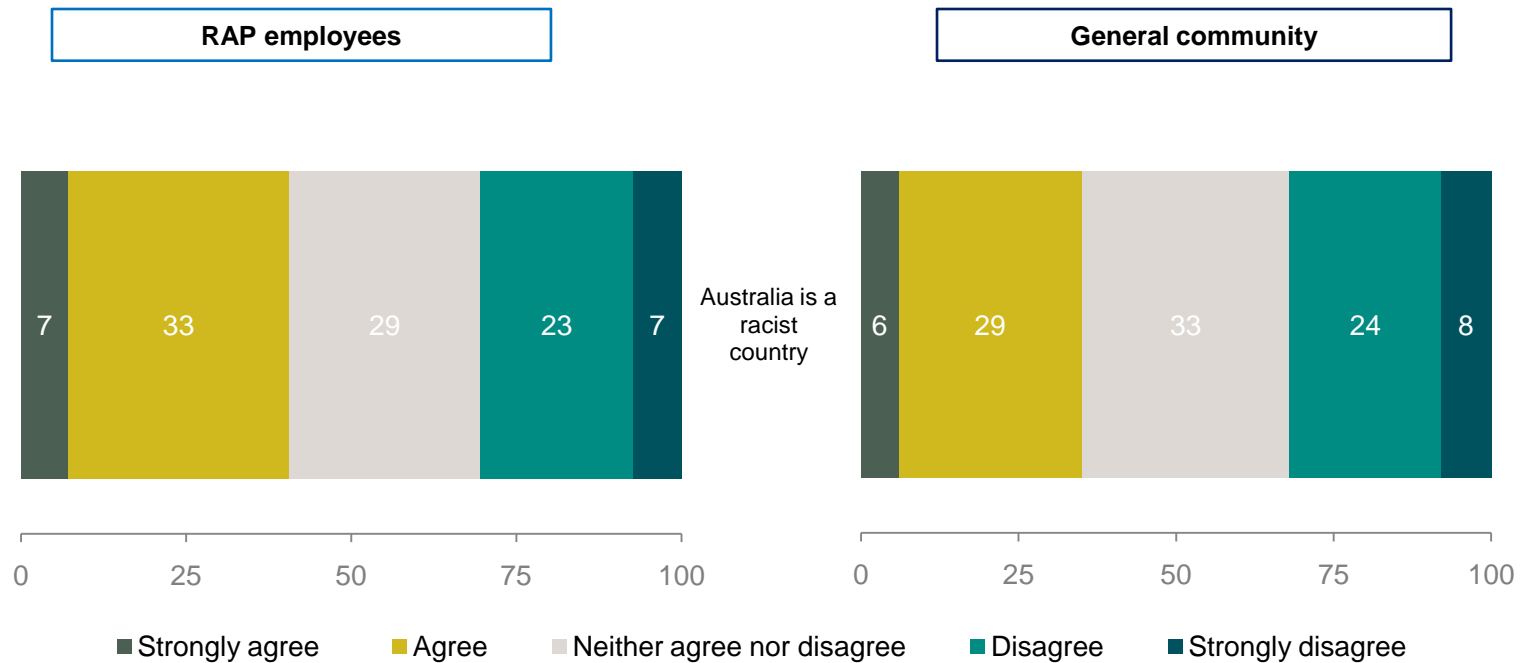
RAP employees (67%) are more likely than the general public (35%) to strongly disagree that non-Indigenous Australians are superior to Indigenous Australians. There has been little change since 2012 in the prevalence of this view.

Race relations



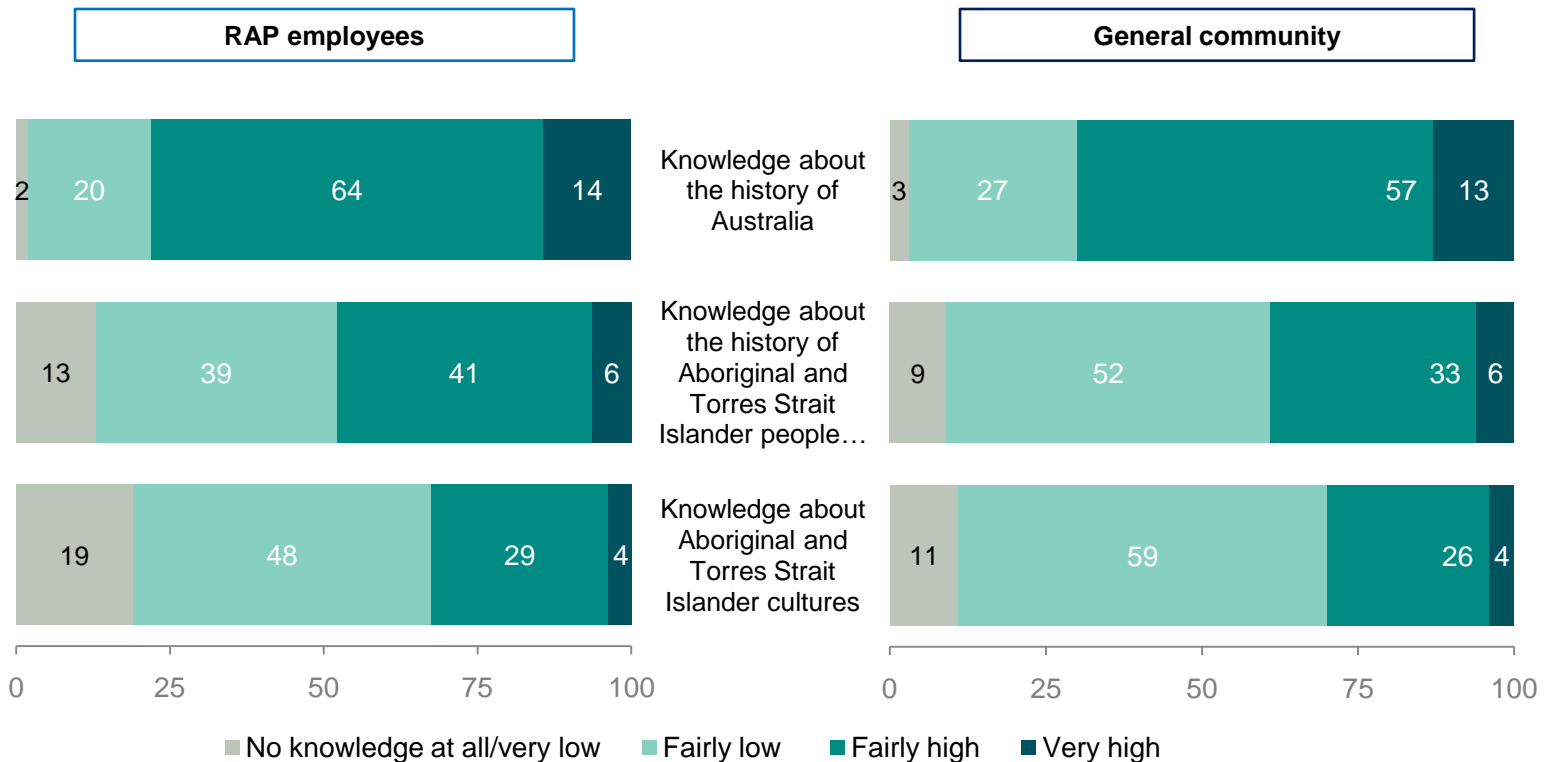
RAP employees are more likely than the general public to agree that Australia is better off with many different races/cultures and that it is possible for all Australians to be united.

Race relations



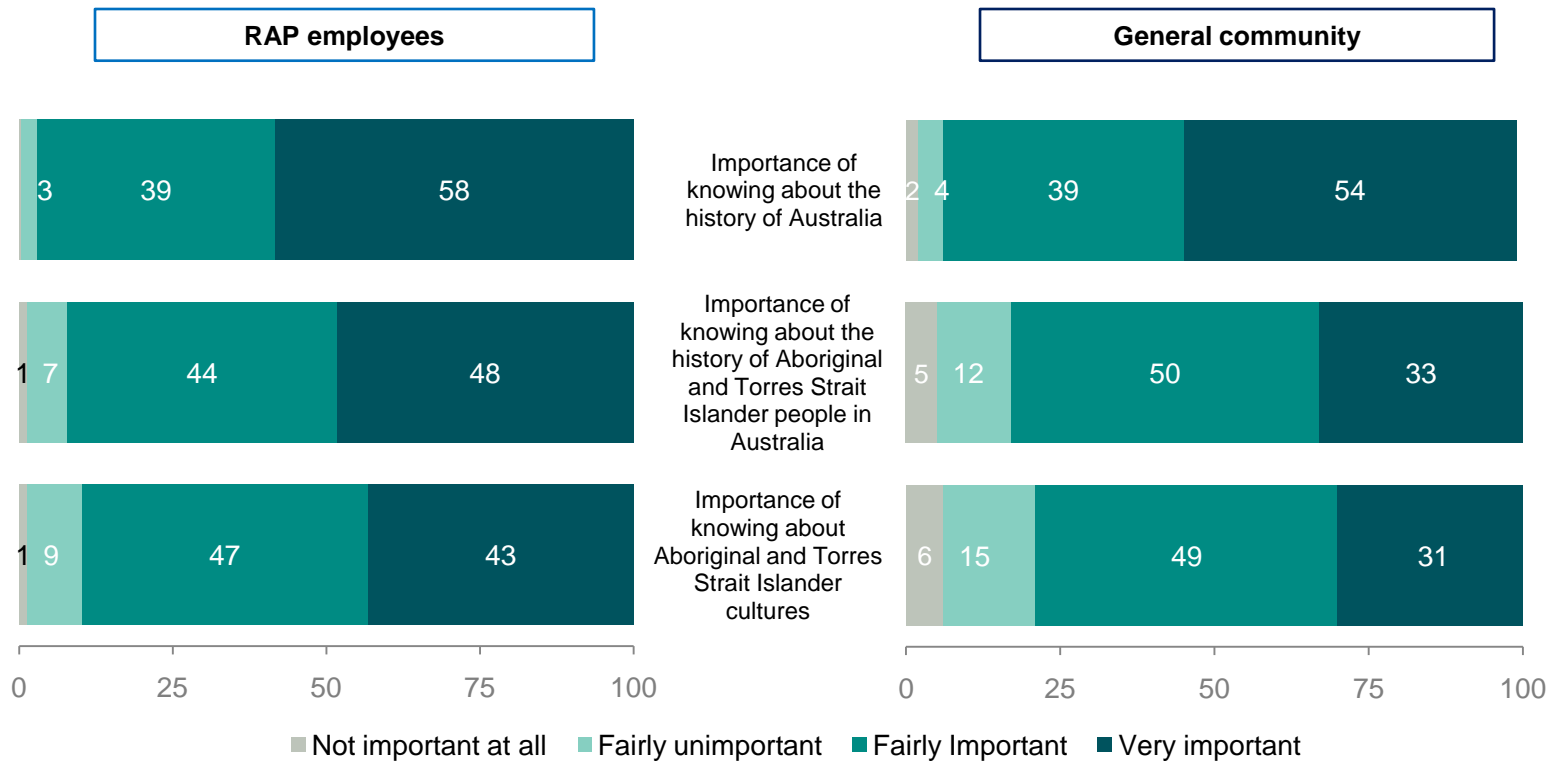
RAP employees (40%) are more likely than the general public (35%) to agree that Australia is a racist country.

Knowledge and cultural understanding



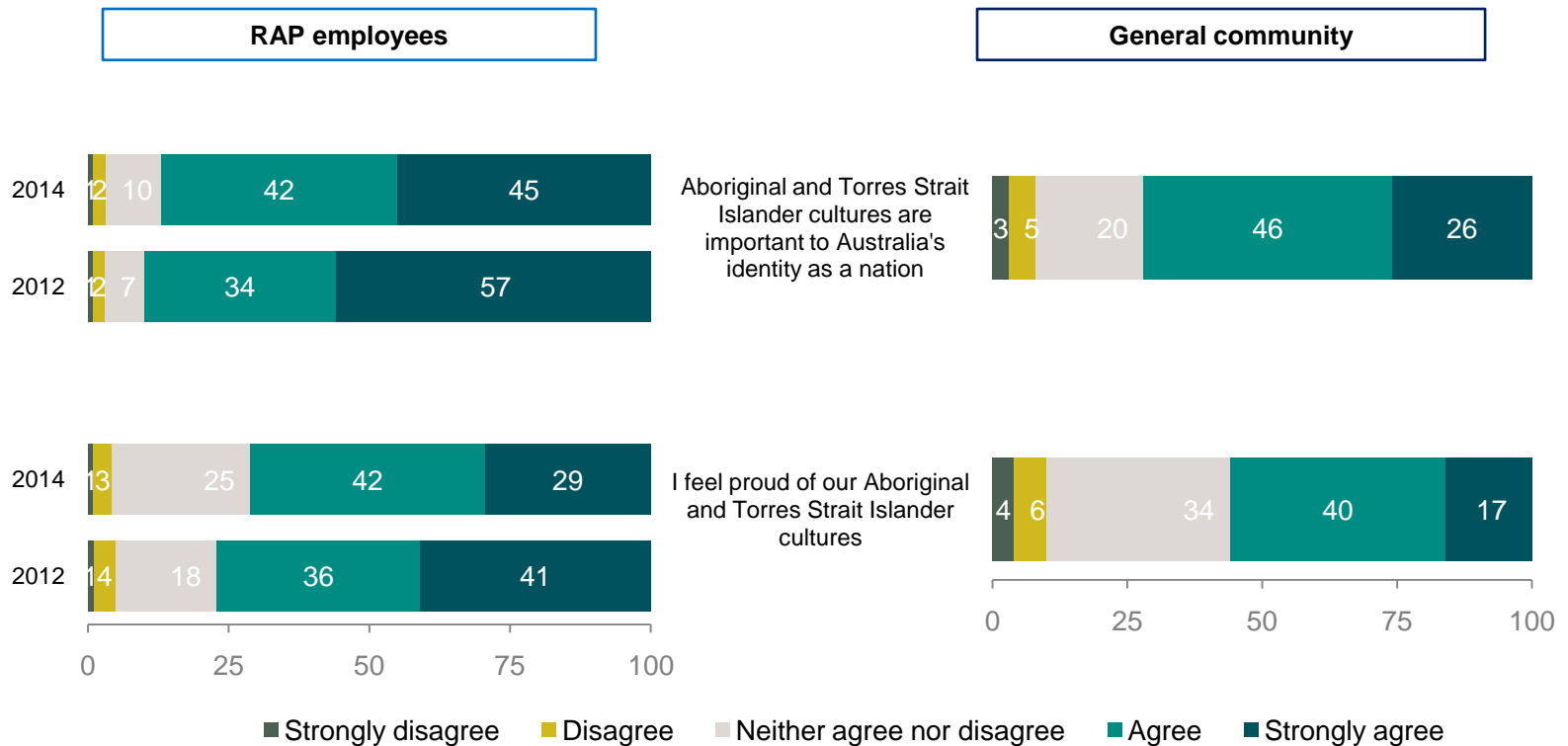
RAP employees are more likely than the general public to feel that their knowledge of Aboriginal and Torres Strait Islander history and cultures is high.

