
INTRODUCTION





One of the greatest strengths of the Australian Public Service (APS) is the diversity of its staff. Australian Public Service employees bring a vast range of knowledge, skills and experience to their work, and a diversity of backgrounds increases the potential for understanding and creativity.

Both in Australia and internationally, private and public sector organisations are capitalising on the diversity of their workforce in order to improve business strategies, lift performance and increase responsiveness to clients.

Workplace diversity recognises, respects and values differences, such as gender, age, language, ethnicity, cultural background, religious beliefs and family responsibilities. Diversity includes educational level, life experience, work experience, socio-economic background, personality and marital status. Maximising the benefits of workplace diversity in an agency means managing individual differences in a way that capitalises on these differences in terms of innovation and creativity, and supporting individual differences so that every employee is helped to contribute fully to their agency's business goals.

This Report is the second of three companion volumes in the State of the Service series for 2000–01. The others are the *State of the Service Report 2000–01* and the *Australian Public Service Statistical Bulletin 2000–01*. While this is the primary means of reporting on workplace diversity, reporting on the application of the Australian Public Service Values, including those that relate directly to diversity, and on issues such as the age of the Australian Public Service, is included in the State of the Service Report. Additional statistics are in the Australian Public Service Statistical Bulletin.

The *Public Service Act 1999* (the PS Act 1999) and the Public Service Commissioner's Directions (the Directions), require Agency Heads to put in place Workplace Diversity Programs (WDPs) that recognise the positive advantages of, and help make the best use of, the diversity available in the workplace and the Australian community. This includes measures to help prevent all forms of discrimination.

The concept of workplace diversity includes, but is not limited to, the principles of equal employment opportunity (EEO). EEO strategies address the removal of employment-related disadvantage that may be experienced by some groups of people – women, Indigenous Australians, people with a disability and those who may suffer disadvantage on the basis of race or ethnicity. These strategies are an important part of WDPs in the APS.

In regard to EEO groups, last year's Report showed mixed outcomes:

- an increased proportion of women in the Senior Executive Service (SES), but a decline in the proportion of women promoted to the SES;
- a decreasing proportion of people from racially or ethnically diverse backgrounds;
- a decreasing proportion of people with a disability; and
- Indigenous Australians and people from racially or ethnically diverse backgrounds being over-represented in separations.

This year's Report shows that the decline in the proportion of women promoted to middle and senior management levels has been reversed. It also shows, however, that the other concerning trends are continuing, although this partly reflects the changing nature of APS employment.

INFORMATION SOURCES

This Report covers Government agencies with staff employed under the PS Act 1999 and data has been drawn from the Australian Public Service Employment Database (APSED), which contains employment information about APS employees.

Appendix 6 sets out changes in the sources and methods of data collection over recent years and changes in classification data which should be taken into account when interpreting the figures in this Report.

It should be noted that, because the provision of EEO data is voluntary, there might be some under-reporting in EEO categories. It should also be noted that data on the SES includes all SES employees, people temporarily assigned to the SES, inoperative SES and specialists who are classified as SES-equivalents. This contrasts with some data in the State of the Service Report, which is confined to SES employees.

Another source of data for this Report was information provided by Agency Heads in response to a letter from the Public Service Commissioner in June 2001. The Commissioner asked Agency Heads about progress in reviewing WDP, strategies to address employment-related disadvantage on the basis of race or ethnicity, on the basis of being an Indigenous Australian, and about the measures agencies had used to determine whether their strategies had been successful. The Commissioner also asked what arrangements agencies had in place to help employees balance their work and family responsibilities and how agencies had monitored the use of the provisions to ensure that they are available to all staff.

In addition, the Commissioner sought advice about the outsourcing of human resources management. Agencies were asked what aspects of the WDP they had outsourced and what their performance expectations were. Where agencies had not outsourced responsibility for WDPs but had outsourced other aspects of human resources management such as recruitment, they were asked how they coordinated the outsourced aspects with the WDP and ensured the outsourced provider applied diversity principles. Where recruitment had been outsourced, agencies were asked how they ensured that the outsourced providers put the APS Values into practice and whether they had any concerns.

The content of WDPs that have been submitted to the Public Service Commissioner, as required by s. 18 of the PS Act, was also taken into account in preparing the Report.

DATA QUALITY

There is a continuing concern that data about having a disability, being an Indigenous Australian, or one for whom race or ethnicity may give rise to employment-related disadvantage, remains incomplete in APSED. Almost half the records for APS employees provided for June 2001 have no data or incomplete data in these fields. Some agencies have recently undertaken staff surveys, which will enable improved data to be provided. Other agencies are encouraged to do so, to provide a sound basis for policy development and planning.

Concerns were raised during the year about differences between APSED data published in the *Workplace Diversity Report 1999–00* and data published by some individual agencies. This resulted from a long-term practice that has been applied in an attempt to up-date data provided by agencies to the central database. Since APSED has been in place, where data coming from an agency has showed that a person's EEO status has changed from a previous report, that status has been verified with the agency concerned and the verified status has been adjusted retrospectively for previous reports.

As a result of concerns raised about data differences, the Public Service and Merit Protection Commission (PSMPC) commissioned an independent review of this practice.

The review strongly supported continuing the practice for reporting on non-English speaking background (NESB) and Indigenous status, as EEO status in those areas tends to be constant and the Commission's adjusted data was more valid than the unadjusted data supplied by agencies at a point in time. For disability status, however, different issues are involved as disability status may alter. Even here, however, the review concluded that the adjusted data for disability status was more likely to reflect the actual situation than the data that was not adjusted.

After considering the position for data for people with a disability, the Commission decided to modify its APSED software so that it records the date when it receives data that indicates that a person's disability status has changed. It will, however, be some time before comparative data can be generated using this method. In the meantime, the Commission will operate parallel systems, continuing to update data retrospectively when new data is received from agencies which shows that the person's disability status has changed. This will enable the provision of APS-wide data that can be compared from year to year.

The practice of adjusting status retrospectively after verification with agencies will continue for NESB and Indigenous employees, and data may therefore differ from that published by individual agencies.



THE LEGISLATIVE FRAMEWORK FOR WORKPLACE DIVERSITY





The *Public Service Act 1999* (PS Act 1999) articulates the APS Values that Agency Heads must uphold and promote. The APS Values are the foundation for management in the APS and provide an ethical framework for work and decision-making by Agency Heads and employees. Four APS Values are especially relevant to diversity:

- The APS is a public service in which employment decisions are based on merit (s. 10 (b));
- The APS provides a workplace that is free from discrimination and recognises and utilises the diversity of the Australian community it serves (s. 10 (c));
- The APS provides a fair, flexible, safe and rewarding workplace (s. 10(j)); and
- The APS promotes equity in employment (s. 10 (l)).

APS employees also have responsibilities that relate to workplace diversity under the Code of Conduct (s. 13 PS Act 1999):

- An APS employee, when acting in the course of APS employment, must treat everyone with respect and courtesy, and without harassment (s. 13(3)); and
- An APS employee must at all times behave in a way that upholds the APS Values and the integrity and good reputation of the APS (s. 13(11)).

Under s. 18 of the PS Act 1999 Agency Heads must establish WDPs to assist in giving effect to the APS Values. Chapter 3 of the Directions sets out the scope and application of the Values and elaborates on the requirements for WDPs.

PROGRESS IN DEVELOPING WDPs

The Public Service Commissioner's 1998 *Guidelines on Managing Workplace Diversity* required APS agencies to have WDPs in place by 31 August 1998.

Only 40% of agencies covered by the guidelines met that requirement. However, this had increased to 77% by 30 June 1999. By 30 June 2001, all 86 agencies had lodged a WDP.

A number of agencies with staff employed under the PS Act 1999 have been established since 31 August 1998 and have developed WDPs. In addition, a number of smaller agencies that were previously covered by the WDP of a larger agency have put in place their own WDP, or are working to develop one.

REVIEW OF WDPs

The Directions require agencies to carry out an annual evaluation of the effectiveness and outcomes of their WDPs. The outcomes of these evaluations can provide agencies with valuable input for their human resources strategies and procedures and for the development of new WDPs.

Under the Directions, WDPs must also be reviewed at least once every four years and many agencies have developed, or are now developing new WDPs. During the year, the

Commission facilitated two sessions to help agencies review their WDPs. Representatives of more than fifty agencies attended one of the sessions, sharing experiences and strategies. Some of the outcomes of those sessions are summarised below.

LESSONS LEARNT FROM THE REVIEW OF WDPs

- Concentrate on doing a few key things well rather than trying to do everything at once.
 - Have goals for each year.
 - Diversity is inclusive and must permeate everything in the agency.
 - Work to stop unacceptable behaviour, including bullying as well as other types of harassment.
 - Collect up-to-date diversity data on staff because it's critical to monitoring programs.
 - Integrate diversity into policy and processes, from performance assessment to human resources planning.
 - Exit interviews can provide valuable feedback on the outcomes of WDPs.
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OUTSOURCING: IMPLICATIONS FOR DIVERSITY

The Commissioner sought advice from agencies about the effect of outsourcing human resources management on diversity and, where they had outsourced aspects of human resources management such as recruitment, how they coordinated the outsourced aspects with the WDP and ensured that the outsourced provider applies diversity principles.

Few agencies have outsourced the management and strategic oversight of their WDP. However, many had outsourced aspects of human resources management, such as recruitment. Where this has occurred, agencies responded that they had taken action to ensure that contractors support the agency's strategies in this area.

In the Australian Taxation Office (ATO), the move to contracting some recruitment services has led to:

- including requirements to meet equity and merit provisions in contracts signed with external recruitment agencies;
 - providing guidance to recruiters including briefing sessions and documentation; and
 - ATO HR staff participating in recruitment processes designed and coordinated by contracted recruitment agencies.
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The ATO makes it clear to its contractors that different treatment for some applicants is sometimes necessary to provide equality of opportunity, and special arrangements may need to be made for some applicants. In the ATO all allegations and complaints about the outsourced recruitment and selection processes are monitored.

The Child Support Agency (CSA) monitors the outsourced provider of recruitment services to make sure that the merit principle is applied and allowances are made to make sure accent is not an impediment, especially in the telephone-based part of the assessment. The CSA ensures that scripts are in plain English and monitors the outsourced provider to ensure that there is no departure from the established process and script.

None of the agencies that had outsourced their human resources services or recruitment processes had concerns about whether their outsourced provider was putting the APS Values and workplace diversity principles into practice. For example, Agriculture Fisheries and Forestry – Australia (AFFA) said that it was happy that the service it received from its outsourced provider complied with the APS Values, in particular diversity.



IMPLEMENTING WORKPLACE DIVERSITY





Under the PS Act 1999 and the Directions, Agency Heads are responsible for implementing strategies for promoting workplace diversity. Activities occur both within and across agencies, and examples of the kind of work that was done during the year are mentioned below.

GUIDELINES

Agency workplace diversity coordinators worked with the PSMPC to draft new guidelines on workplace diversity and special employment measures. The updated *Guidelines on Workplace Diversity* were released during the year and provide comprehensive information on managing diversity in the APS.