Knowledge and cultural understanding



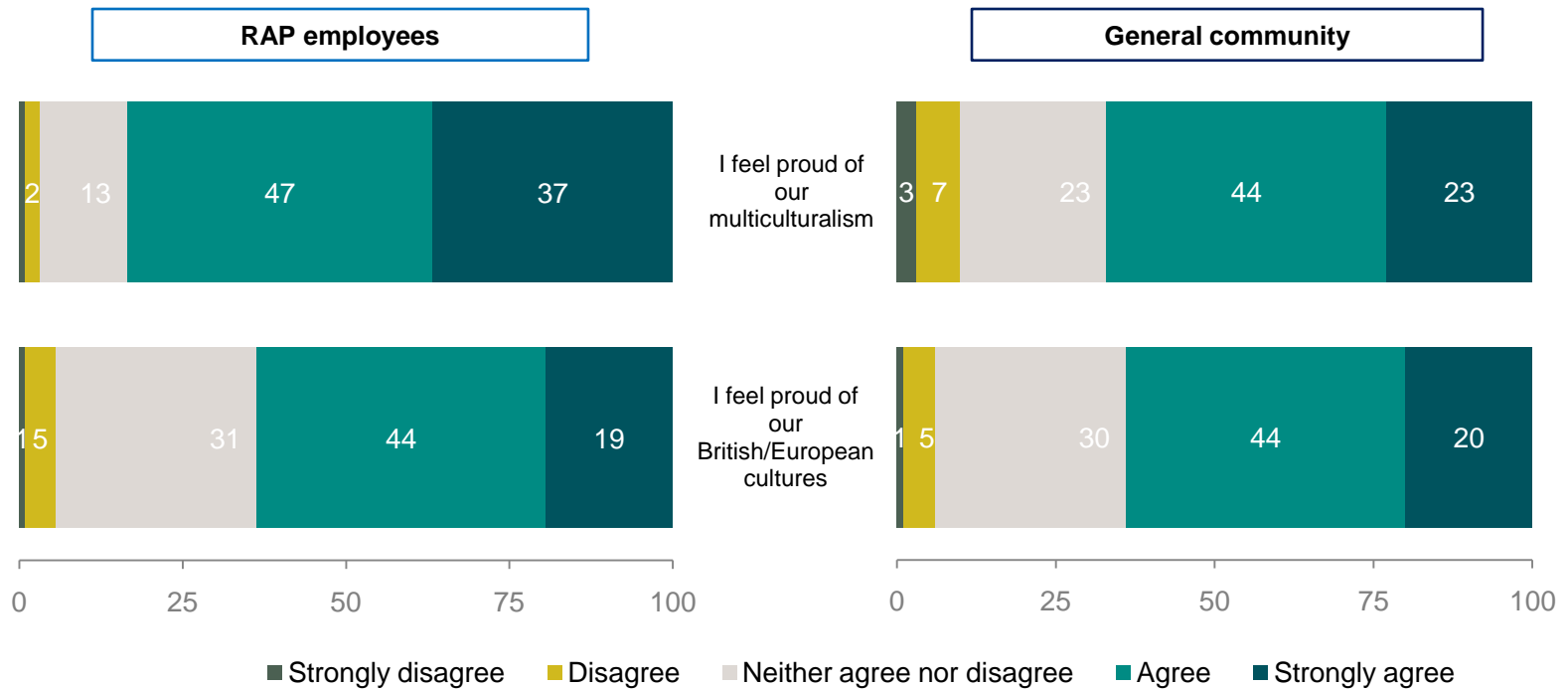
RAP employees are more likely than the general public to believe it is important for Australians to know about Aboriginal and Torres Strait Islander history and cultures. However, both groups more widely rate the importance of Australian history as high.

Knowledge and cultural understanding



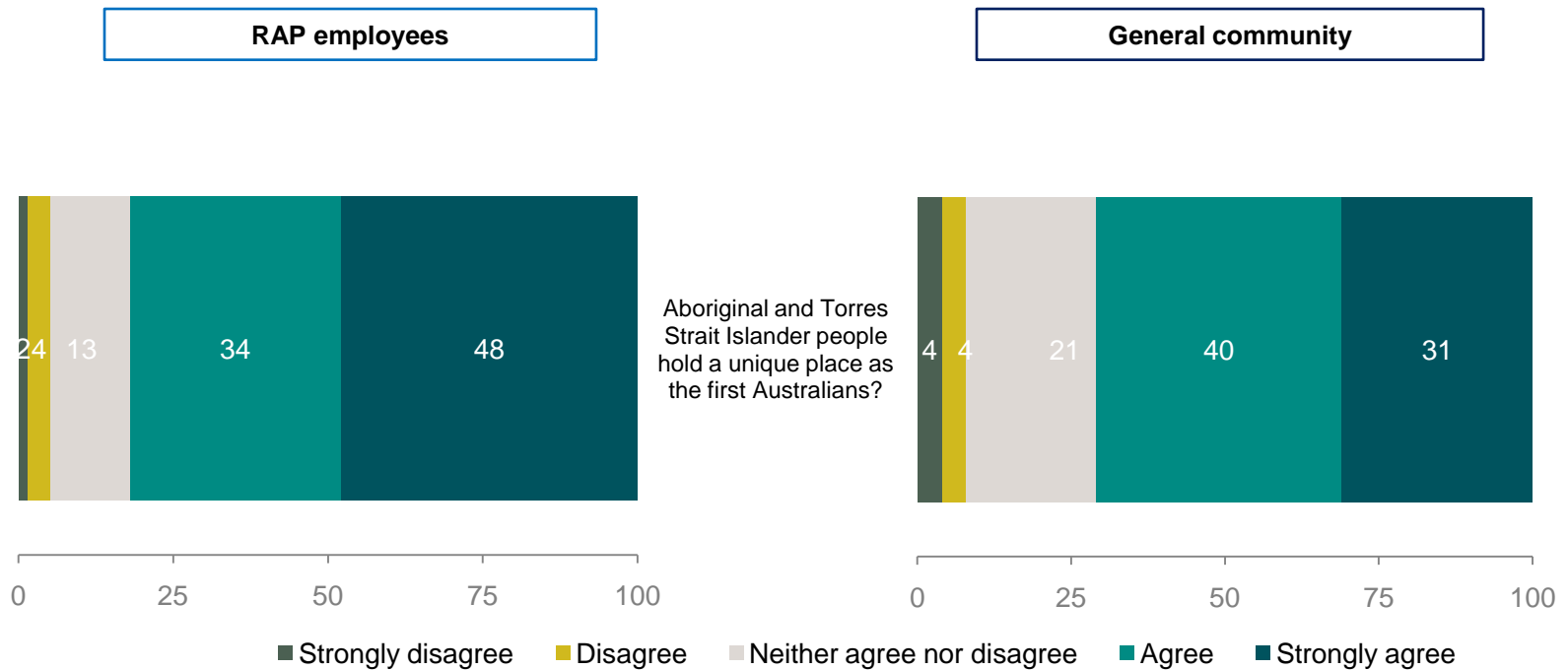
RAP employees are more likely than the general public to be proud of Australia's Indigenous cultures and to see the cultures as important to Australia's national identity. However, there has been a downward trend since 2012, with fewer employees now agreeing with those statements.

Knowledge and cultural understanding



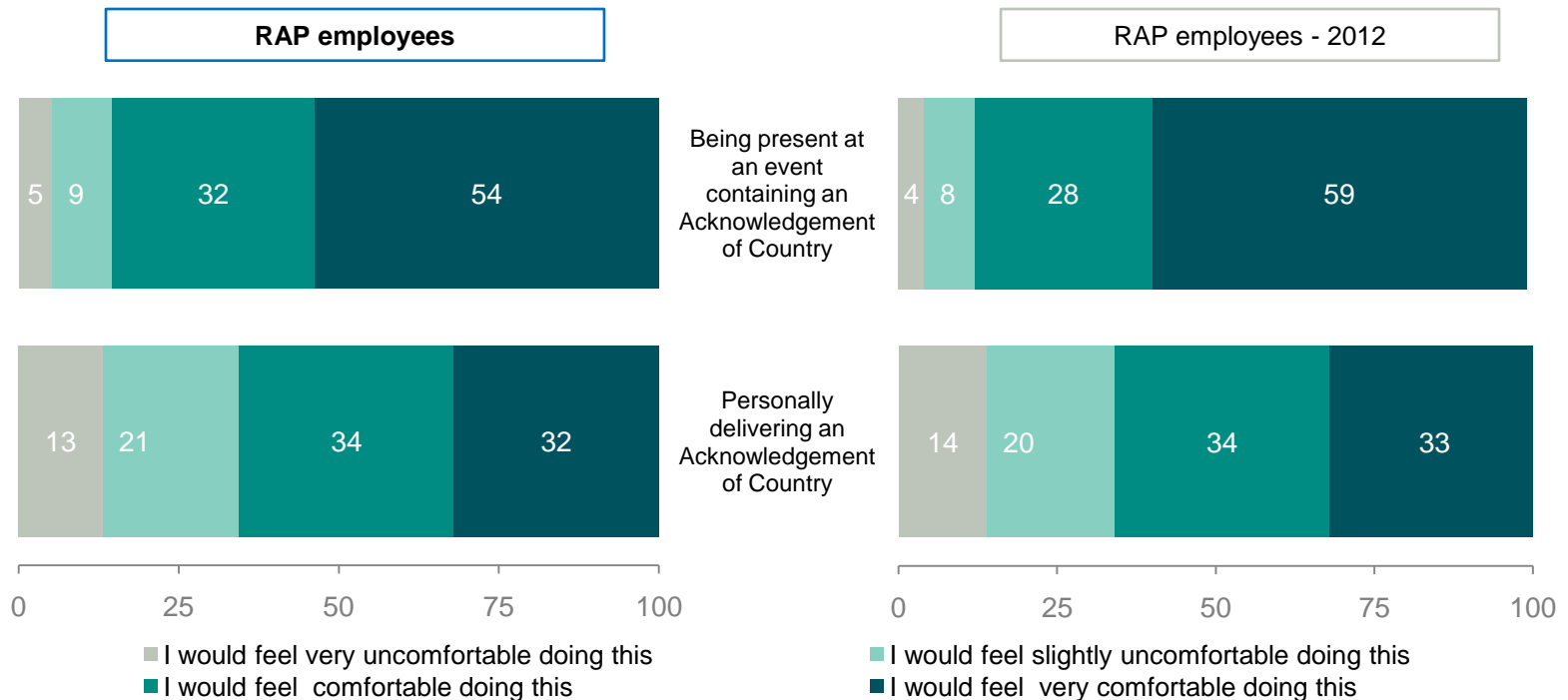
RAP employees (84%) are more likely than the general public (67%) to feel proud of Australia’s multiculturalism. Conversely, similar percentages of RAP employees and the general public agree they are proud of Australia’s British and European cultures.

Knowledge and cultural understanding



RAP employees (82%) are more likely than the general public (71%) to agree that Indigenous Australians hold a unique place as the first Australians.

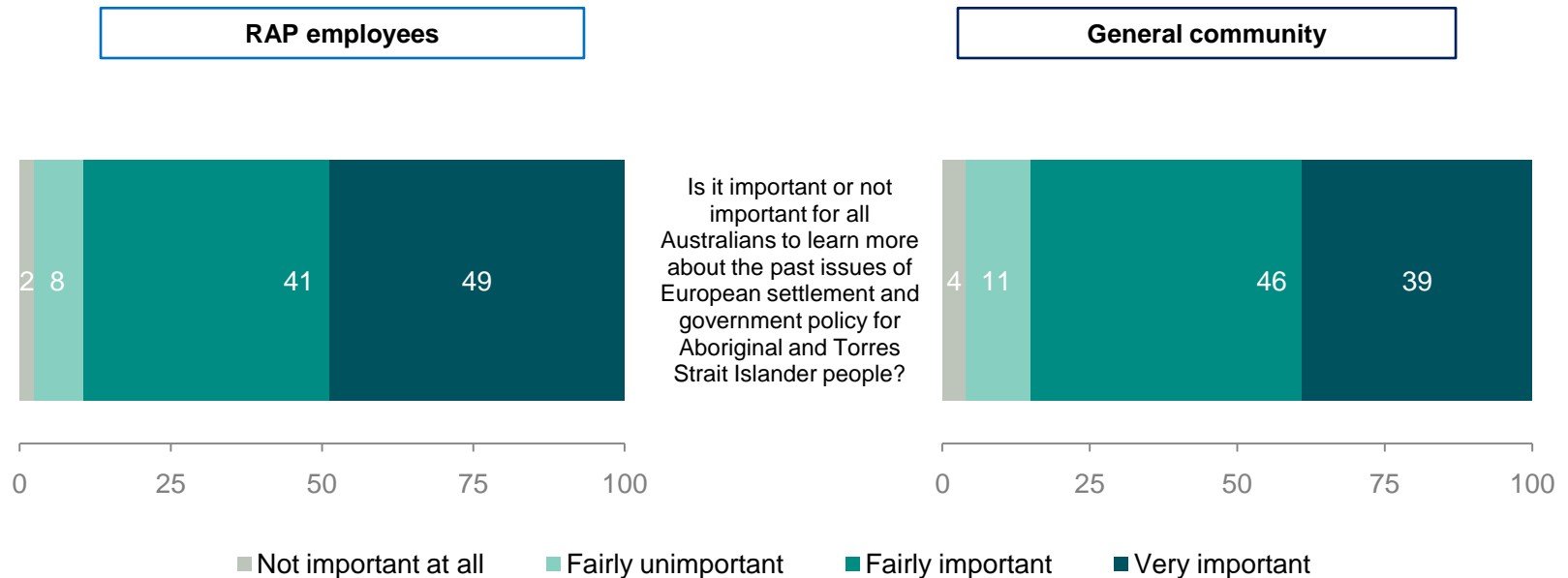
Knowledge and cultural understanding



There has been little change since 2012 in the percentage of RAP employees that would feel comfortable personally delivering an Acknowledgement of Country. Similarly, most RAP employees (86%) continue to feel comfortable being present at such an event, compared with 2012 (87%).

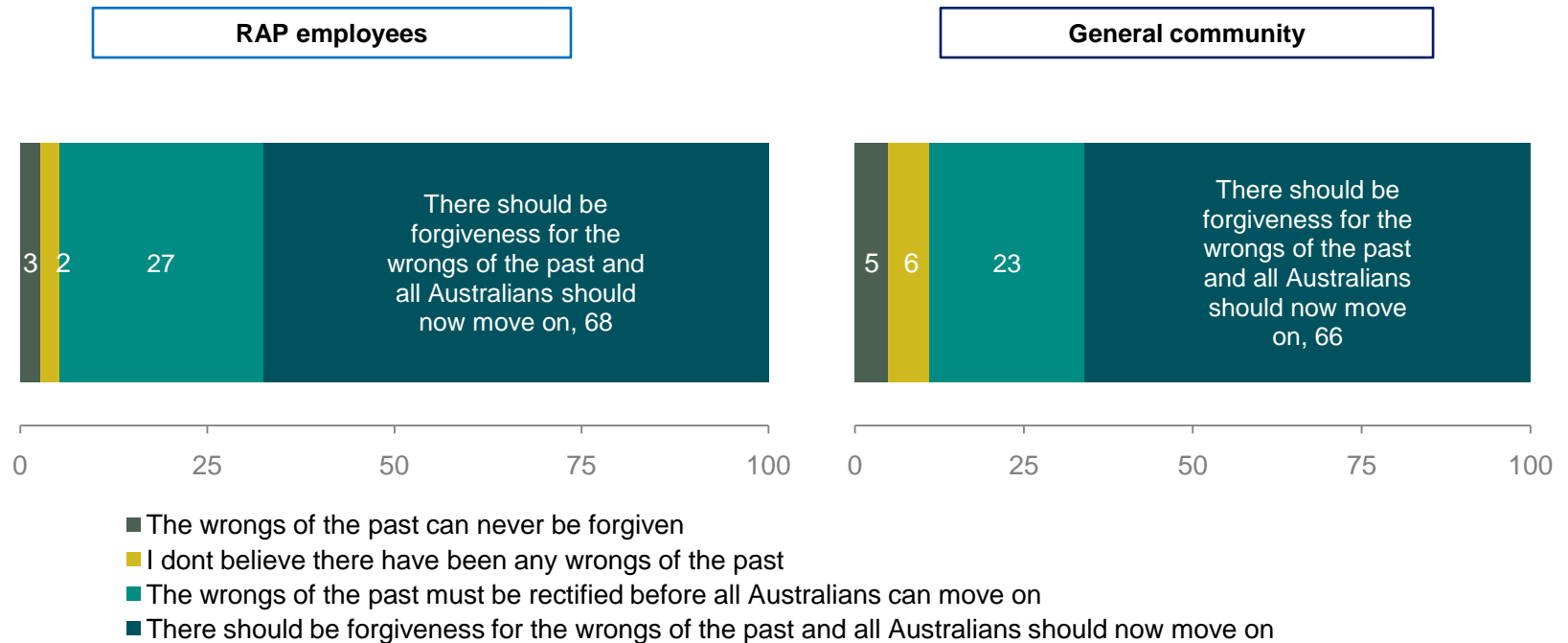
Historical acceptance

RAP employees are more likely than the general public to feel it is very important for all Australians to learn more about the past issues and consequences of European settlement and government policy for Indigenous people in Australia.



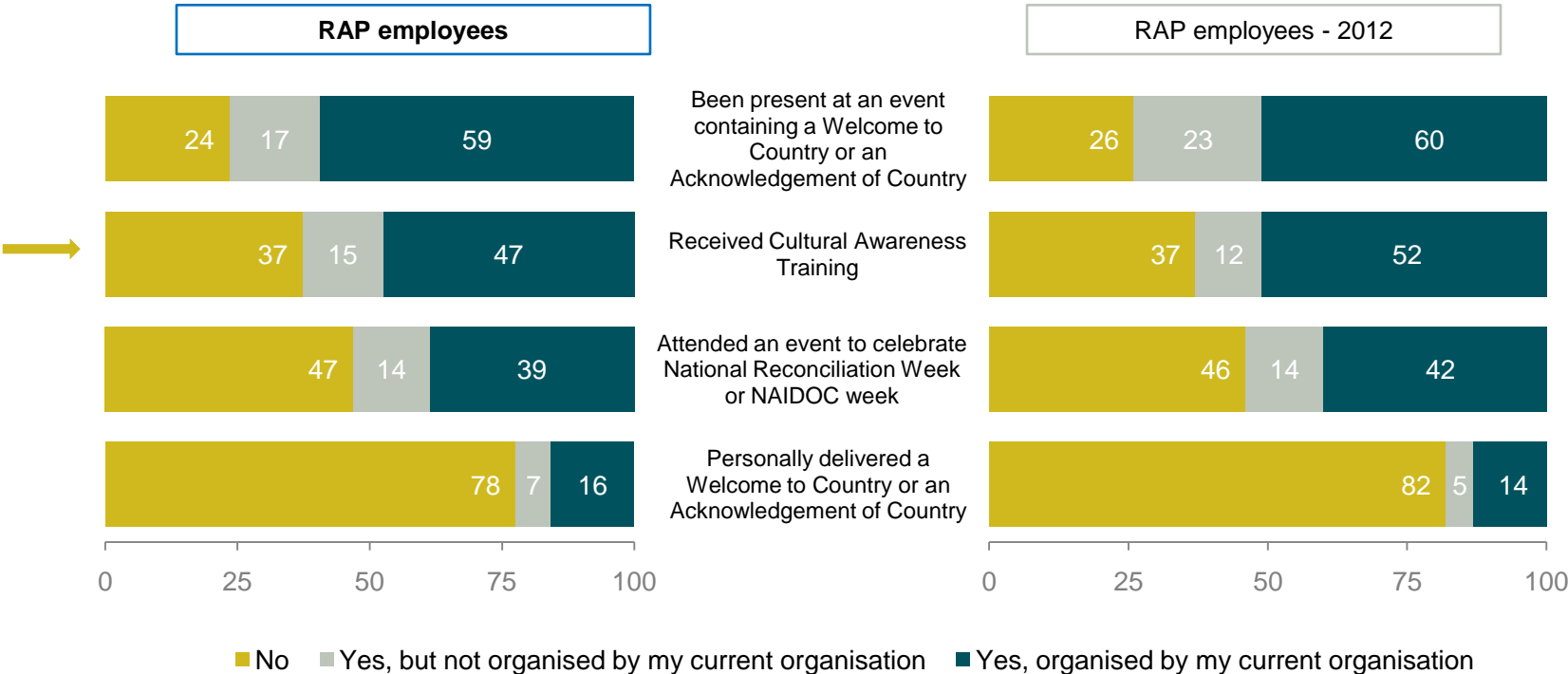
Historical acceptance

The majority of both RAP employees (68%) and the general public (66%) feel there should be forgiveness for the past issues of European settlement and government policy and all Australians should now move on.



Organisational practices and RAP outcomes

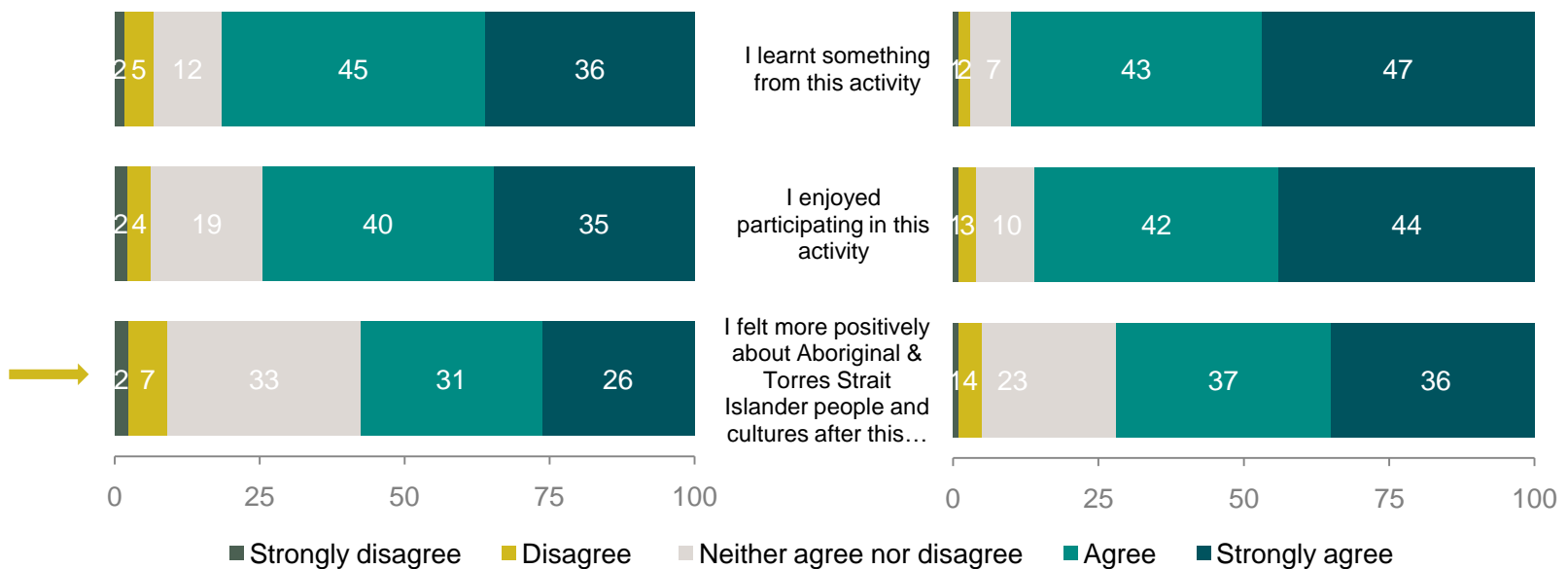
There has been little change since 2012 in the percentage of RAP employees that have participated in various reconciliation activities at their current organisation. However, most notably there has been a downward trend since 2012 in the percentage of RAP employees who've received cultural awareness training.