The Guidelines, which are designed to assist agencies meet their legal obligation to develop a WDP and help them embed the principles of workplace diversity in their culture and their management systems:

- outline the legislative framework;
- describe how to establish a WDP;
- highlight special employment measures for people with an intellectual disability and Indigenous Australians;
- identify reporting requirements and responsibilities;
- describe the roles and responsibilities of a workplace diversity coordinator; and
- include ideas for strategies and a resource list.

Also of assistance to agencies is the updated *Values in the APS*, which was released during the year and provides advice to all staff on the principles behind each Value, suggesting possible indicators that could be used to assess how the Values are being embedded in agencies' culture.

DIVERSITY SUPPORT

WORKPLACE DIVERSITY NETWORKS

The Workplace Diversity Coordinator's network comprises more than 170 workplace diversity coordinators and other interested people from over 90 agencies who share resources, strategies and best practice through meetings and a monthly e-mail newsletter produced by the Commission. The network met three times during 2000–01. Themes included support for carers, strategies for addressing employment-related disadvantage for people with a disability, and options for diversity training.

In addition to regular network meetings there were two meetings of each of two special interest groups: one which considers strategies and policies relating to employment-related disadvantage on the basis of race or ethnicity and one on work and family issues. Two workshops were also held, involving more than fifty agencies, to help network members review their WDPs and develop new WDPs.

The Indigenous Employment Group (IEG) comprises representatives from thirty agencies who meet to share experiences and innovations in Indigenous recruitment and career development. The IEG met four times during 2000–01. Topics covered included Indigenous Cadetships and successful recruitment and retention strategies used by different agencies.

DEVELOPMENT OF INDIGENOUS EMPLOYEES

A two-day workshop was held in December 2000, for Indigenous APS employees at APS 1–4 levels. The aims and objectives of the workshop included:

- gathering information about the experiences of Indigenous APS employees so that the PSMPC can provide advice to agencies about best practice in Indigenous employment in the APS;
- providing participants with a range of views on issues affecting employment and their careers within the APS;
- helping participants develop knowledge of the work undertaken in some APS agencies, encouraging the participants to consider them as career options;
- helping participants to identify the skills they need to develop to enhance their career prospects, and to consider strategies to undertake skills development; and
- providing participants with the opportunity to network.

Participants identified major issues affecting recruitment and retention of Indigenous Australians in the APS, which included poor retention caused by a lack of other Indigenous employees to deal with at work, problems with identified positions, promotion, cultural sensitivity, recruitment, communication, discriminatory practices and access to higher education, training and development.

The issues raised by participants at this workshop led to the design of a one-day workshop for APS HR practitioners involved in the recruitment and retention of Indigenous employees. The workshop, *Employing Indigenous Australians in the APS - Good Employment Practices*, was held in May 2001 to raise awareness about best practice in employing Indigenous Australians. The workshop helped participants develop their knowledge of ways to improve employment practices and discuss creative approaches to the recruitment and retention of Indigenous employees.

In order to understand the development needs of Indigenous Executive Level APS staff, the Commission undertook a survey of all Indigenous Executive Level staff. The focus was on Executive Level staff because they are the feeder group for the SES and role models for more junior Indigenous employees. The Commission is currently analysing the results of the survey, which will be drawn on when providing advice to agencies on possible strategies to address the development needs of this group.

APS WORKPLACE DIVERSITY AWARDS 2000

The annual Workplace Diversity Awards were organised by the Commission. The Awards recognise innovative, successful workplace diversity strategies and promote creative ways of implementing workplace diversity.

In 2000, there were 22 entries from 11 agencies. Against the criteria of innovation, results, lasting impact and transferability, the winner in the open category was Centrelink, for its Community Language Proficiency test. The Australian Communications Authority won the Small Agency category for its *Working Together* training program which addressed problems in the cohesiveness of its workplace culture and ensured that the agency capitalised on the diversity of its staff. The winner of the Regional Activities category was Centrelink Townsville for its Indigenous Recruitment program.

WORKPLACE DIVERSITY AWARDS WINNERS

COMMUNITY LANGUAGE PROFICIENCY TEST (CENTRELINK)

Centrelink entered into an agreement with the University of New South Wales to provide a suitable testing procedure for language skills in a wide range of community languages. Since successful applicants would be required to handle telephone or counter enquiries, or in more complex cases, conduct interviews, tests are conducted by telephone. This has the advantage of enabling staff in offices across Australia to participate in the program without travelling to a central testing location.

Having an academic institution involved in the project has led to greater credibility for the test results, and accreditation is therefore of greater value to the staff member and to Centrelink.

Through the Community Language Proficiency Test, Centrelink has been able to provide a work environment that recognises, develops, uses and rewards the knowledge and skills of employees and provides an effective and more timely service to customers in many situations.

WORKING TOGETHER PROGRAM (AUSTRALIAN COMMUNICATIONS AUTHORITY)

As a recently amalgamated agency with two main offices, other offices around the country and staff with diverse backgrounds, the Australian Communications Authority (ACA) faced considerable difficulty in developing a sense of cohesiveness in its workplace culture.

ACA's *Working Together Program* involves workplace diversity training for every member of staff. The launch involved a clear statement of commitment from the Agency Head. The training involved three half-day sessions. It was interactive and conducted in a light-hearted manner. The

training encouraged later discussion of issues in team meetings. It was developed to cover not just workplace diversity but also communication, team building, conflict resolution and aspects of organisational culture. A staff survey conducted in 2000 showed that the program had been successful.

INDIGENOUS RECRUITMENT (CENTRELINK)

The Centrelink Call Centre in Townsville recognised the need to employ staff capable of meeting the needs of its customers – including Indigenous customers. In 1997, there were no Indigenous employees in the Call Centre. After recruitment drives, the Call Centre now maintains a level of 15–20% of Indigenous staff.

The recruitment campaign used the Indigenous Radio Network. Posters and flyers using Aboriginal and Torres Strait Islander artwork were sent to Indigenous Community Agents and Liaison Officers in small towns; similar advertisements were placed in numerous newspapers throughout the region. An Indigenous human resources consultant advised the recruitment agency on issues surrounding Indigenous recruitment. Potential applicants were able to talk about the work with Indigenous staff at either the Townsville or Cairns Call Centres before formally applying. As the employment opportunities involved telephone answering, the interview process began with initial contact made by telephone. Approximately 10% of new recruits from this round were Indigenous people.

In the next recruitment round Indigenous staff actively promoted the posters and flyers throughout Central and North Queensland and participated in a talk back program on the Indigenous Radio Network. Over 15% of new recruits from this round were Indigenous people.

The Commission published information on many of the programs nominated for the awards in a booklet, and encourages other agencies to use the awards as a source of new ideas.

EMPLOYEES' PERCEPTIONS OF APS VALUES ON DIVERSITY

During the year, the Commission sought to assess agency performance in upholding and promoting APS Values, including diversity, through feedback from employees. To this end, Agency Heads were asked to include some questions in their staff surveys during 2000–01. Agencies were asked to obtain staff responses, using a five point Likert scale, on issues such as the recognition given to the diversity of the workforce.

When interpreting survey results, it should be noted that this was not a centrally run survey and that the suggested questions were asked in different formats and at different times by individual agencies. These issues should be taken into account in interpreting survey results.

Employees were asked to respond to the statement that: 'Diversity of skills, experiences, background and ways of working are recognised and appreciated in my agency.'

Forty-six per cent of staff surveyed gave a positive response to that statement. This is disappointingly low and indicates that agencies need to do further work to achieve the benefits that workplace diversity can provide.

There was a noticeable difference in responses depending on the size of the agency. In agencies with more than 3000 employees, 39.5% of staff agreed with the statement; in agencies with between 500 and 3000 staff, 48.8% agreed with the statement; and in agencies with less than 500 staff 59.1% of staff agreed with the statement.

This is useful benchmarking data and will be followed up in a future Report. A report on all the data gathered in the Values survey is included in the *State of the Service Report 2000-01*.



WORK LIFE BALANCE





As noted earlier, a diverse workforce is integral to achieving effective business outcomes. It is now recognised in Australia and internationally and by private and public sector employers that a diverse workforce will only perform to its full potential if there are initiatives in place to assist employees to achieve work, life and family balance.

It has now become accepted that APS agencies should have working conditions and flexible leave arrangements that assist staff in managing the balance between personal, family and work commitments. It is recognised that 'personal' responsibilities go beyond childcare needs and the response requires more than allowing a few people to work part-time.

The Hon Dr David Kemp MP, Minister Assisting the Prime Minister for the Public Service at the 2000 APS Workplace Diversity Awards.¹

A range of strategies is currently in place within APS agencies aimed at addressing the work life balance of employees. These include long-accepted practices which some agencies have begun to monitor more actively, such as use of recreation leave, more recent developments such as additions to flexible working arrangements, and innovative strategies such as reimbursement of childcare fees and information and referral services for carers. It is interesting to note that at least one agency is advertising itself as an employer of choice in the context of its commitment to the work life balance of employees.

RECRUITMENT EMPHASISING WORK LIFE BALANCE

A recruitment strategy used by the Department of Finance and Administration (Finance) highlights the importance of work and life balance issues in the workplace. Using the slogan 'Life is all about Balance', Finance has advertised itself in the national press as an employer of choice, providing assistance to its employees in achieving a work, life and family balance.

The quantitative benefits of work life initiatives have not yet been assessed in the APS. A PriceWaterhouseCoopers study² of graduates worldwide, however, found that work life balance was the key driver of choice of employer for 45% of graduates, and salary for only 22%. AMP has stated³ that its investment in family-friendly provisions was yielding a 400% return in the form of lower staff turnover and higher productivity.

MEASURES TO ASSIST A BALANCE

The Directions require Agency Heads to put in place measures to ensure that APS employees are helped to balance their work, family and other caring responsibilities. Some agencies have initiatives in their Certified Agreements (CAs) and Australian

Workplace Agreements (AWAs), including health and lifestyle programs, which bring lifestyle issues to the notice of employees. Such programs provide information on healthy lifestyles and may include sessions on tactics for balancing work and life, stress, meditation, time management, health tests, massage, nutrition and sporting events.

In a survey of agreement making in the APS undertaken in 2001 by Department of Employment, Workplace Relations and Small Business (DEWRSB), 74% of agencies reported family friendly provisions as an important performance-enhancing feature of their agreements, up from 22% of agencies in 1999.

APS agencies also use agreement making to manage working arrangements and to address the issue of extended working hours. The DEWRSB survey revealed that approximately 45% of current agency agreements (CAs and AWAs) include specific provisions aimed at effectively managing extended hours. These provisions include:

- agency commitments to reducing circumstances where employees are required to work longer hours;
- making better use of time through revision of policies and procedures e.g. limiting the length of meetings and briefings;
- emphasis on quality of work rather than the hours worked;
- electronic time sheets allowing more active monitoring of hours worked;
- a review of work load if an individual staff member is consistently required to work long hours and strategies developed to address the situation; and
- relying more heavily on ways of reducing travel demands, such as teleconferencing.

Some agencies that indicated in their responses to the Commissioner that they had introduced initiatives to address the issue of extended working hours, also highlighting the need for a demonstrable commitment by senior managers for these policies.

WORKING SMARTER PRINCIPLES⁴ (DFAT)

The Department of Foreign Affairs and Trade (DFAT) developed a "working smarter strategy" aimed at combating a longstanding aspect of its culture - the tendency for staff to work long hours, jeopardising a healthy balance between professional and personal life. The policy focuses on achieving high productivity so that all staff can operate at a sustainable pace with maximum effectiveness.