Organisational practices and RAP outcomes

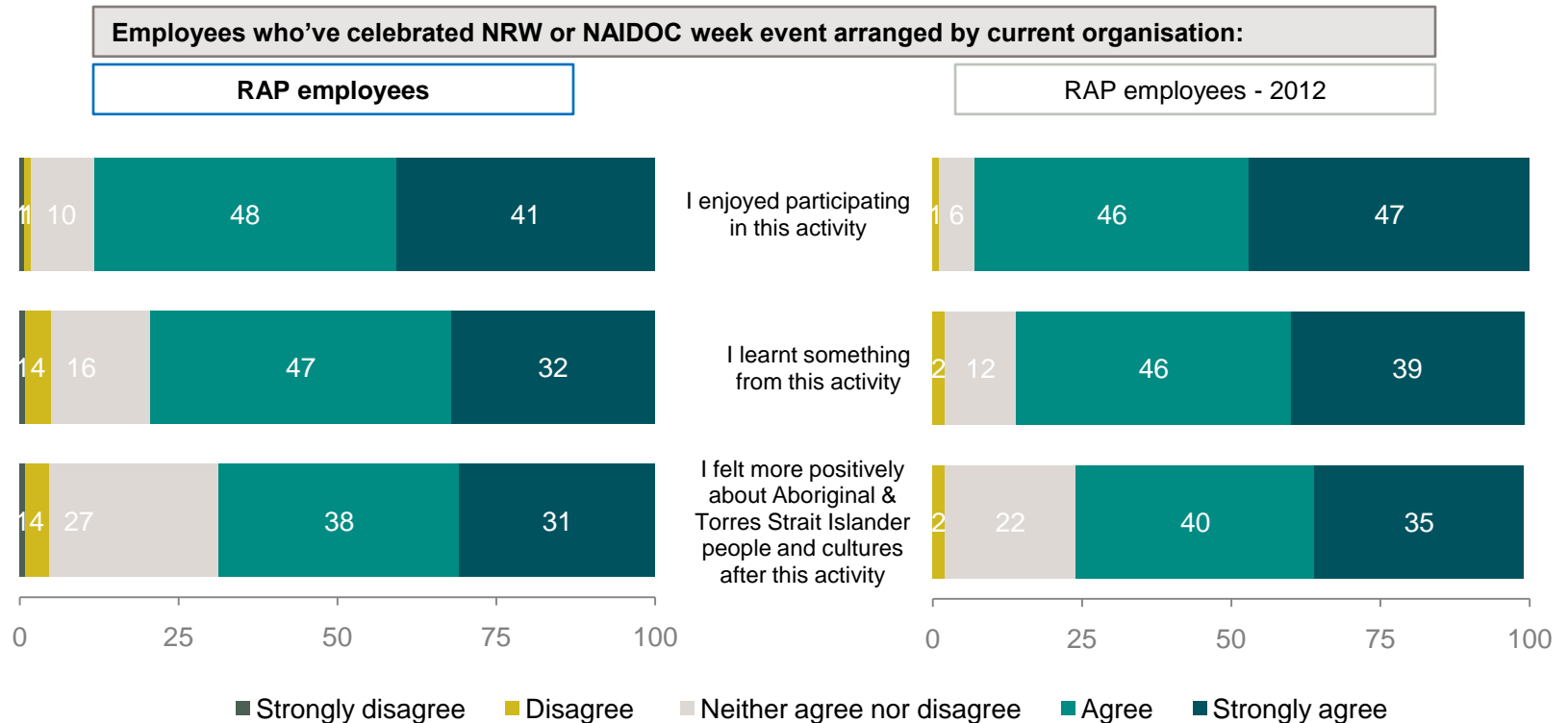
Employees who've undertaken Cultural Awareness Training by current organisation:

RAP employees RAP employees - 2012



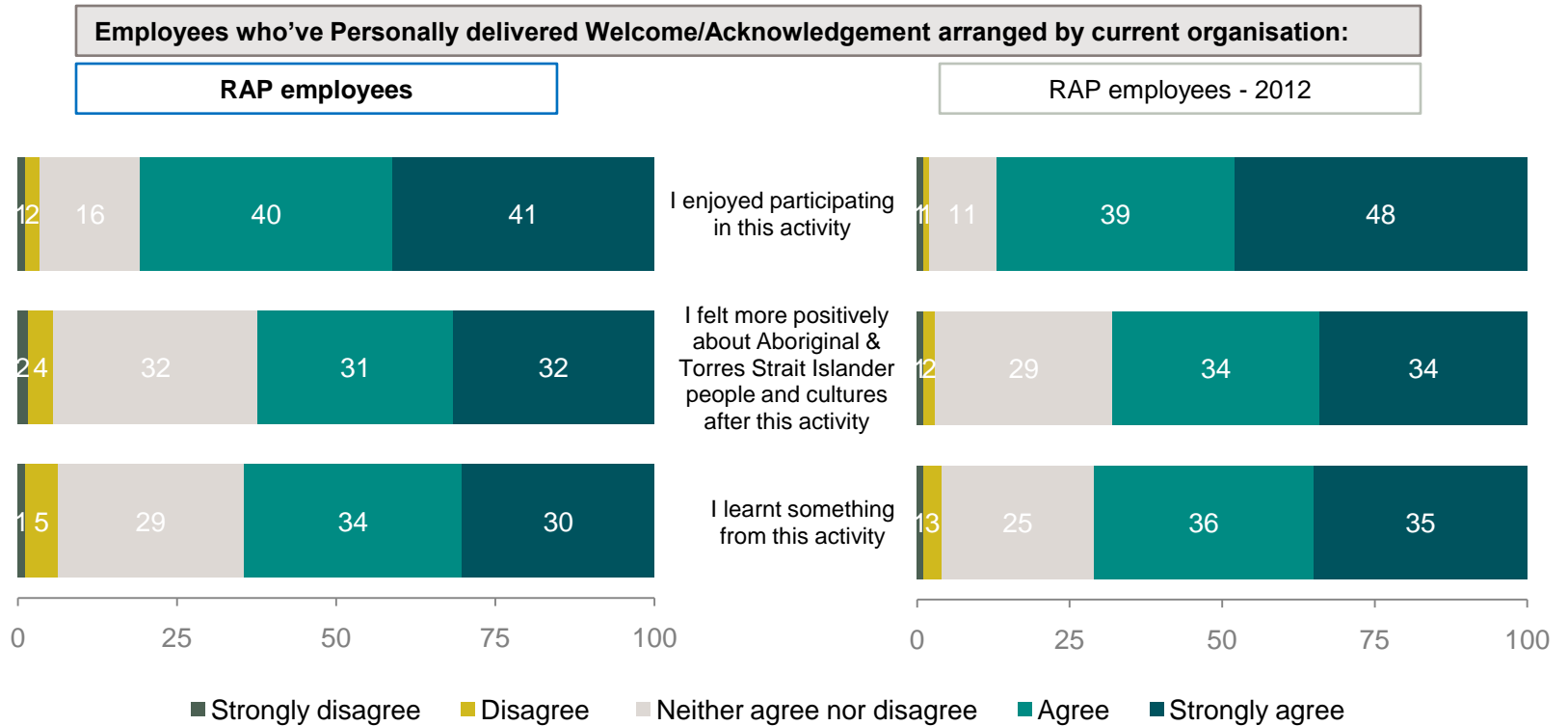
There has been a downward trend since 2012 in the percentage of RAP employees who agree they learnt something from cultural awareness training, or that they enjoyed it. Most notably, 57% agree they felt more positively towards Indigenous people and cultures after training, down from 73% in 2012.

Organisational practices and RAP outcomes



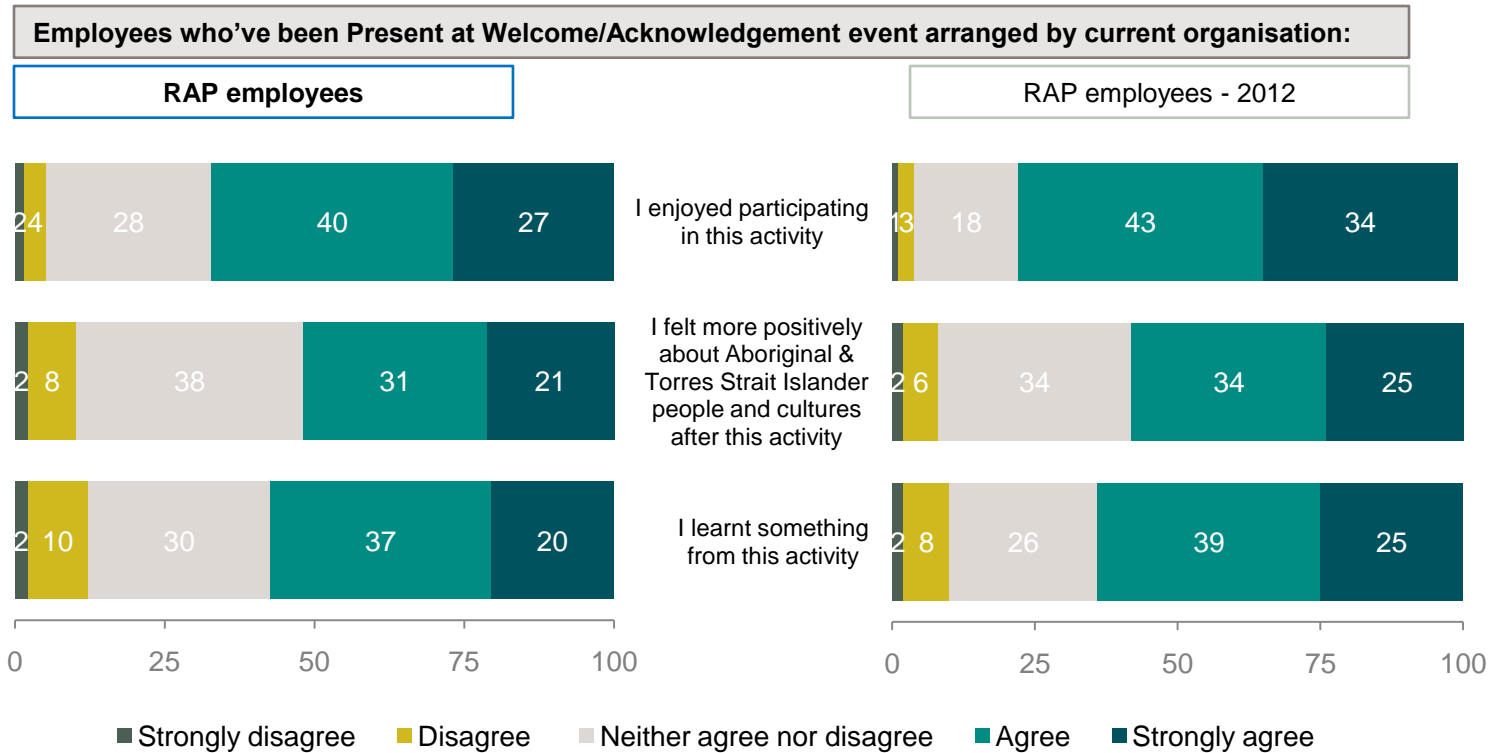
There has been a downward trend since 2012 in the percentage of RAP employees who agree they learnt something from celebrating a National Reconciliation Week or NAIDOC week event, or that they enjoyed it, or that they felt more positively towards Indigenous people and cultures after celebrating one or both of these events.

Organisational practices and RAP outcomes



There has been a downward trend since 2012 in the percentage of RAP employees who agree they learnt something from personally delivering a Welcome to Country or an Acknowledgement of Country, or that they enjoyed it, or that they felt more positively towards Indigenous people and cultures after doing so.

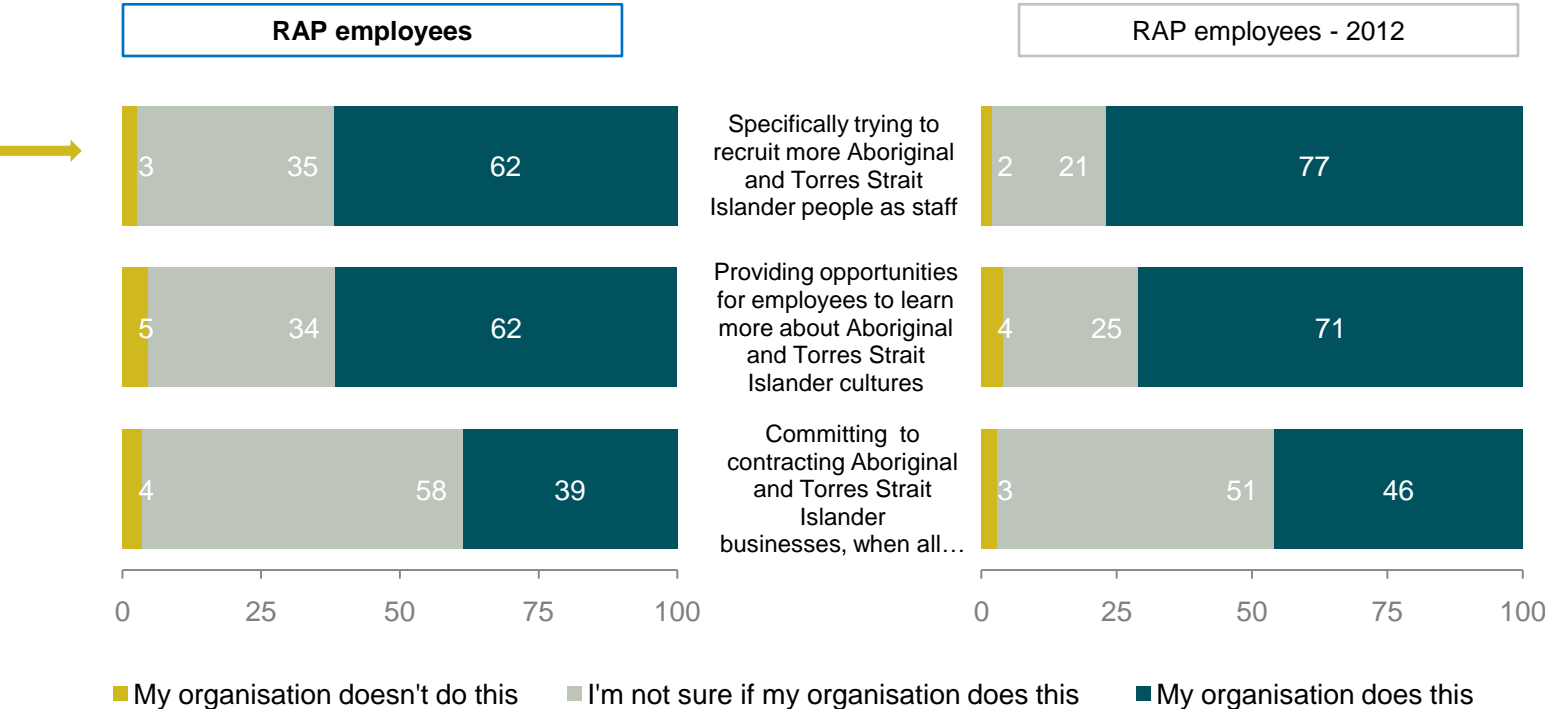
Organisational practices and RAP outcomes



There has been a downward trend since 2012 in the percentage of RAP employees who agree they learnt something from being present at a Welcome to Country or an Acknowledgement of Country, or that they enjoyed it, or that they felt more positively towards Indigenous people and cultures after attending such an event.