The Secretary released a discussion paper proposing working practices that recognised and rewarded staff who demonstrated good judgement in setting work priorities, who strategically organised their own time and that of subordinates, and who maintained a good balance between work and private lives.

Implementing the Working Smarter Principles involved streamlining procedures for the production of Ministerials and briefs and ensuring

that these procedures were aimed at undertaking core business more effectively to help staff attain a healthy balance between work and life.

The Smarter Working Principles are part of performance appraisal. They include:

- codes of best practice for the efficient conduct of meetings;
- strict limits to the length of reports to and from overseas posts;
- full utilisation of recreation leave; and
- actively discouraging staff from working long hours (except in emergencies).

FLEXIBLE WORKING PATTERNS

The concept of diversity acknowledges that people have family and personal responsibilities that need to be balanced with work responsibilities. For this reason, in many agencies, in addition to implementing flexible working arrangements, staff can use other forms of personal leave provided for in their CAs and AWAs to assist them minimise the conflicts between work, family and life responsibilities.

It should be noted that, in each successive round of agreement making, agencies are becoming more experienced in developing agreements and the conditions contained in agreements are becoming more varied. For this reason, it is difficult to provide comprehensive data on the proportion of APS agreements that contain flexible working conditions. Agencies reported to the Commissioner that they had a wide range of flexible working arrangements in place, including:

- part-time work;
- home-based work;
- job sharing;
- flex-time;
- 'flexbank' which give employees the option to accumulate flex time;
- encouragement to take recreation leave;
- purchased leave;
- Christmas/New Year shutdown without loss of salary or leave;
- extended working hour bandwidth to allow employees more control over start and finish times;
- entitlement of Indigenous employees to leave for ceremonial purposes or to participate in NAIDOC Week celebrations;
- scope for Executive Level staff to access overtime payments in certain circumstances; and
- the availability of computers to take home.

Some flexible work arrangements, however, can increase work pressures on some employees, while providing benefits to others. For example, home-based work can mean that employees work longer hours. A recent, small survey of SES officers⁵ revealed that 48% had dial-in access to e-mail, which provided greater flexibility, but also made it easier to work extended hours. The results of the survey also showed that a large percentage of SES staff do not regularly take their recreation leave. This data supports anecdotal evidence that some SES staff have a large amount of leave in their leave bank that they will never be able to use. Some agencies set out their expectations that leave will be taken in their CAs and AWAs, while others have made managers responsible for ensuring that this occurs.

SES WORK LIFE BALANCE: A PROJECT UNDERTAKEN BY A GROUP OF PARTICIPANTS IN THE EXECUTIVE LEADERSHIP DEVELOPMENT PROGRAM 4, 2001

Responses from 81 SES staff and 17 CEOs of Departments and major agencies indicated that:

- work life balance is recognised as an important issue by SES staff and CEOs;
- hours worked is not the only consideration. Others include travel, after hours work at home, work on weekends, after hours meetings and inability to take leave; and
- perceptions of SES and CEOs may be different – CEOs may have a more favourable view of the extent to which SES staff can access flexible working arrangements.

Findings included that:

- 68% of SES staff said that the demands of their work were interfering with their home or personal life either regularly (47%) or virtually all the time (21%). For 33% this made it difficult to fulfill family or personal responsibilities.
- 32% of SES staff said that their work was adversely affecting their physical and/or emotional health
- the average recreation leave balance was 8.5 weeks with only 41% able to say that they had taken what they considered to be adequate recreation leave in the last 2 or 3 years.
- there was wide variation to questions about access to flexible working arrangements e.g. part-time work or 48/52 arrangements

Responses from SES staff about ways to improve work life balance included:

- CEOs setting an appropriate example;
 - video conferencing arrangements to reduce international travel;
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- on-line access to work from home;
- more emphasis on specialist training for Personal Assistants;
- time off in lieu for time spent working or traveling;
- better understanding of personal needs;
- on-site child care facilities;
- access to part-time employment; and
- access to 45/52 arrangements.

Responses from CEOs on the work life balance of SES staff included:

- a desire to set a personal example;
- possibility of incentives to encourage SES staff to take adequate leave each year;
- need to avoid scheduling meetings outside reasonable working hours;
- some capable employees not seeking promotion to the SES because of perceived inability to balance work and life at that level;
- acknowledgement that work life balance is essential to health of SES and agencies; and
- work life balance issues should be part of performance appraisal for SES.

CARE FOR CHILDREN

Responses to the Commissioner indicated that all agencies, in addition to flexible hours, offer at least one option relating to childcare in CAs and AWAs. Options included:

- reimbursement of school holiday fees;
- carers leave;
- options for women returning from maternity leave to return part-time;
- carers rooms;
- facilities for nursing mothers;
- payment of carers' costs when work demands fall outside working hours, such as travel for meetings or conferences;
- on-site child care facilities;
- on-site school holiday programs;
- reservation of Family Day Care positions; and
- childcare information and referral services.

AREA WEST VICTORIA METRO SCHOOL HOLIDAY PROGRAM⁶ (CENTRELINK)

Centrelink West Victoria established a 6-week school holiday program for children of its staff from 7 of its metropolitan sites. The program was developed and implemented following a survey that indicated that, for staff to be available to work during the Y2K period, there was widespread need for care for school age children.

The program was based at a central location at minimal cost to parents with Centrelink providing subsidies by covering salary and venue costs.

At the conclusion of the program, Centrelink conducted a comprehensive evaluation with cost analysis, discussion of lessons learnt, and suggested changes should future programs be scheduled.

The children, parents and carers were overwhelmingly positive in their evaluation of the program, some parents requesting that it be run again in the following summer holidays, and also during the year.

CARE FOR ADULTS

Many changes have occurred within Australian society, which have in turn had profound effects on the structure of the workforce and the needs of workers. As a result, workplace policies are often required to be structured to deal with diverse needs of employees at different stages of their lives.

An important change in Australia has been increased labour force participation of older women, which has risen for women aged 45-54 from 59% in 1989 to 72% in 1999, and from 33% in 1989 to 47% in 1999 for women aged 55-59⁷. Managing elder care and work is becoming a major issue for some of these workers, with survey results from the Australian Institute of Family Studies⁸ finding that among older workers (the majority of whom were women), 17% were the main carer of an elderly, ill or disabled family member.

Care for older, disabled or ill family members differs from childcare in a number of ways and, as a matter of good practice, should be acknowledged in workplace policies. While many CAs and AWAs provide for this, there is no APS-wide information about the extent to which these provisions are used. Since 35.09% of APS employees are aged between 45-59, however, it is reasonable to assume that a fair percentage would have responsibilities for caring for an adult. Centrelink offers an Elder Care Referral Service to employees who need information and advice on care for their elderly relatives.

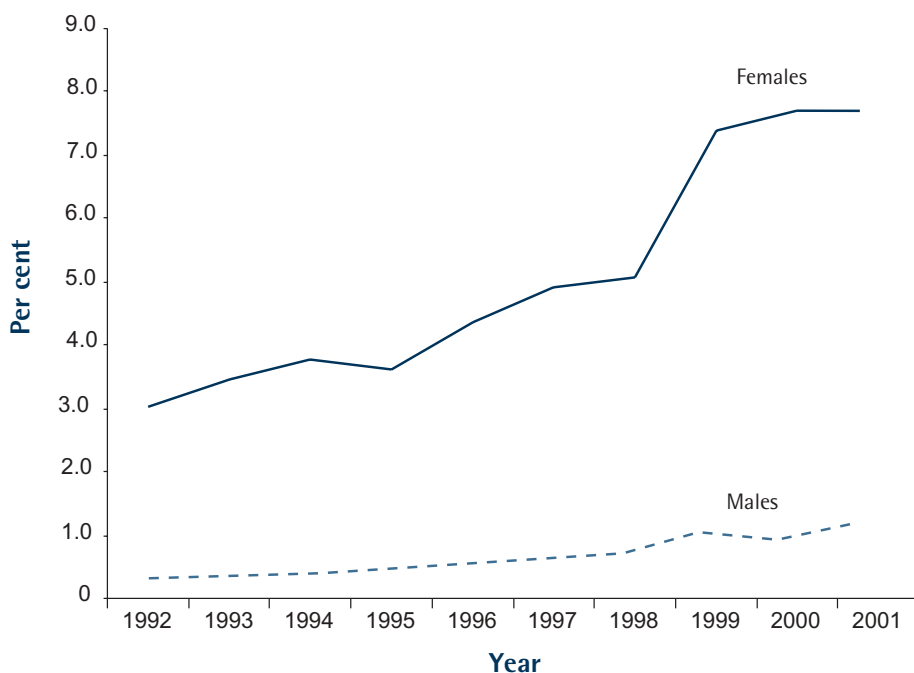
PART-TIME WORK

Part-time work is an option for many employees attempting to achieve a work life balance. All APS agencies reported that they offer part-time working arrangements, with several also offering part-time work to all women returning from maternity leave.

The proportion of ongoing employees working part-time in the APS has increased over the last ten years, from 3.0 % at 30 June 1992, to 8.1% at 30 June 2001. A major factor in this increase was the removal of restrictions on the use of ongoing part-time staff which were included in many awards and enterprise agreements until the mid to late 1990s.

Although women continue to represent the greater proportion of employees working part-time in the APS, the proportion of men working part-time is increasing. Of ongoing staff employed at 30 June 2001, 2.1% of men were employed part-time, an increase from 0.6% at 30 June 1992. At 30 June 2001, 13.7% of women were employed part-time, compared to 5.8% at 30 June 1992.

FIGURE 1: ONGOING STAFF – PROPORTION UNDERTAKING PART TIME WORK, JUNE 1992 TO 2001



FATHER FRIENDLY POLICIES

Work life balance is not a gender specific issue, although it may sometimes have been treated as such in the past. Best practice policies address the needs of all employees. Apart from data that reveals that there has been an increase in the proportion of men working part-time in the APS, there is no data about the uptake of flexible arrangements. More generally, an Australian Bureau of Statistics study⁹ on working arrangements for carers demonstrated that men working in the public sector are more likely to use work, life and family balance provisions than their counterparts in the private sector. The study showed that in the private sector 47% of females and 28% of males had used leave provisions for caring purposes, compared to the public sector where 53% of females and 47% of males had used flexible work arrangements to care for another person.

MONITORING AND MANAGING WORK LIFE POLICIES

Almost all agencies reported that they had measures to inform staff about work life balance policies. The most common methods used were the intranet, newsletters, induction sessions, group information sessions, workplace diversity or human resources officers, workshops, educative forums and diversity news updates circulated by e-mail.

Gathering employee survey data helps to improve the reach and impact of work life programs. A large proportion of agencies reported that they used surveys to monitor staff perceptions of satisfaction with, and accessibility to, work life provisions. Several agencies gathered information through research for CA negotiations, focus groups, exit surveys, workplace diversity surveys and evaluation sheets for carers' rooms. Some agencies ensured that employees contributed to policies to make sure their needs are being met.

Most agencies reported a combination of mechanisms for monitoring the uptake of work life policies, including monitoring leave taken, using information about the use of flexible working conditions, reporting to the Executive by HR, Workplace Relations Committees or Workplace Diversity Committees, making monitoring the responsibility of managers, informal mechanisms (especially in smaller agencies) and reporting from external counselling and health providers on the number of staff using their services.

Best practice policies for managing work, life and family involve a demonstrable commitment by senior managers, training to give managers the ability to manage work life initiatives effectively and to give them an understanding of the issues involved, and encouragement for staff to use the provisions available to them.

- 1 *APS Workplace Diversity Awards 2000*, PSMPC, 2000, p. 7
 - 2 'Whooping it up at work', *Australian Good Taste*, September 2001, p. 39
 - 3 'AMP's 400% gain from going family friendly', *HR Report*, Issue 239, 2001, p. 2
 - 4 *APS Workplace Diversity Awards 2000*, PSMPC, 2000, p. 12
 - 5 SES Work Life Balance, Executive Leadership Development Program No 4, September 2001
 - 6 *APS Workplace Diversity Awards 2000*, PSMPC, 2000, p. 17
 - 7 'Supporting carers of older Australians – an ABS study', *Work and Family Newsletter*, Department of Employment, Workplace Relations and Small Business, August 2001
 - 8 *ibid.*
 - 9 *Working arrangements of carers – managing caring responsibilities and paid employment*, Australian Bureau of Statistics, 2000
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PROFILE OF THE APS





There are now fewer employees in the APS than there were ten years ago. At 30 June 1992 there were 142 287 ongoing staff, compared to 108 005 at 30 June 2001. There has also been a change in the demography of the APS because of technological change, outsourcing, the increasing complexity of public sector work and the movement of some Commonwealth functions outside the APS.

All these factors have affected trends in the representation of EEO groups. They have affected administrative and non-clerical streams of work, where members of EEO groups have in the past been over-represented, more than managerial levels, where in the past those groups have been under-represented. Each of these groups is considered in more detail in the following chapters.

TABLE 1: ONGOING STAFF – REPRESENTATION OF EEO GROUPS, JUNE 2000 AND JUNE 2001

EEO Group	2000		2001	
	No.	%	No.	%
Women	51 253	49.9	55 521	51.4
Indigenous Australians	2410	2.3	2372	2.2
Race or ethnicity	11 890	11.6	11 589	10.7
People with a disability	4 328	4.2	4 045	3.7

COMPARATIVE DATA

There is always interest in comparing diversity data for the APS with other sectors of the population. Appendix 2 gives comparative diversity data for:

- the Australian population of working age;
- the Australian labour force: people in work or looking for work;
- Australians in employment; and
- Australians employed in occupations that are equivalent to APS occupations.

The data shows that the APS employs a higher proportion of Indigenous Australians (2.2%) than APS-equivalent occupations (0.8%) or than are in the labour force as a whole (1.3%).

Representation of people from a non-English speaking background in the APS (10.7%) is slightly lower than in APS-equivalent occupations in industry (11.7%) and lower than the labour force in general (13.9%).

Representation of women in the APS (51.4%) is lower than in APS-equivalent occupations in industry (55.3%) and higher than the labour force in general (43.8%).

These comparisons should be used with caution because of expected under-reporting of EEO status, since identification as a member of an EEO group is voluntary. Another reason for caution is that different data sources use different definitions of disability.

Total figures should be used with care because in themselves they do not give a complete picture. They do not show the representation of disadvantaged groups in terms of seniority, salary and level of responsibility.

It should be borne in mind that the availability of people with the skills the APS currently needs affects the composition of the APS. The best indicator of diversity performance for an individual agency is continuing improvement in representation of EEO groups, particularly at senior levels. Individual agency data can be found in Appendix 1.

GENDER





For the first time since the APS was established, there are more women than men employed on an ongoing basis in the APS. At 30 June 2001, women represented 51.4% of all ongoing staff, a slight increase since June 2000 (Figure 2). The proportion of women has increased steadily over the past ten years. Figure 3 shows how the proportions have changed over that time.

FIGURE 2: ONGOING STAFF BY GENDER, JUNE 1992 TO JUNE 2001

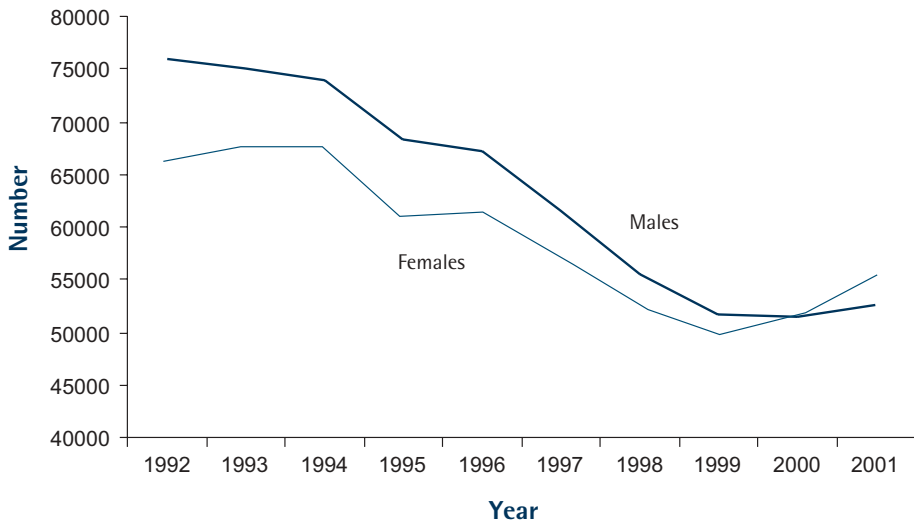
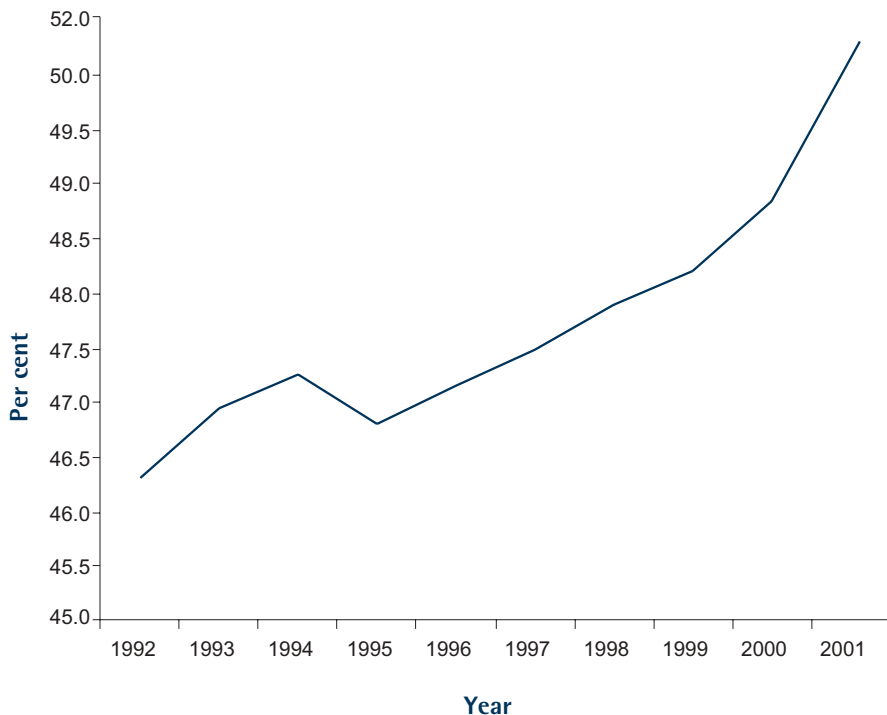


FIGURE 3: WOMEN AS A PERCENTAGE OF TOTAL ONGOING STAFF, JUNE 1992 TO JUNE 2001



The gender ratio of ongoing staff varies from agency to agency. In agencies with more than 3000 staff at 30 June 2001, 31.6% of ongoing staff in the Department of Defence were women compared to 72.1% in the Department of Family and Community Services. In agencies of between 1000 and 3000 staff at 30 June 2001, it ranged from 31.4% in Environment Australia to 59.0% in the Department of Education, Training and Youth Affairs.

FIGURE 4: ONGOING STAFF – GENDER REPRESENTATION BY PORTFOLIO (FOR AGENCIES WITH MORE THAN 3000 ONGOING STAFF), JUNE 2001

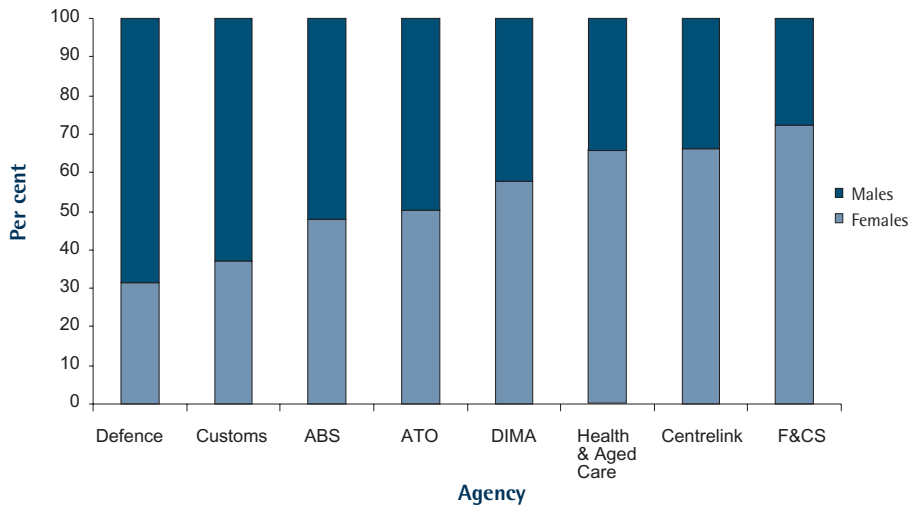
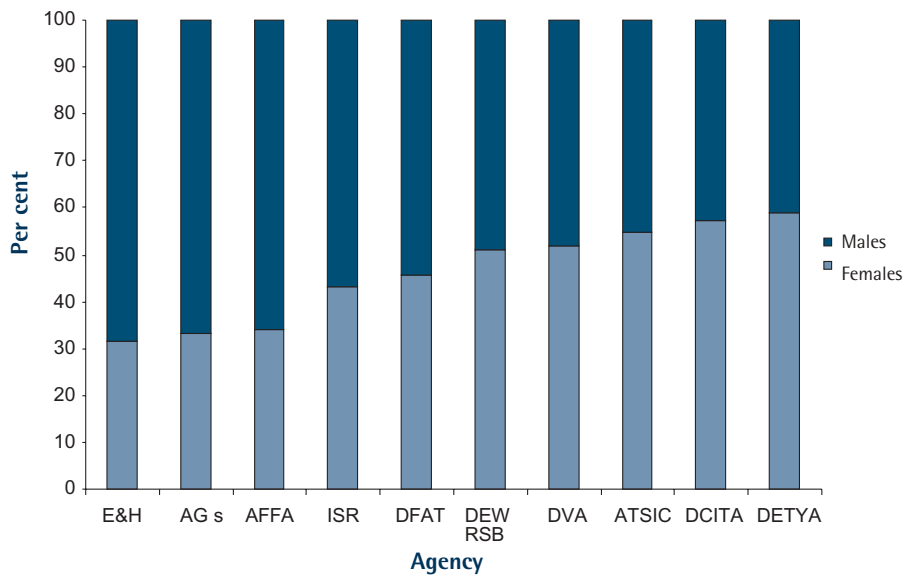


FIGURE 5: ONGOING STAFF – GENDER REPRESENTATION BY PORTFOLIO (FOR AGENCIES WITH BETWEEN 1000 AND 3000 STAFF), JUNE 2001



CLASSIFICATION

Women continue to be concentrated in more junior classifications. Women are heavily concentrated at APS levels with 84.3% of all women being in the APS stream compared with 70.1% of men. Women comprise 56.0% of all ongoing staff at APS level.