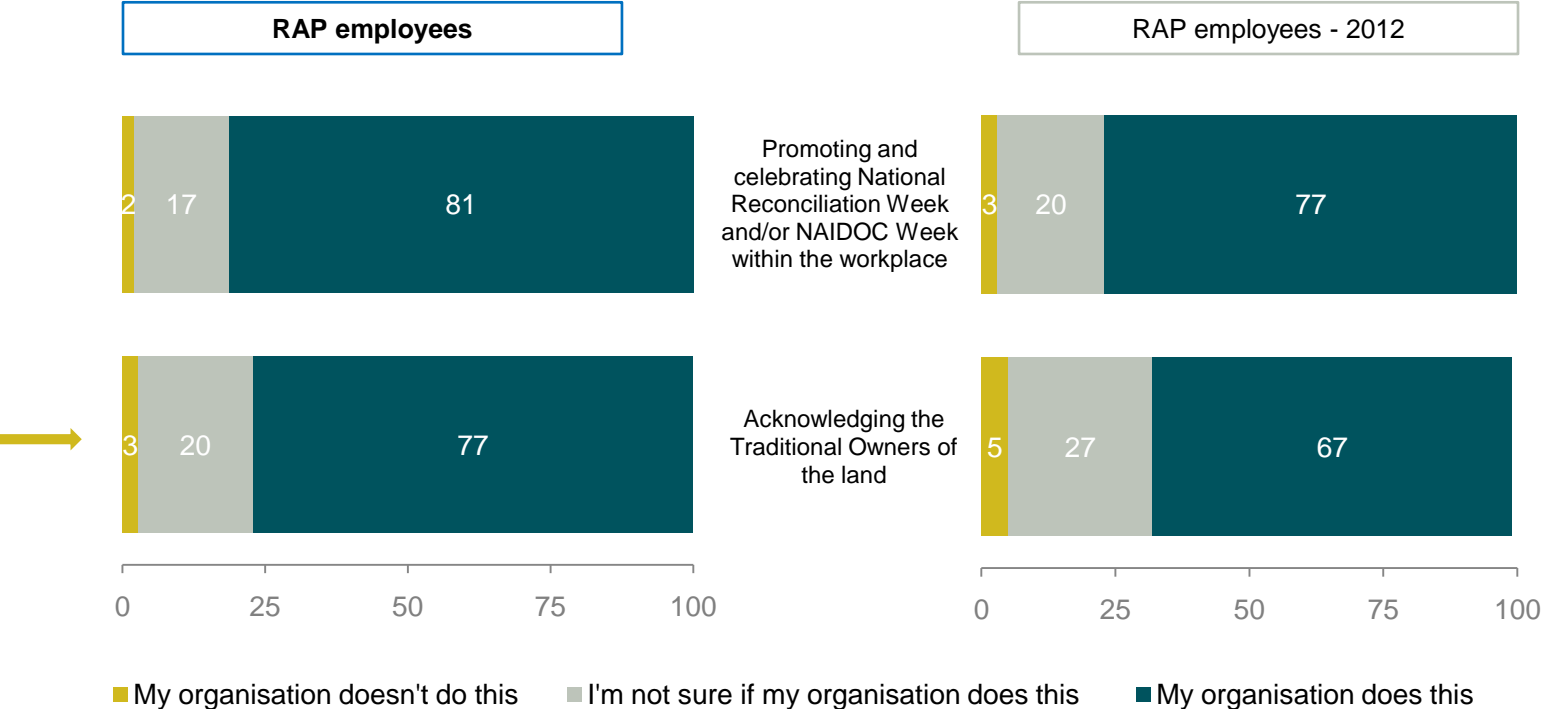
Organisational practices and RAP outcomes

Business Actions: Employee perception of reconciliation business actions undertaken by their organisation has slipped since 2012, with a lower percentage being aware of these practices than in 2012, particularly in terms of recruitment.



Organisational practices and RAP outcomes

Workplace Actions: Employee perception of reconciliation workplace actions undertaken by their organisation has increased since 2012, with a higher percentage being aware of these practices than in 2012, particularly in terms of Acknowledgement of Country.

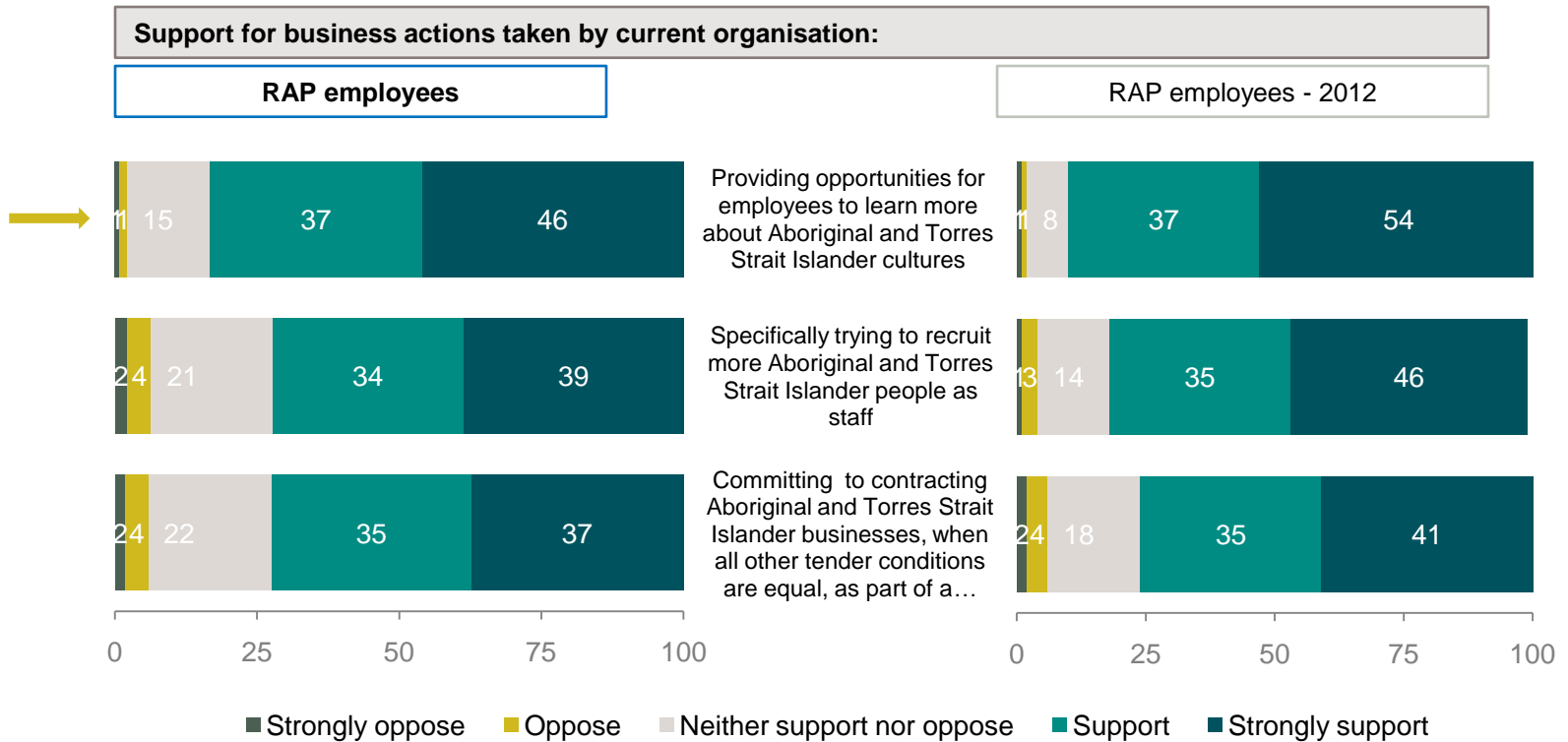


Organisational practices and RAP outcomes

Community Actions: Employee perception of reconciliation community actions undertaken by their organisation has slipped since 2012, with a lower percentage being aware of these practices than in 2012, particularly regarding skills education.

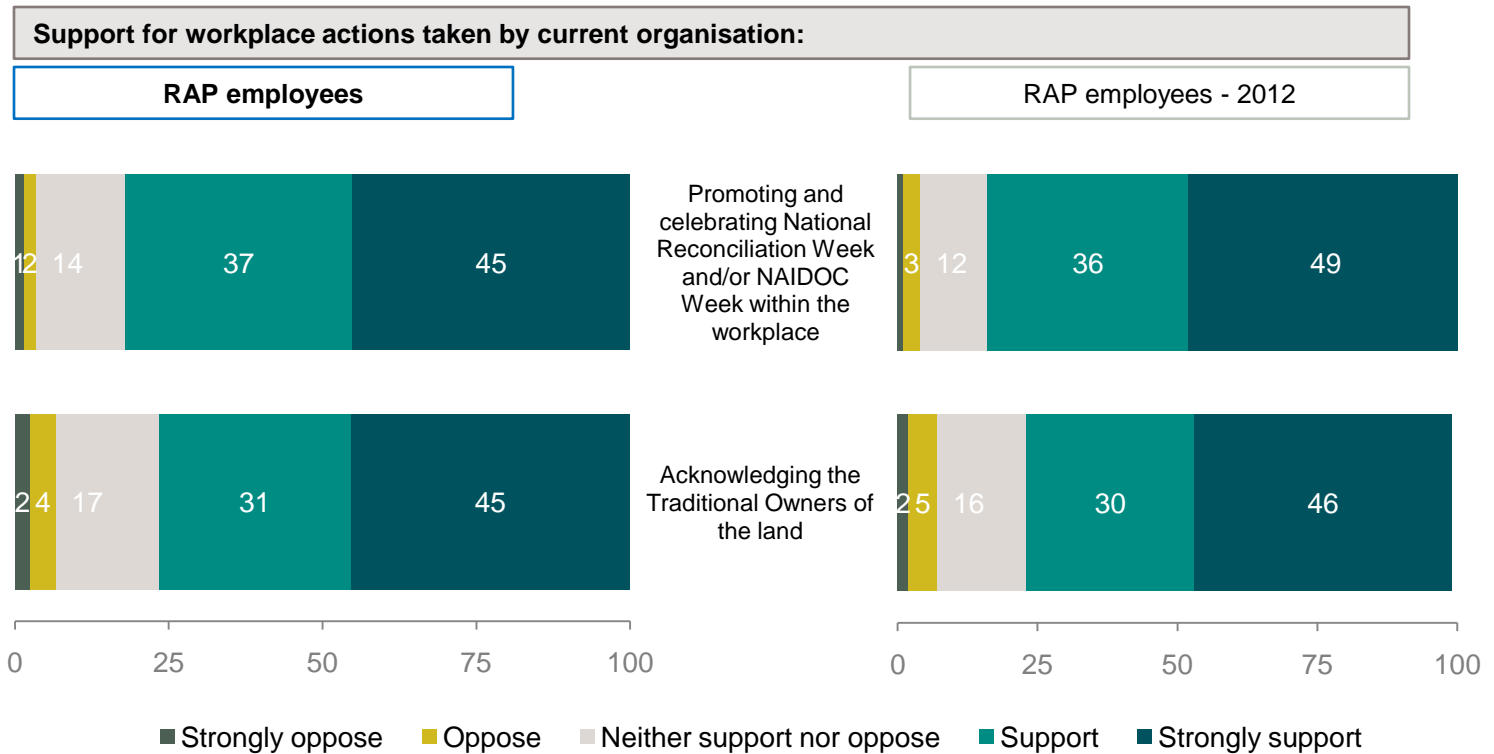


Organisational practices and RAP outcomes



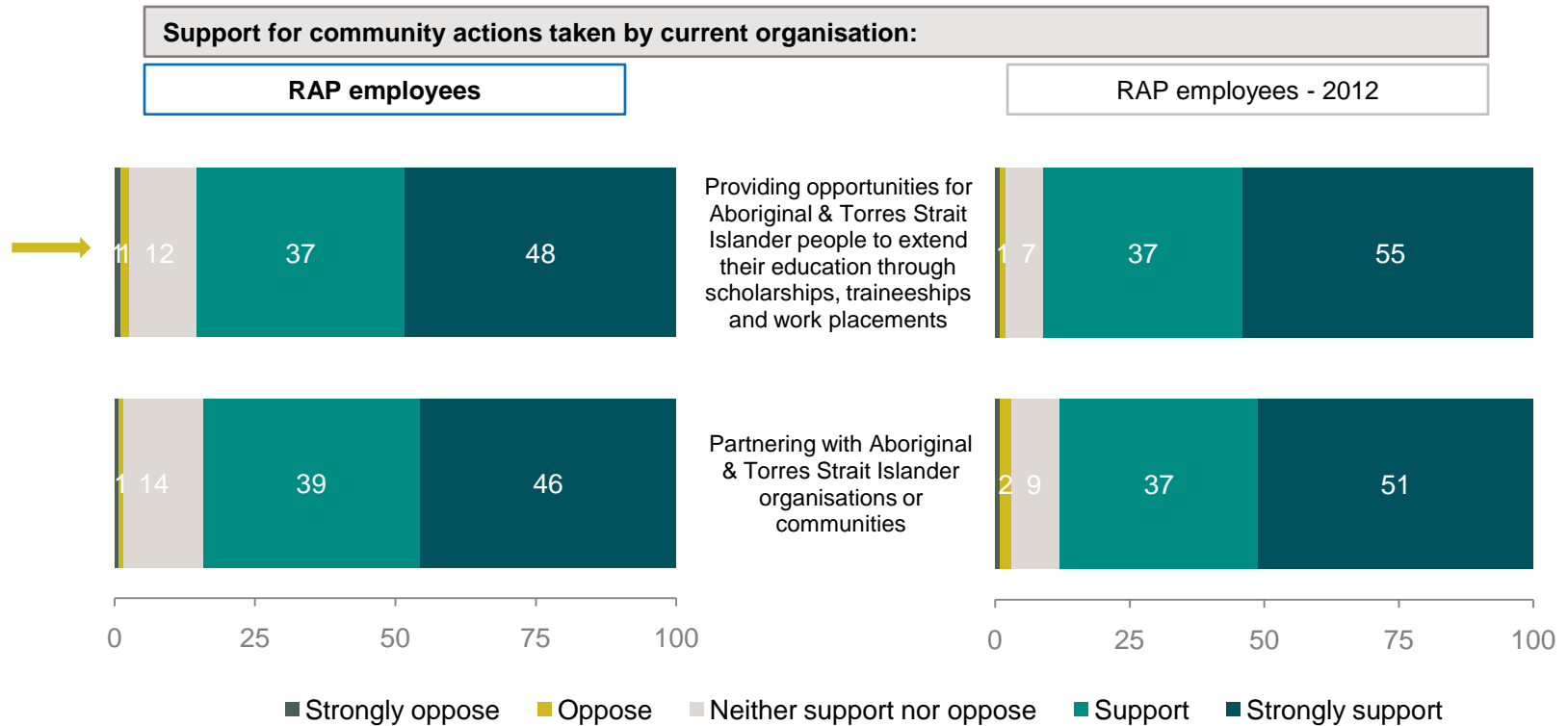
There has been a downward trend since 2012 in the percentage of RAP employees who strongly support reconciliation business actions. Most notably, 46% strongly support providing opportunities to learn more about Indigenous cultures, down from 54% in 2012.

Organisational practices and RAP outcomes



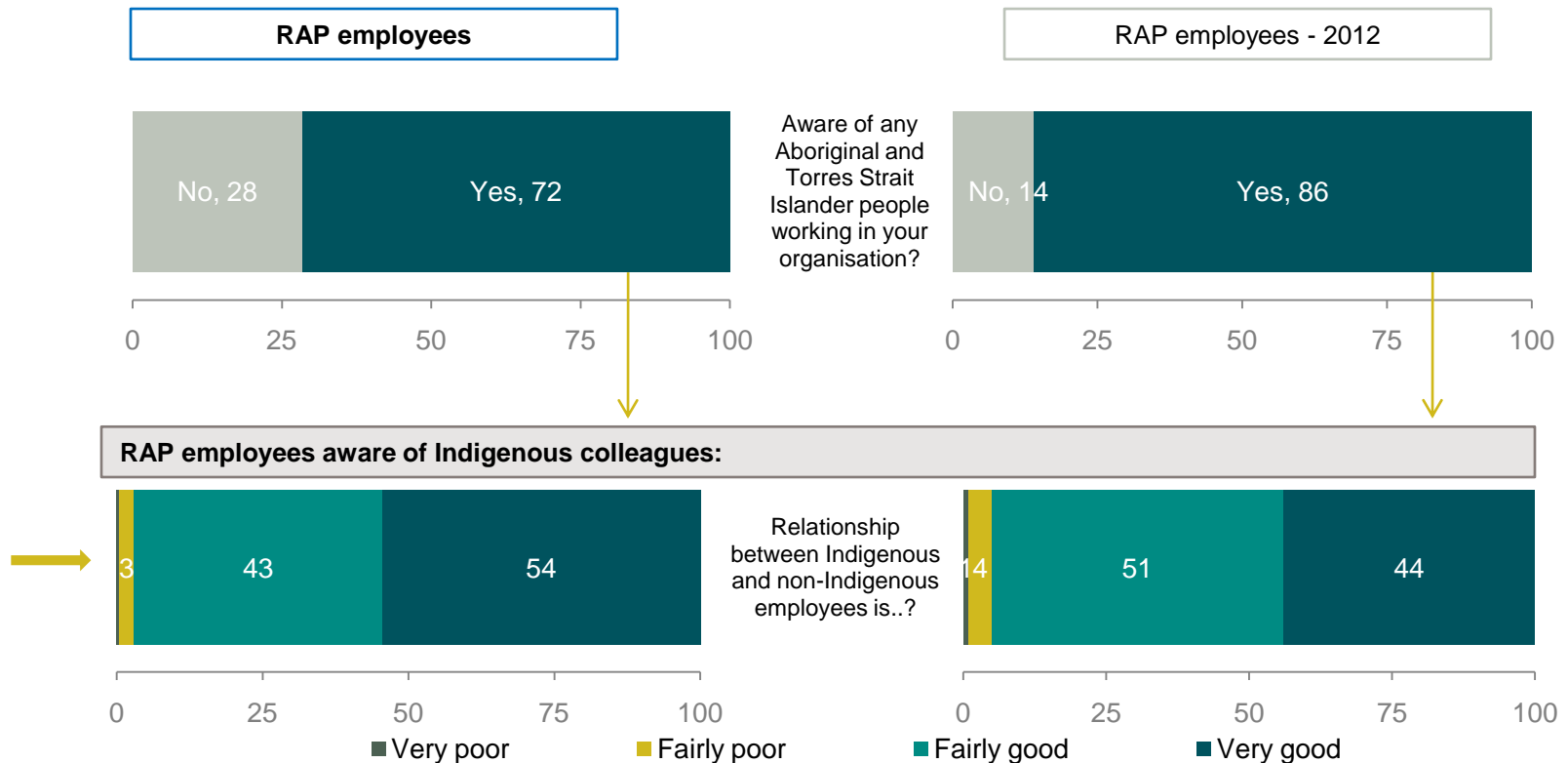
There has been little change since 2012 in the percentage of RAP employees who strongly support reconciliation workplace actions.

Organisational practices and RAP outcomes



There has been a downward trend since 2012 in the percentage of RAP employees who strongly support reconciliation community actions. Most notably, 48% strongly support providing opportunities for Indigenous people to skill up, down from 55% in 2012.

Organisational practices and RAP outcomes



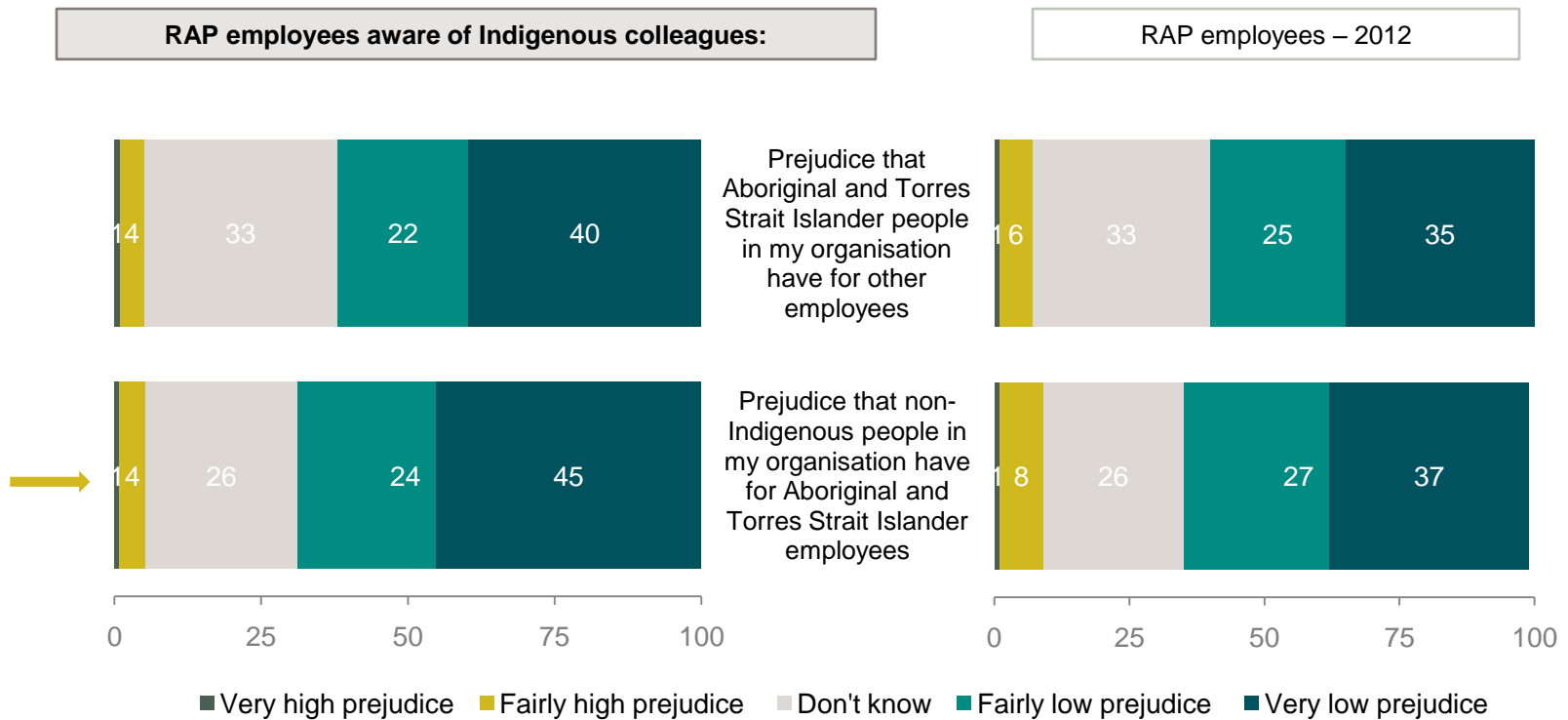
There has been a decrease in the level of RAP employee awareness of Indigenous staff at their current organisation, compared with 2012. However, there has been an increase in the percentage of employees who consider the relationship between Indigenous and non-Indigenous colleagues is very good.

Organisational practices and RAP outcomes



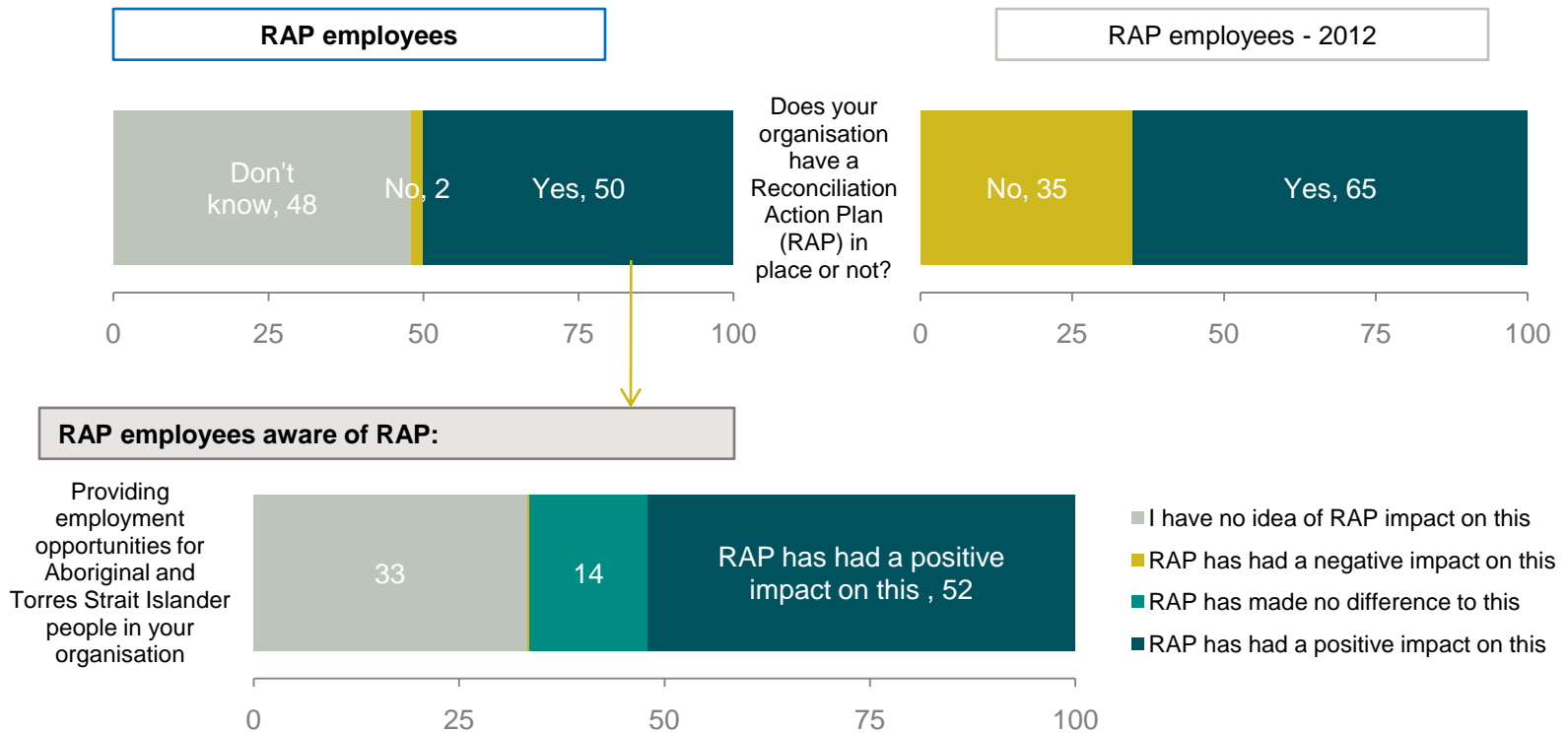
There has been an increase in the perception of very high trust between Indigenous and non-Indigenous employees since 2012, particularly in terms of trust that non-Indigenous staff hold for their Indigenous colleagues.