Men still outnumber women at middle and senior management levels. At Executive Level, 35.0% of ongoing staff are women (Table 2). At SES level, 27.4% of ongoing staff are women.

TABLE 2: ONGOING STAFF—CLASSIFICATION BY GENDER, JUNE 2001

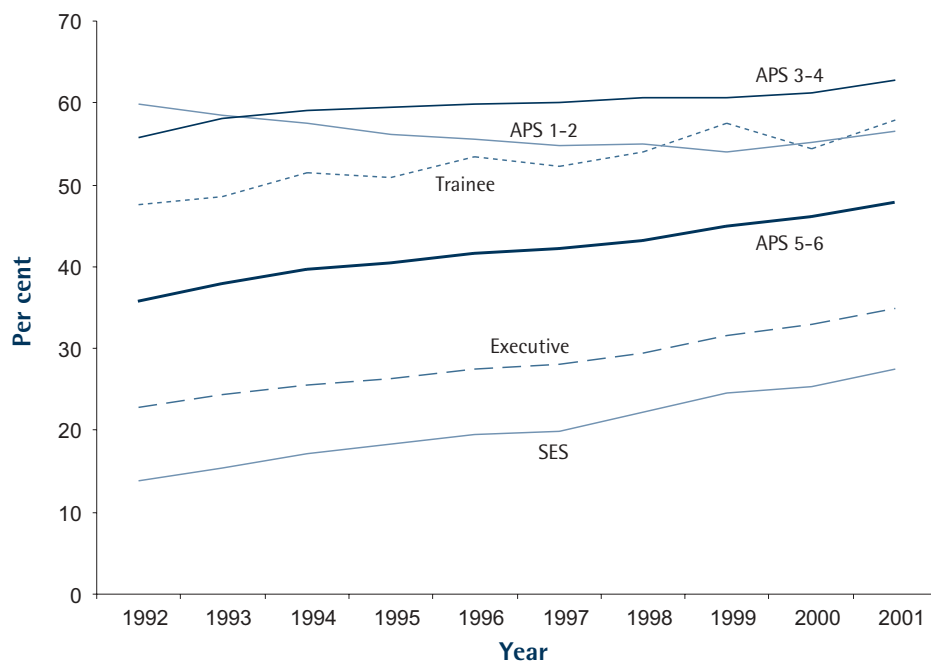
	Males		Females		Total	
	No.	%	No.	%	No.	%
APS	36 768	70.1	46 816	84.3	83 584	77.4
Executive	13 971	26.6	7 509	13.5	21 480	19.9
SES	1206	2.3	456	0.8	1 662	1.5
Trainee	539	1.0	740	1.3	1 279	1.2
Total	52 484	100.0	55 521	100.0	108 005	100.0

There has been a gradual increase in the proportion of women at higher levels over the past 10 years and a decline in the proportion of women at more junior levels. The proportion of women in APS 1–2 classifications has decreased, while the proportion in APS 3–4 has increased. The proportion of women in APS 5–6 classifications has increased over this time.

TABLE 3: ONGOING STAFF – REPRESENTATION OF WOMEN BY CLASSIFICATION

	Representation rates of women as percentage of ongoing staff		
	1992	2000	2001
APS 1-2	59.8	55.2	56.5
APS 3-4	55.9	61.2	62.7
APS 5-6	35.7	46.0	47.8
Executive	22.9	33.0	35.0
SES	13.8	25.3	27.4
Total	46.6	49.9	51.4

FIGURE 6: ONGOING STAFF – PROPORTION OF WOMEN BY CLASSIFICATION, JUNE 1992 TO JUNE 2001



GENDER BY EMPLOYMENT MODE

Ninety-three percent of men in the APS are in ongoing employment at 30 June 2001, compared to 89.3% of women. (The rest are non-ongoing.) The proportion of men in ongoing employment has decreased slightly since 30 June 2000 (93.4%), while that of women has increased slightly (89.3%).

TABLE 4: ALL STAFF – EMPLOYMENT CATEGORY BY GENDER, JUNE 2000 AND JUNE 2001

	Males				Females			
	2000		2001		2000		2001	
	No.	%	No.	%	No.	%	No.	%
Ongoing	51 450	93.4	52 484	93.0	51 253	88.1	55 521	89.3
Non-ongoing	3 665	6.6	3 953	7.0	6 954	11.9	6 686	10.7
Total	55 115	100.0	56 437	100.0	58 207	100.0	62 207	100.0

Although women comprise 51.4% of ongoing APS employees, their representation in part-time employment is significantly higher (see chapter on work life balance). The ratios shown are substantially the same as for 2000 and are expected to remain the same while women continue taking primary responsibility for care of children and dependent relatives.

At June 2001, 27.4% of the SES were women, an increase of almost two percent since June 2000 when 25.3% of the SES were women. There has been a steady increase over the past ten years. In 1992 13.8% of SES were women. Most SES staff are at Band 1 level (73.89%), with 80.9% of women in the SES represented at that level compared to 71.2% of men.

ENGAGEMENTS, PROMOTIONS AND MOBILITY

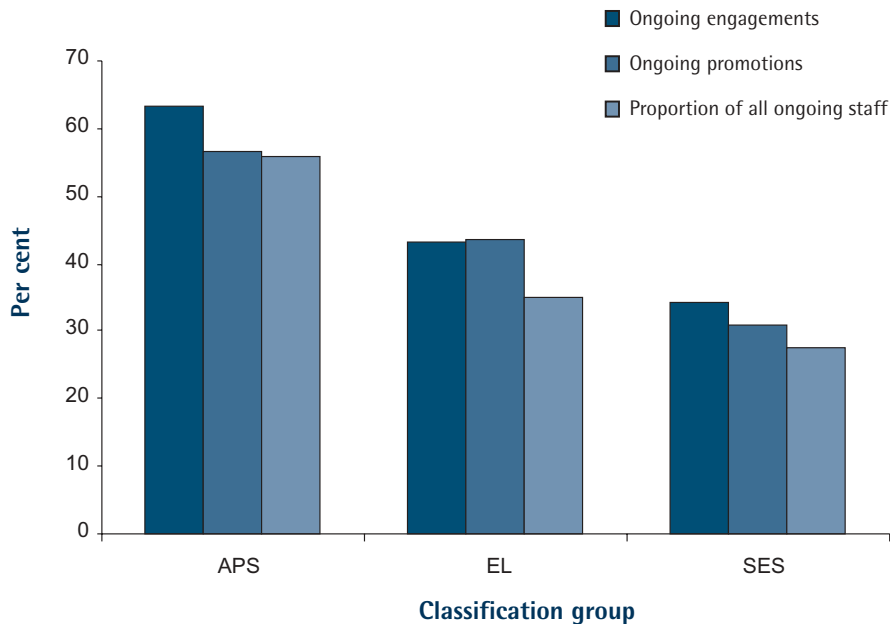
Women represented 61.5% of all engagements during 2000–01. They made up 53.4% of staff promoted in 2000–01.

Representation of women at senior levels continues to increase slowly. Women now comprise 35.0% of ongoing Executive Level staff (compared to 33.0% at June 2000). They comprised 43.1% of all engagements at those classifications in 2000–01.

The proportion of women who were promoted to Executive Levels in 2000–01 was 43.6%, an increase from 39.4% in 1999–00. The proportion of women promoted to SES level and within the SES has increased from 28.9% in 1999–00 to 31.1% in 2000–01.

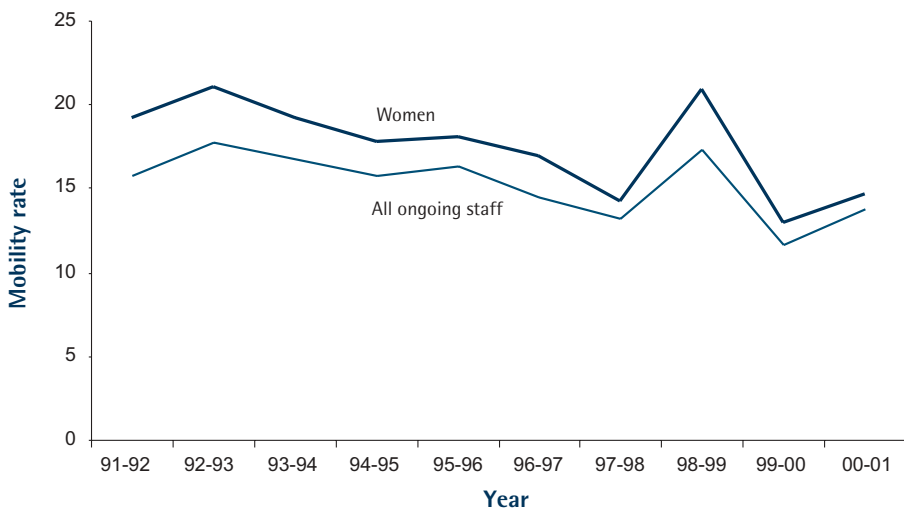
Details of ongoing engagements and promotions are at Appendices 3 and 5 respectively. Figure 7 shows engagement and promotion rates for women to classification groups compared with their representation rates for those classification groups.

FIGURE 7: ONGOING STAFF – ENGAGEMENT AND PROMOTION RATES FOR WOMEN, 2000–01



Staff movements are also measured using mobility rates. Mobility rates for men and women are illustrated in Figure 8. Over the past 10 years, mobility rates for women were above average for the APS as a whole. Although reasons are unknown, it could show that women change locations to fit in with family responsibilities, e.g. work nearer home, change locations following their partner's career, and/or are willing to move to pursue career paths or change duties as a result of taking time off for family responsibilities and women may agree to be reassigned to different duties on return from maternity leave.

FIGURE 8: ONGOING STAFF – MOBILITY RATES FOR WOMEN, 1991-92 TO 2000-01



Mobility is defined as any movement in the APS through promotion or transfer at the same level, including both inter-agency and intra-agency movements. It does not include appointments to and separations from the APS, nor does it include changes that are the result of Machinery of Government decisions or Administrative Arrangements Orders.

SEPARATIONS

Of staff who separated from the APS in 2000–01, 49.1% (4006) were women, compared with 49.3% (or 4938) in 1999–00. Of women who separated from the APS in 2000–01, 14.4% were retrenched, while 21.8% of men who separated from the APS were retrenched.