Organisational practices and RAP outcomes



There has been an increase in the perception of very low prejudice between Indigenous and non-Indigenous employees since 2012, particularly in terms of prejudice that non-Indigenous staff hold for their Indigenous colleagues.

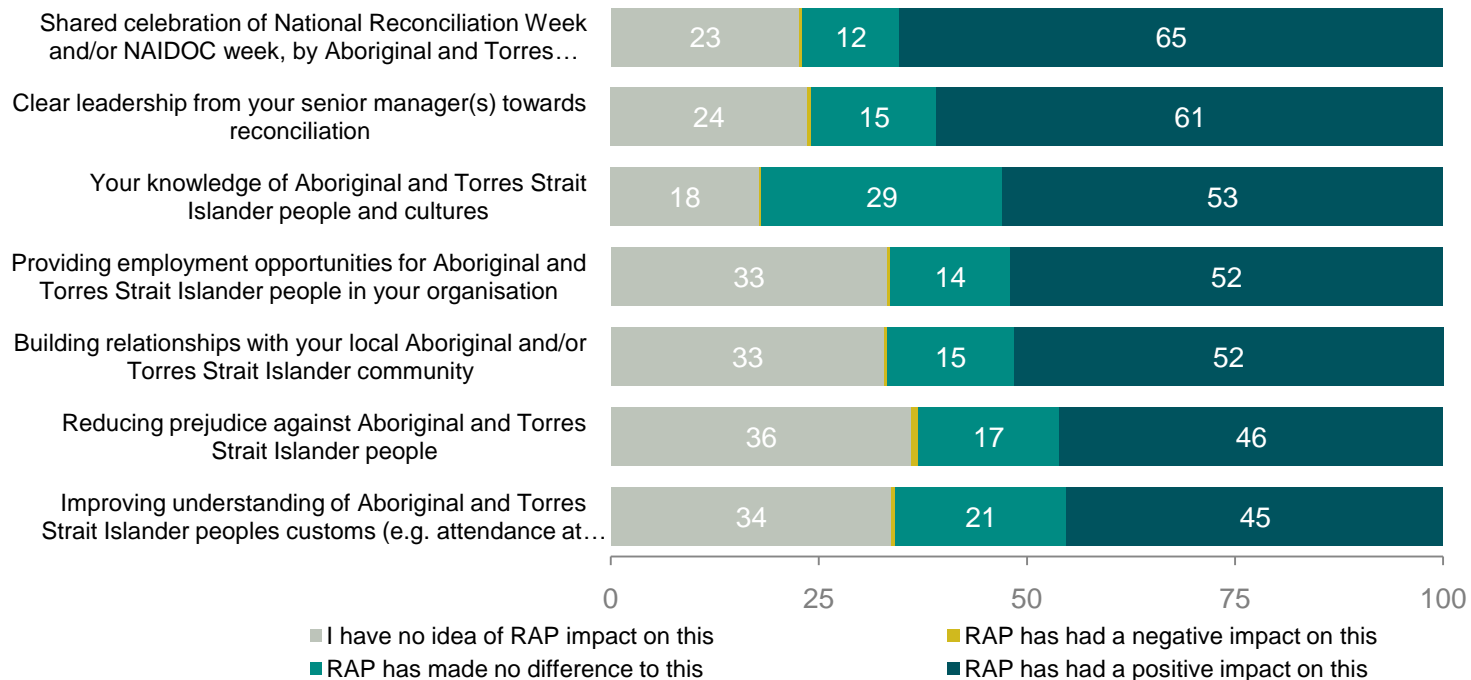
Organisational practices and RAP outcomes



There has been a decrease in the level of RAP employee awareness of their organisation having a Reconciliation Action Plan, since 2012. However, the majority (52%) of those who are aware feel the RAP has had a positive impact on employment opportunities for Indigenous people, while less than 1% believes it has had a negative effect.

Organisational practices and RAP outcomes

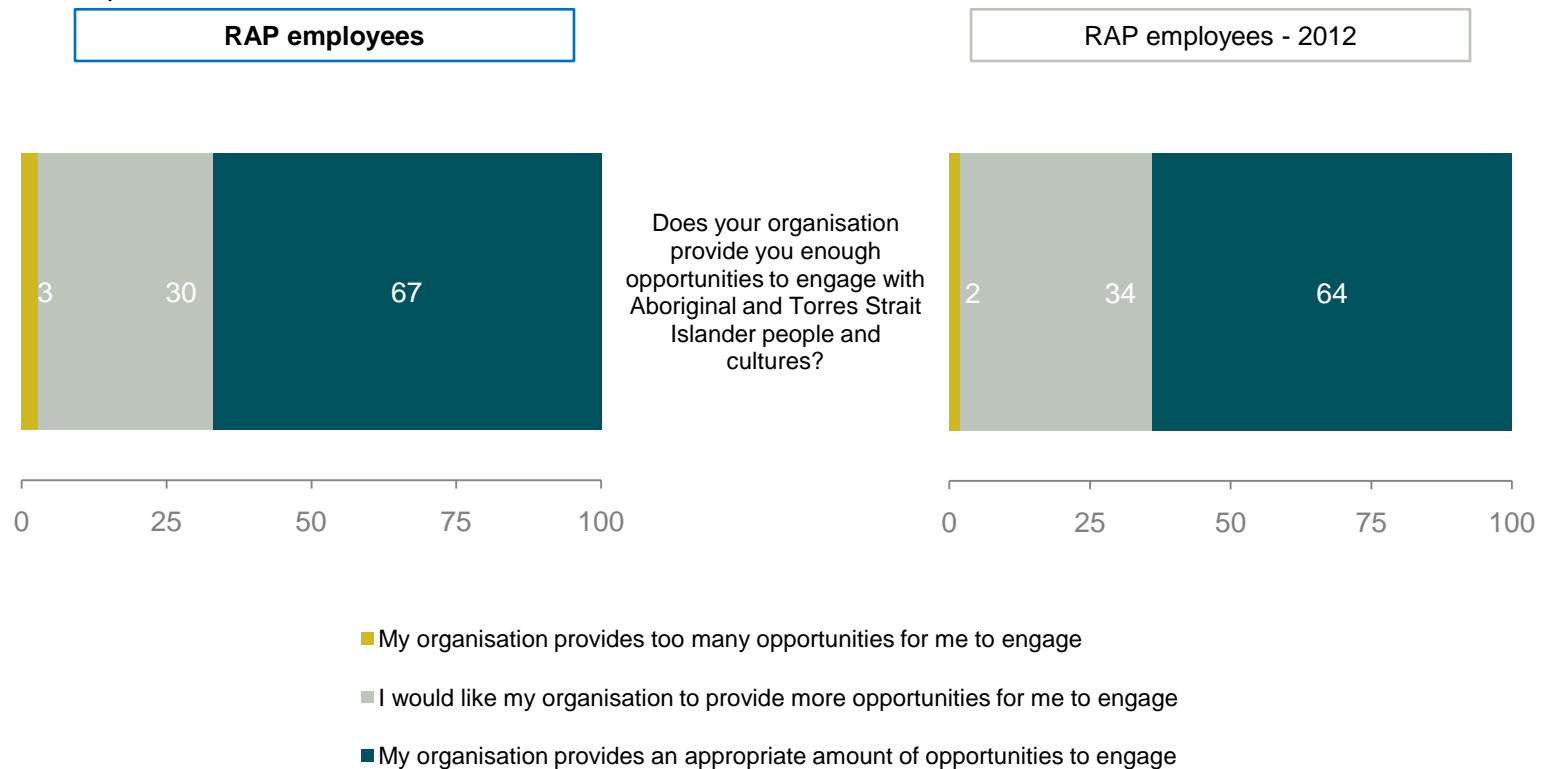
RAP employees aware of RAP:



The majority of those who are aware of their organisation's Reconciliation Action Plan feel the RAP has had a positive impact on most reconciliation objectives, particularly regarding shared celebrations of Indigenous events. However, there has been less perceived impact regarding reducing prejudice and improving understanding of Indigenous customs.

Organisational practices and RAP outcomes

There has been little change since 2012 in the percentage of RAP employees who would like more or less opportunities to engage with Indigenous people and cultures, with the majority (67%) continuing to feel there is already an appropriate structure in place.

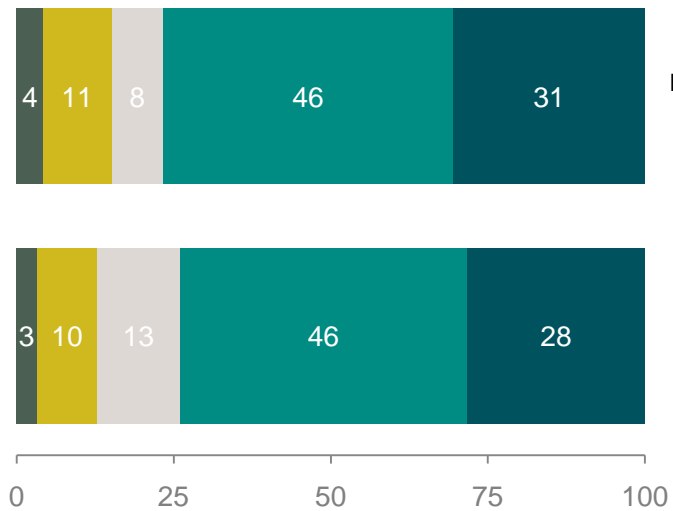


Organisational practices and RAP outcomes

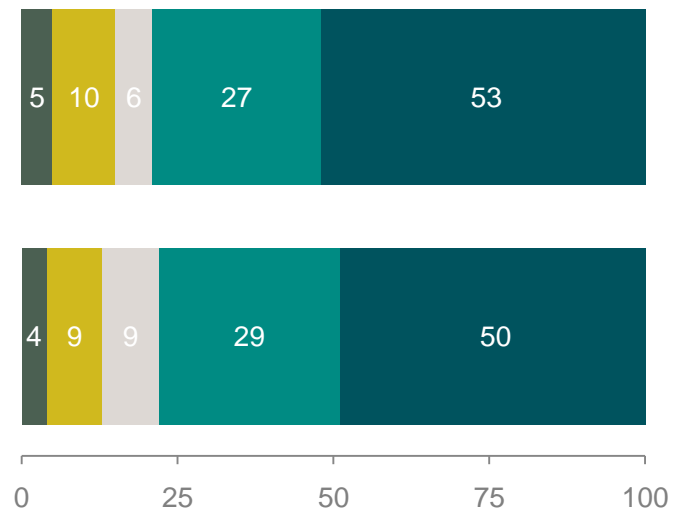
Employee perceptions of employment equality at current organisation:

RAP employees

RAP employees - 2012



Individuals from all backgrounds have the same chance of promotion



Job vacancies are advertised widely to attract a diverse applicant pool

Strongly disagree
 Disagree
 Don't Know
 Agree
 Strongly agree

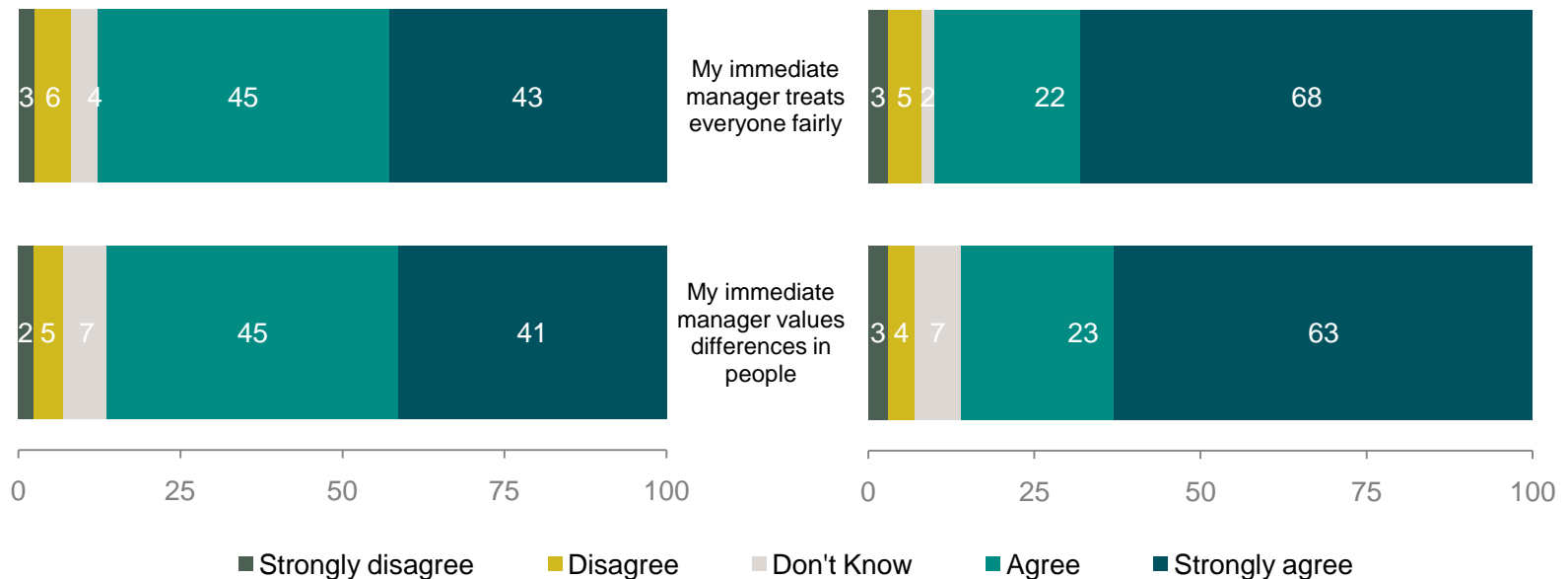
There has been a decrease in the level of RAP employees who strongly agree their organisation is following a diversity strategy with an effective employment equality approach.

Organisational practices and RAP outcomes

Employee perceptions of diversity commitment/management support at current organisation:

RAP employees

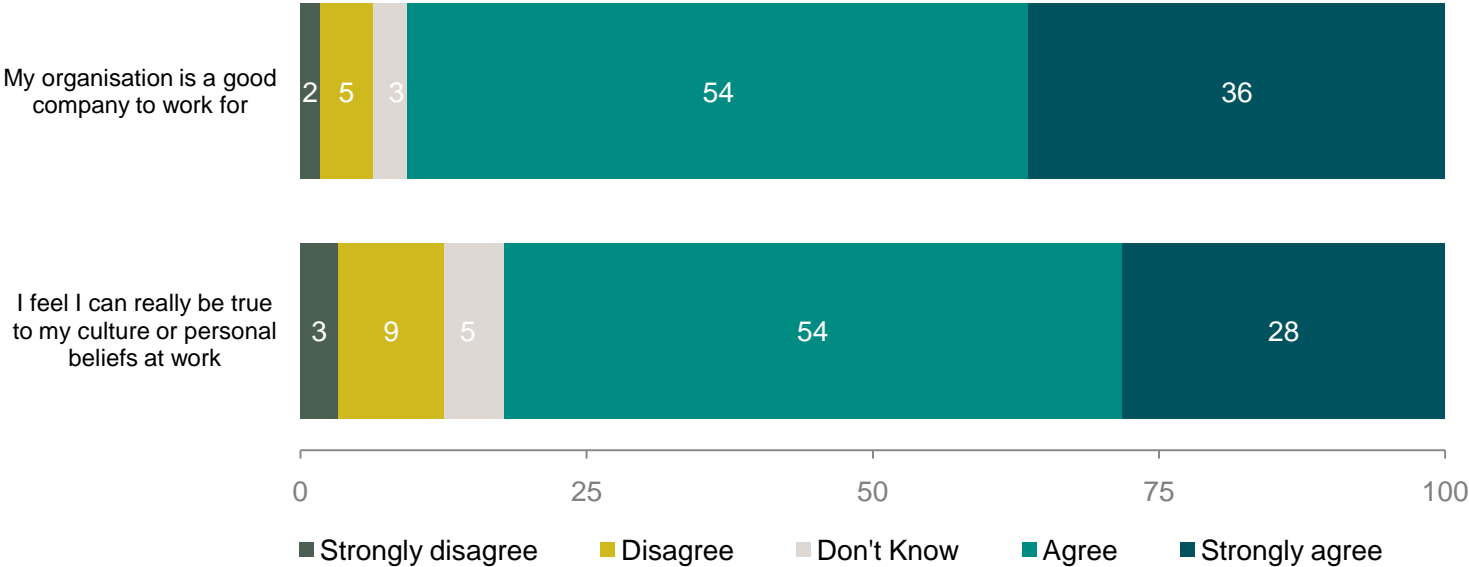
RAP employees - 2012



There has been a decrease in the level of RAP employees who strongly agree their organisation is following a diversity strategy with an effective management commitment and approach.

Organisational practices and RAP outcomes

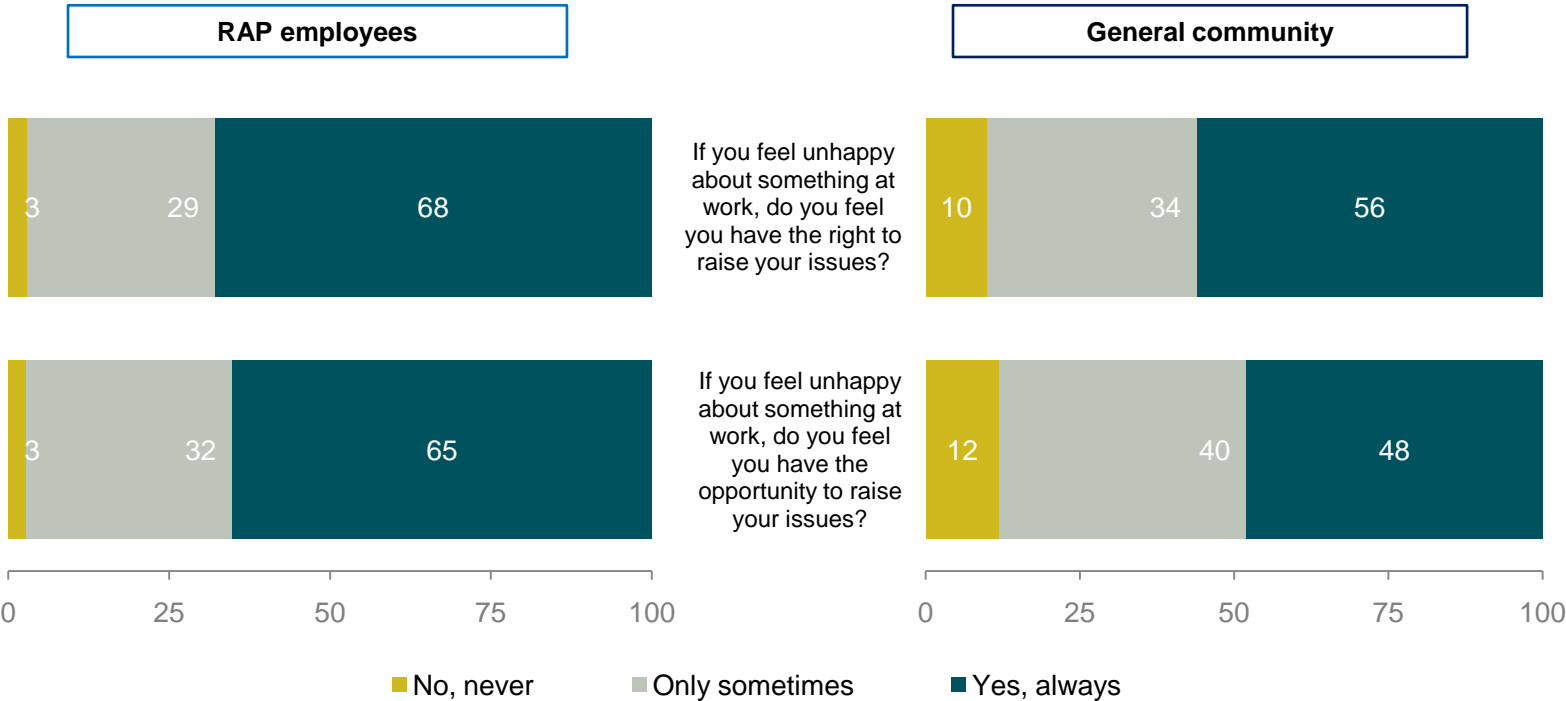
Employee perceptions of inclusive workplace at current organisation:
RAP employees



The majority of RAP employees agree their organisation is following an inclusive workplace strategy and is a good company to work for.

Organisational practices and RAP outcomes

RAP employees are more likely than the general public to feel they always have the right and the opportunity to raise their issues at work, if they are unhappy about something.



Appendix

Sample characteristics

Participating organisations:

| Not-for-Profit Organisations | # in sample |
|--------------------------------------|-------------|
| Australian Drug Foundation | 34 |
| AIATSIS | 59 |
| Smith Family | 206 |
| Mountains Outreach Community Service | 12 |
| Anglicare, Sth Australia | 319 |
| Benevolent Society | 339 |
| Northcott | 102 |
| Walter and Eliza Hall Institute | 350 |
| Good Beginnings | 90 |
| QLD Youth Services | 10 |

| Government Organisations | # in sample |
|------------------------------------|-------------|
| Dept of Social Services | 409 |
| City of Marion | 117 |
| Dept of Health | 742 |
| City of Whittlesea | 207 |
| Dept of Education | 293 |
| Dept of Environment | 537 |
| Dept of Defence | 1711 |
| Dept of Prime Minister and Cabinet | 403 |

RAP organisations total sample size: 8768
Please note, percentages have been rounded and may not equal 100%

Participating organisations:

| Corporate Organisations | # in sample |
|------------------------------|-------------|
| NAB | 121 |
| Gilbert & Tobin Lawyers | 163 |
| Westpac | 994 |
| BHP Billiton | 53 |
| The NRL | 108 |
| LandCorp | 91 |
| Richmond Football Club (AFL) | 83 |
| KPMG | 280 |
| PwC | 844 |
| Sodexo | 76 |
| Transfield | 15 |

| Sectors | % in sample | # in sample |
|----------------|-------------|-------------|
| Not-for-Profit | 17% | 1521 |
| Corporate | 32% | 4419 |
| Government | 50% | 2828 |
| | | |
| Total | 100% | 8768 |

RAP organisations total sample size: 8768
Please note, percentages have been rounded and may not equal 100%

Participating organisations:

| Sample characteristic | % of sample | # in sample |
|-----------------------|-------------|-------------|
| Male | 44% | 3833 |
| Female | 56% | 4935 |
| Age | | |
| 16 to 17 years old | 0% | 3 |
| 18 to 29 | 19% | 1654 |
| 30 to 39 | 28% | 2432 |
| 40 to 49 | 27% | 2393 |
| 50 to 59 | 22% | 1888 |
| 60 to 69 | 4% | 376 |
| 70+ | 0% | 22 |

RAP organisations total sample size: 8768
Please note, percentages have been rounded and may not equal 100%

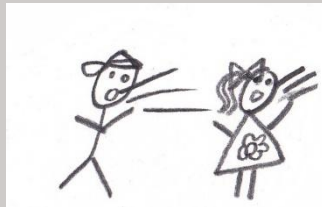
| Sample characteristic | % of sample | # in sample |
|--------------------------|-------------|-------------|
| NSW | 30% | 2598 |
| ACT | 24% | 2100 |
| VIC | 18% | 1587 |
| QLD | 9% | 815 |
| WA | 6% | 518 |
| SA | 9% | 829 |
| NT | 2% | 203 |
| TAS | 1% | 118 |
| Location | | |
| Capital city | 78% | 6829 |
| Major regional city | 9% | 781 |
| Regional town | 6% | 567 |
| Rural town | 5% | 440 |
| Remote town or community | 2% | 151 |

Participating organisations:

| Sample characteristic | % of sample | # in sample |
|---|-------------|-------------|
| Working full-time | 86% | 7508 |
| Working part-time | 14% | 1260 |
| Born in Australia | | |
| Born in Australia | 76% | 6626 |
| Not born in Australia | 24% | 2142 |
| Non-Indigenous | | |
| Non-Indigenous | 96% | 8433 |
| Australian Aboriginal/ Torres Strait Islander | 4% | 335 |

| Sample characteristic | % of sample | # in sample |
|--|-------------|-------------|
| Cultural background (non-Indigenous): | | |
| British or Irish | 54% | 4550 |
| European | 15% | 1302 |
| Asian | 7% | 618 |
| Middle Eastern | 1% | 62 |
| African | 1% | 64 |
| Pacific Islander | 1% | 52 |
| Central or South American | 1% | 59 |
| Mixed/Other culture | 20% | 1726 |

RAP organisations total sample size: 8768
Please note, percentages have been rounded and may not equal 100%



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