TABLE 5: ONGOING STAFF – TYPE OF SEPARATION BY GENDER, 2000–01

	Males	Females
Resignation	2 086	2 517
Age retirement	360	260
Retrenchment	904	576
Invalidity retirement	122	72
Termination of appointment	265	310
Death	50	27
Other	358	244
Total	4 145	4 006

WOMEN IN THE APS: PAST

Women have not always been able to participate equally in APS employment. For example, neither married nor single women were eligible for appointment to clerical or administrative positions in what was known as the Third Division until 1949. In addition, married women were excluded from all permanent employment in the early years of the APS, which led to large numbers of women leaving the APS.

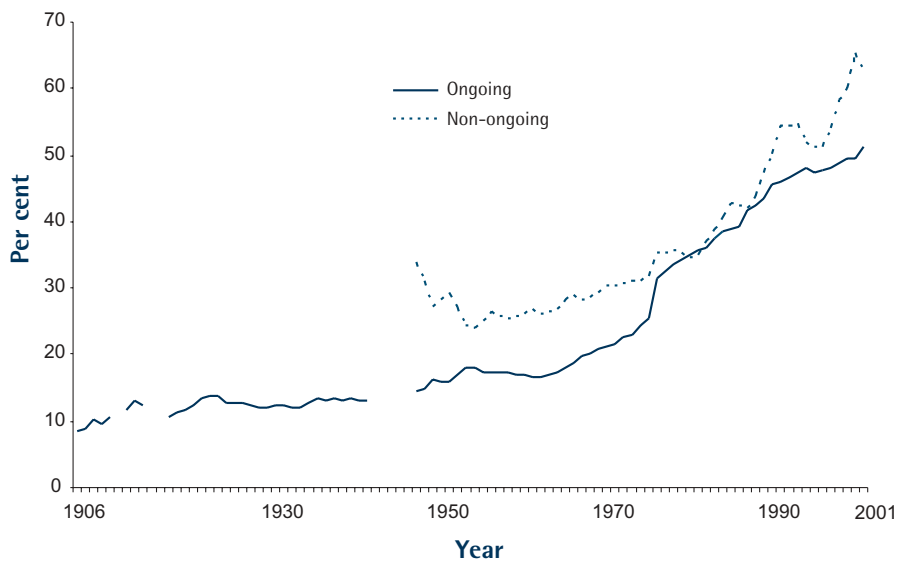
Restrictions against the employment of women, unmarried or single, were lifted in times of staff shortages, for example during World War II.

TABLE 6: WOMEN RESIGNING UPON MARRIAGE

	Women resigning due to marriage bar*	Total separations	Marriage bar separations as a per cent of all separations
1907	25	585	4.3
1910	27	802	3.4
1920	130	1 944	6.7
1930	139	962	14.4
1940	198	943	21.0
1950	458	3 926	11.7
1960	1 642	9 796	16.8
1965	1 732	13 591	12.7

*repealed on 18 November 1966

FIGURE 9: WOMEN – PROPORTION OF ONGOING AND NON-ONGOING STAFF, 1906–2001



Between June 1961 and June 1971, the proportion of women in the APS increased by 4% to 24.5%. This was largely due to removal of the marriage bar in 1966. During that decade, the number of women in permanent employment in the Third Division increased by just over 400% (from 1878 to 9513 during the ten years). Overall the number of married women in permanent employment rose from 3606 in 1967 to 10 940 in 1970.

In 1971 all positions in the Second and Third Divisions, except dental therapists and pre-school positions, were open to both men and women. In the Fourth Division, typists, accounting machinists and data processing positions were normally positions staffed by women and others such as motor drivers and meat inspectors were only staffed by men. In 1973 the provisions of the *Public Service Act 1922* that discriminated against women were repealed.

The *Public Service Reform Act 1984* required each department to develop and implement action plans for the four identified groups of women, people of non-English speaking background, Aboriginal people and Torres Strait Islanders and people with a disability.

The representation of women increased steadily during the 1990s and as noted above, for the first time, the number of women who are ongoing employees in the APS is greater than the number of men, although there are still more men than women at senior levels.

WOMEN IN THE APS: TODAY

Most agencies have low-key strategies to increase the number of women in SES feeder groups. The most common strategies reported to the Commissioner were:

- encouraging women to undertake training;
- encouraging women to apply for promotion;
- encouraging women to represent the agency; and
- promoting flexible working arrangements, available to all staff.

STRATEGIES TO ENSURE OPPORTUNITIES FOR WOMEN IN SES FEEDER GROUPS

The Australian Electoral Commission (AEC) held a Gender Equity Conference to help overcome barriers to the appointment and promotion of women into senior levels. As a result there are now two women on AEC's Management Board on a rotating basis, articles on workplace diversity in AEC newsletters and managers are required to aim for equal representation on all working parties and committees.

The Attorney-General's Department (A-Gs) supports a women's network, which organised an in-house career development seminar for women. A-Gs also sponsors places on an external career development program and has invited women to join the executive committee.

The Department of Finance supported monthly meetings of its women's network, an annual conference and regular seminars to address issues affecting women.

In the Department of Employment, Workplace Relations and Small Business, Corporate Leadership Project Teams look at specific issues, including identifying any women's issues affecting career aspiration and promotion, identifying perceived barriers and developing strategies as appropriate. A women's forum provides advice to management committees on the impact of human resources policies on women.



INDIGENOUS AUSTRALIANS





Between June 1992 and June 2001, the representation rate of Indigenous Australians in the APS has risen from 1.8% to 2.2%, despite the actual number of Indigenous Australians declining from 2629 to 2372 during the same period.

CLASSIFICATION

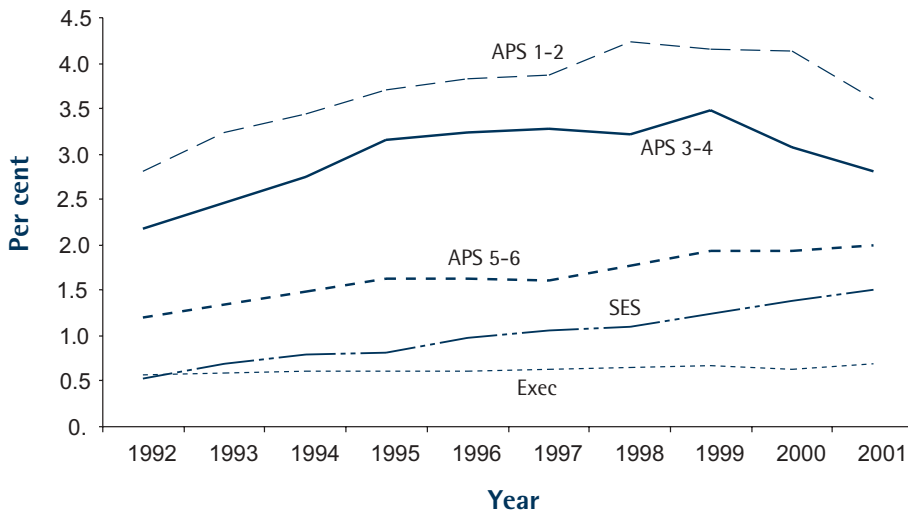
The highest proportion of Indigenous Australians in the APS is at APS 1–2 levels. There has been a decline in their representation at APS 1–2 and 3–4 levels over the past year, even though the number of staff employed at APS 3–4 level has increased over that time (since it is now the base level for many organisations). At APS 5–6 levels it has increased slightly. Representation at Executive levels and SES levels is static.

The representation rate for each classification band at June 1992, June 2000 and June 2001 is shown in Table 7.

TABLE 7: REPRESENTATION OF ONGOING INDIGENOUS AUSTRALIAN STAFF BY CLASSIFICATION

	Representation rates of Indigenous Australians as percentage of ongoing staff		
	1992	2000	2001
APS1–2	2.8	4.1	3.6
APS 3–4	2.2	3.1	2.8
APS 5–6	1.2	1.9	2.0
Executive Level	0.6	0.6	0.7
SES	0.5	1.4	1.5
Total	1.8	2.3	2.2

FIGURE 10: ONGOING STAFF – PROPORTION OF INDIGENOUS STAFF BY CLASSIFICATION, 1991–92 TO 2000–01



DISTRIBUTION

The representation rate of ongoing staff varies from agency to agency. Figure 11 sets out the representation rate of Indigenous Australian staff in agencies with more than 3000 staff. Figure 12 sets out the representation rate of Indigenous Australian staff in agencies with between 1000 and 3000 staff.

FIGURE 11: REPRESENTATION OF INDIGENOUS STAFF IN AGENCIES WITH MORE THAN 3000 ONGOING STAFF, JUNE 2001

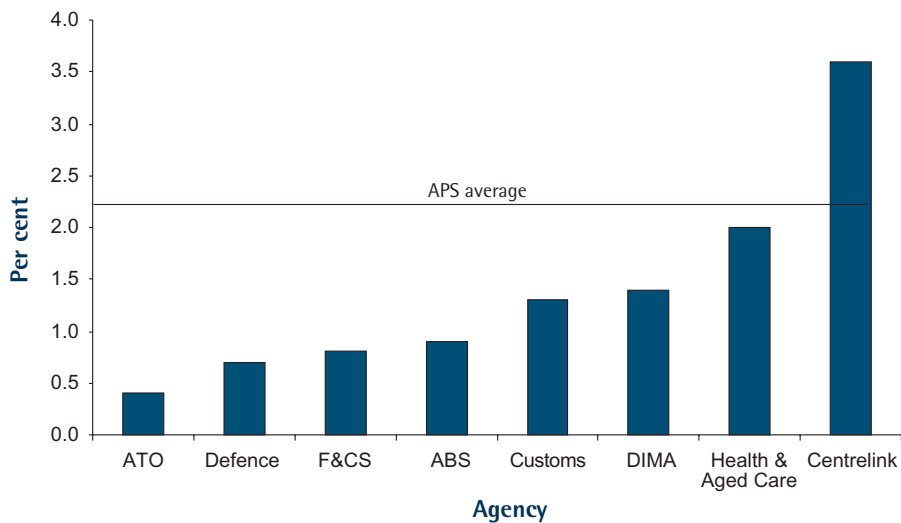
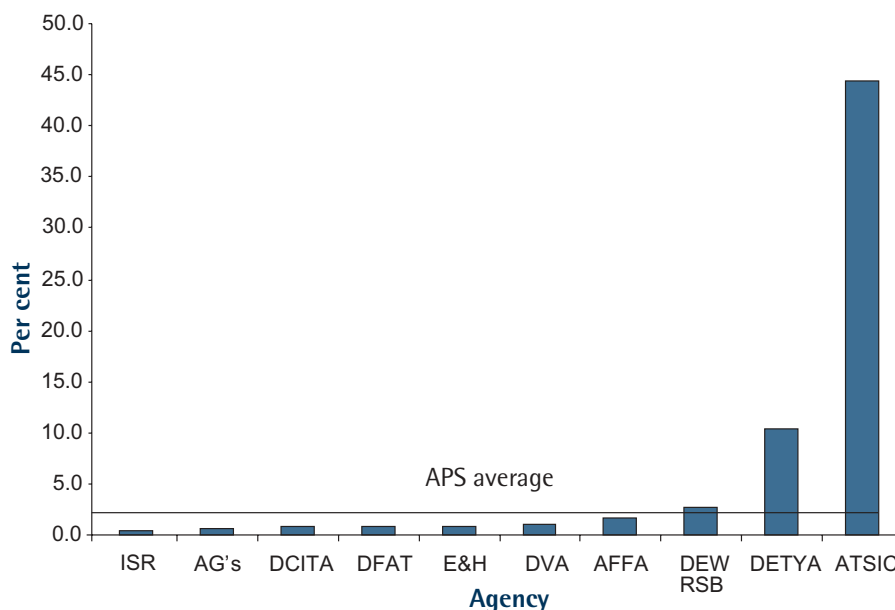


FIGURE 12: REPRESENTATION OF INDIGENOUS STAFF IN AGENCIES WITH BETWEEN 1000 AND 3000 ONGOING STAFF, JUNE 2001



Twelve agencies, employing 28.2% of all ongoing APS staff, employ at least 2% Indigenous staff. Sixteen agencies employing 14.1% of all APS staff have between 1% and 2% Indigenous staff. Twenty-four agencies have less than 1% and employ 56.5% of all staff. There are no Indigenous staff in eighteen agencies.

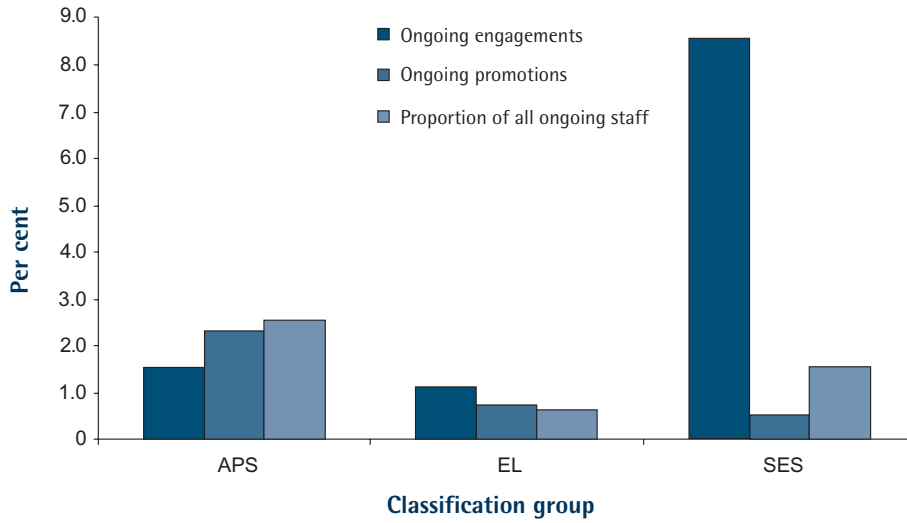
There continue to be above average levels of Indigenous staff in agencies that deliver services directly to Indigenous clients, such as Centrelink and the Aboriginal and Torres Strait Islander Commission (Appendix 1).

ENGAGEMENTS, PROMOTION AND MOBILITY

Of engagements during 2000–01 (Appendix 3), 1.6% were Indigenous Australians, which is the same rate as 1999–00. As is the case for all staff, more Indigenous Australians were engaged to APS levels than to Executive Levels positions. Three Indigenous Australians were engaged at SES level, comprising 8.6% of all SES engagements.

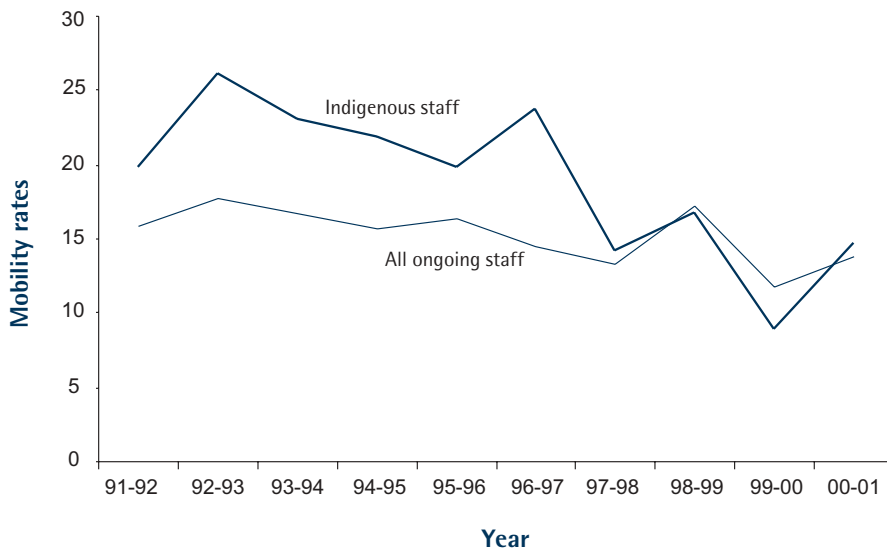
Among staff promoted in 2000–01, 2.0% were Indigenous Australians compared to 1.9% in 1999–00. One Indigenous Australian was promoted to the SES.

FIGURE 13: ONGOING STAFF – ENGAGEMENT AND PROMOTION RATES FOR INDIGENOUS STAFF, 2000–01



Mobility rates for Indigenous Australians are illustrated in Figure 14. They indicate that the mobility rate for Indigenous Australians for 2000–01 was above the APS average, after having been below the overall APS mobility rate since 1998–99.

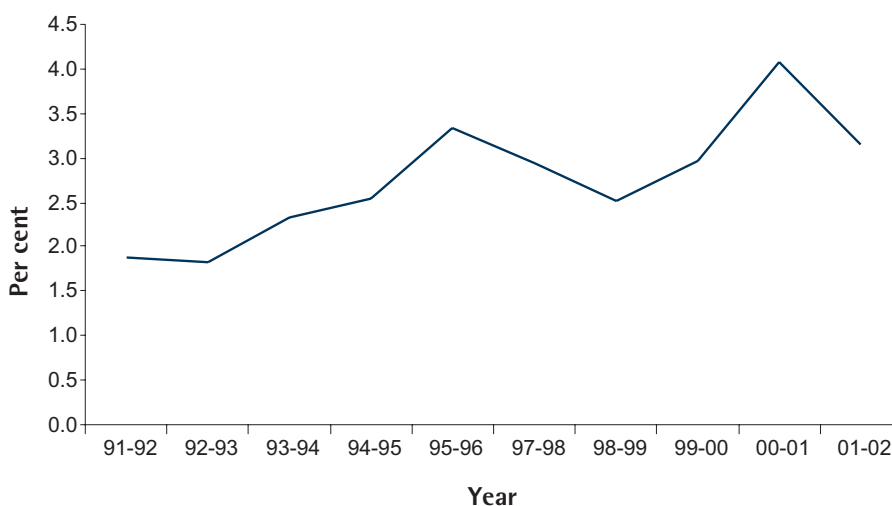
FIGURE 14: ONGOING STAFF – MOBILITY RATES FOR INDIGENOUS STAFF, 1991–92 TO 2000–01



SEPARATIONS

Of ongoing staff who separated from the APS during 2000–01 (Appendix 5), 3.1% were Indigenous Australians compared with 4.1% in 1999–00. This compares with representation of Indigenous staff in the APS of 2.2%.

FIGURE 15: SEPARATIONS OF INDIGENOUS STAFF AS A PROPORTION OF ALL ONGOING SEPARATIONS



For many years there has been an imbalance between the rate at which Indigenous Australians enter and leave the APS. Indigenous Australians have been over-represented in separations for some time but, for many years, higher levels of appointments have offset this. In 1999–00, the proportion of Indigenous Australians in separations of all kinds was 4.1%, but their representation in engagements was 1.6%. This year there has been a small improvement with Indigenous Australians comprising 3.1% of separations of all kinds, but again only 1.6% of all engagements. If this trend of a higher proportion of separations than engagements continues, the representation of Indigenous Australians in the APS will continue to decline.

DATA

The quality of agency data on Indigenous employment remains of concern. In the course of auditing APSED data during the year a number of agencies were found to have provided inaccurate data. This was particularly evident when 122 Executive Level employees identified in APSED as Indigenous Australians were surveyed and 8% responded that they were not Indigenous Australians. Without accurate data, strategies to increase representation of Indigenous Australians in the APS are built on weak foundations. Where agencies have updated their data there may be notable changes in their data as reported this year as compared with last. Such updates are a positive step but have some short-term implications.

STRATEGIES

The most commonly used strategies focussing on Indigenous Australians were participation in the National Indigenous Cadetship Program run by the Department of Employment, Workplace Relations and Small Business (DEWRSB), and advertising vacancies in Indigenous media including the national Indigenous newspaper 'Koori Mail'.

Some agencies, like DEWRSB and the Department of Education, Training and Youth Affairs use identified positions to ensure quality service delivery to Indigenous Australian clients. The use of identified positions recognises that policy development, service delivery and support for Indigenous Australians is most effective when provided by Indigenous Australians or by people with an understanding of the issues affecting them and an ability to communicate sensitively and effectively with them.

The Department of Defence (Defence) is an example of an agency that has an integrated strategy to attract and retain Indigenous staff. Its Aboriginal and Torres Strait Islander Program (ATSIP) has two components aimed at increasing the number of Indigenous Australians represented at professional and management levels:

- the National Indigenous Cadetship Project (NICP) provides sponsorship for Indigenous Australians who are intending to enrol, or are currently enrolled, in full-time study at a tertiary institution; and
- the Indigenous Study Award (ISA) which provides sponsorship for Defence Indigenous staff who are intending to enrol or are currently enrolled in full-time study at a tertiary institution.

Environment Australia (EA) has developed strategies that link the employment of Indigenous staff with the business of their agencies. It has long had an Indigenous Career Development and Recruitment (ICDR) Strategy to promote and enhance the Indigenous employment opportunities. One strategy arises from the leases of three jointly managed mainland national parks at Kakadu, Uluru-Kata Tjuta, and Boonderee, which provide for the employment of Aboriginal people within the Parks and for traditional owners to be fully involved in managing the parks. EA has developed a method of recognising traditional skills in the workplace.

One arm of the ICDR Strategy is an Indigenous Traineeship Program that has enabled employment of ten Indigenous trainees in the 2001 calendar year. These traineeships are for three years and provide training for qualifications at a Certificate II, III, or IV level in Lands, Parks and Wildlife or Public Administration. In addition, EA has implemented cross-cultural Indigenous awareness programs in mainland national parks and central offices, with an ongoing program of short introductory sessions, followed by longer two to three day programs.

CAMPAIGN TO ATTRACT INDIGENOUS RECRUITS (DFAT)

In 2000–01 the Department of Foreign Affairs and Trade (DFAT) launched a campaign to attract more Indigenous recruits. The Department's Indigenous Cadetship Program, run jointly with NICP, targets Indigenous students keen to work in DFAT and represent Australia overseas. Successful candidates will receive financial support during their studies and practical work experience in the Department between academic semesters.

DFAT also introduced two related initiatives: an annual award for a student studying the Foundation Program (a tertiary accreditation course for Indigenous students) at the University of Canberra, and a special departmental program for Indigenous students studying at the Australian National University. The Department said that these initiatives reflect DFAT's obligation to address the employment and education disadvantages experienced by Indigenous Australians and strengthen its commitment to support and promote other issues both here and abroad.

Some agencies rely solely on broad strategies that can be characterised as good human resources practice, for example emphasising the merit principle in recruitment strategies. Some agencies reported that they had no strategies at all in place specifically to assist Indigenous Australians.

Other agencies rely on strategies that address workplace diversity generally rather than having a focus on Indigenous staff, for example having workplace diversity as a standard selection criterion on all appointment actions, or a statement of commitment to workplace diversity in employment notices.

MEASURES TO DETERMINE WHETHER STRATEGIES HAVE BEEN SUCCESSFUL

This year the Commissioner asked Agency Heads what measures they used to determine whether their strategies to address employment-related disadvantage on the basis of being an Indigenous Australian had been successful.

Most of the measures used were generic and not specifically related to the employment of Indigenous Australians. They included:

- appointment and retention statistics;
- staff surveys;
- numbers of staff attending training or awareness activities; and
- number of harassment or other complaints relating to this area.

In relation to appointment and retention statistics, a key question is what use is made of them. Some agencies seem only to collect statistics; some agencies ensure that such are regularly reported to human resources areas and in some cases they were regularly drawn to the attention of the CEO or senior management.

Agency performance management systems were used by many agencies to measure success. The Australian Industrial Registry noted that the performance management system enabled employees to provide feedback on whether the team manager showed respect for all team members and for their diversity.

Staff exit interviews are also a measurement used by some agencies, including the Australian National Audit Office.

The Australian Protective Service takes steps to review the effectiveness of its advertising at the end of each recruitment campaign to ensure equity groups are incorporated. The Australian Protective Service measures its success using a range of performance indicators including:

- employee surveys;
- submission of quarterly incident reports from harassment contact officers;
- quarterly incident reports from the Employee Assistance Program;
- feedback from managers and employees;
- continual review of recruitment procedures and processes after each recruitment campaign; and
- annual reporting from managers to the director on progress in implementing the strategies.

RACE OR ETHNICITY





Reflecting trends in community thinking and social policy, the PS Act 1999 does not use people of a non-English speaking background (NESB) as an EEO group. The Directions require agencies to help remedy employment disadvantage on the basis of race or ethnicity.

The Commission has been working on an appropriate measure for race or ethnicity and had hoped that the new Australian Bureau of Statistics *Standards for Statistics on Cultural and Language Diversity* would have been helpful in this regard. In the event, the Standards do not include a specific measure for, or way of assessing, diversity or employment-related disadvantage.

It is not realistic to consider adding to the characteristics on which data is collected for APSED at this time, as many agencies are still having difficulty providing quality data. The Commission has, therefore, looked at what is already collected and what characteristics in combination might provide a measure that could be used to identify the group whose race or ethnicity might contribute to workplace diversity and may give rise to employment-related disadvantage. It seems that the current algorithm for NESB which captures information about first language, place of birth and parental heritage is the best measure at present to derive 'race or ethnicity', and this has been used as the basis for reporting in this Report.

The category 'people from a non-English speaking background' can be divided into two subgroups. Broadly speaking, the first groups (NESB 1) covers people born overseas whose first language was not English. The second group (NESB 2) includes children of migrants, including those who were born overseas and arrived in Australia before the age of five but did not speak English as a first language, those who were Australian born but did not speak English as a first language and had at least one NESB parent, and those who were Australian born and had neither parent speaking English as a first language.

Examination of some of the data shows that reporting on NESB 1 and NESB 2 together would mask some of the differences in experience between the two groups. Where differences in outcomes are evident the two groups are reported separately.

OVERALL TRENDS

The proportion of people who identified themselves as being from non-English speaking backgrounds decreased slightly from 11.6% at June 2000 to 10.7% at June 2001, the lowest proportion in the last ten years. In 1992 the proportion was 11.5%. The number of people from non-English speaking backgrounds decreased from 16 320 at June 1992 to 11 589 at June 2001, following the overall trend of decreasing staff numbers in the APS.

CLASSIFICATION

The representation of NESB 1s at June 2001 was 3.1%, slightly down from 3.3% at June 2000, and a further drop from the proportion ten years ago (4.3%). The proportion of NESB 2s has varied from 7.1% in 1992 to 8.3% in 2000 and 7.6% in 2001.

TABLE 8: REPRESENTATION OF ONGOING NESB STAFF BY CLASSIFICATION

Representation rates of NESB as percentage of ongoing staff						
	1992		2000		2001	
	NESB 1	NESB 2	NESB 1	NESB 2	NESB 1	NESB 2
APS 1-2	5.0	8.4	2.4	10.6	2.2	9.2
APS 3-4	4.1	7.2	3.8	7.9	3.5	6.8
APS 5-6	4.0	7.1	3.4	8.7	3.3	8.3
Executive Level	4.1	5.7	2.9	7.7	2.7	7.8
SES	2.1	3.5	1.8	5.5	1.6	5.4
Total	4.3	7.1	3.3	8.3	3.1	7.6

FIGURE 16: ONGOING STAFF – PROPORTION OF NESB 1 BY CLASSIFICATION, JUNE 1992 TO JUNE 2001

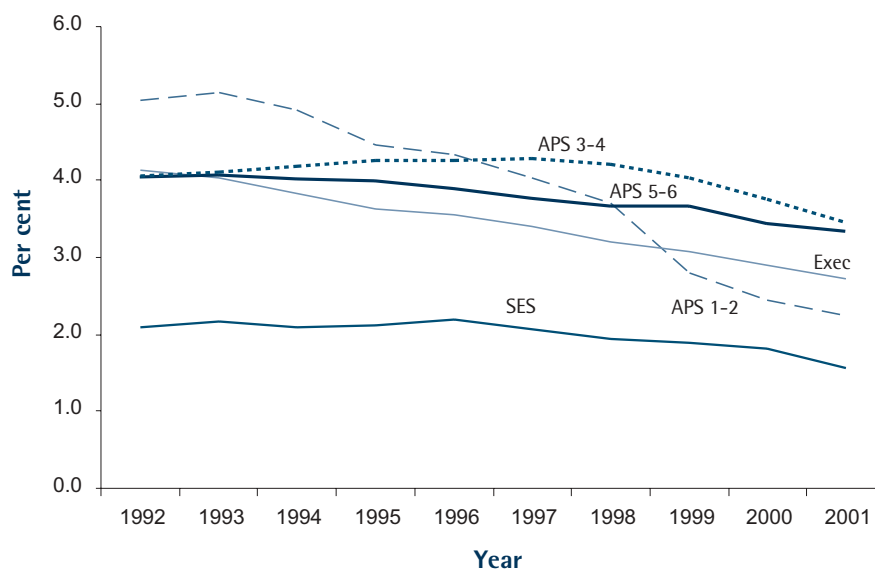
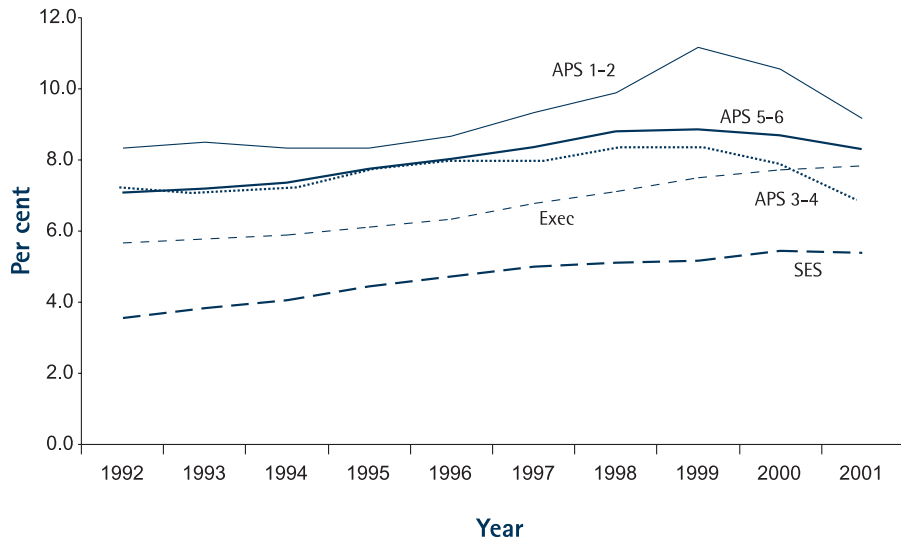


FIGURE 17: ONGOING STAFF – PROPORTION OF NESB 2 BY CLASSIFICATION, JUNE 1992 TO JUNE 2001



There are differences in the representation of people identifying themselves as NESB 1 and NESB 2, with the latter outnumbering the former. While there had been continuous, gradual improvement in representation of people from NESB 2 until 1997–98, now a decline is taking place. There has been a continuous decline in the employment of NESB 1 staff over the past decade. This may partly be because there are people employed at fewer junior and non-clerical levels where people from non-English speaking backgrounds have in the past been concentrated.

Representation at Executive and SES levels is declining for NESB 1. For NESB 2 it has increased since 30 June 1992, but remains steady compared to 30 June 1999. The proportion of people promoted within and to the SES who were in the NESB 2 group was 5.9% in 2000–01, down from 9.4% in 1999–00. While the numbers involved are very small, the proportion promoted to the SES in 2000–01 in the NESB 1 group was 2.3% (5 promotions) compared with 1.9% (3 promotions) in 1999–00.

DISTRIBUTION

The representation rate of ongoing staff varies from agency to agency. Figure 18 sets out the representation rate of NESB staff in agencies with more than 3000 staff. Figure 19 sets out the representation rate of NESB staff in agencies with between 1000 and 3000 staff.

FIGURE 18: REPRESENTATION OF NESB STAFF IN AGENCIES WITH MORE THAN 3000 ONGOING STAFF, JUNE 2001

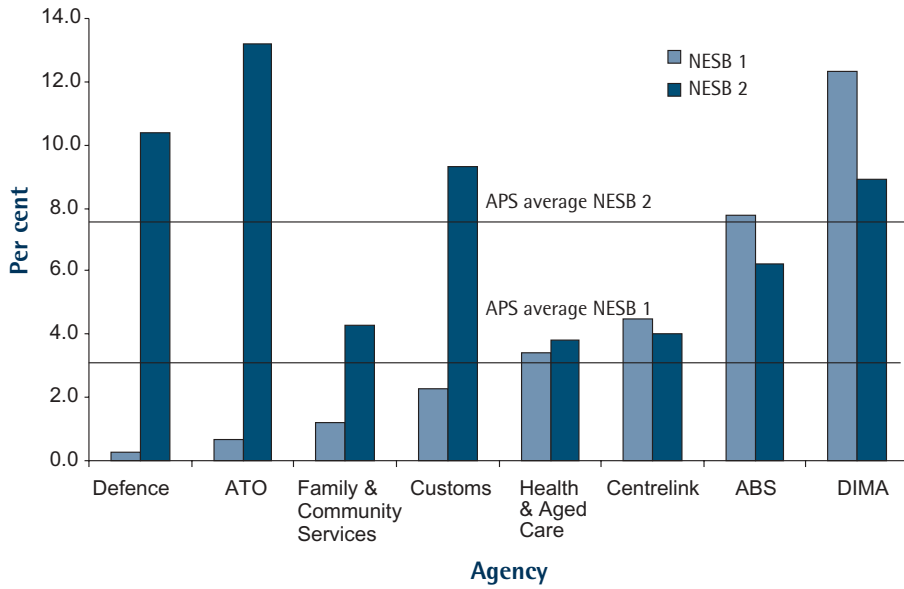
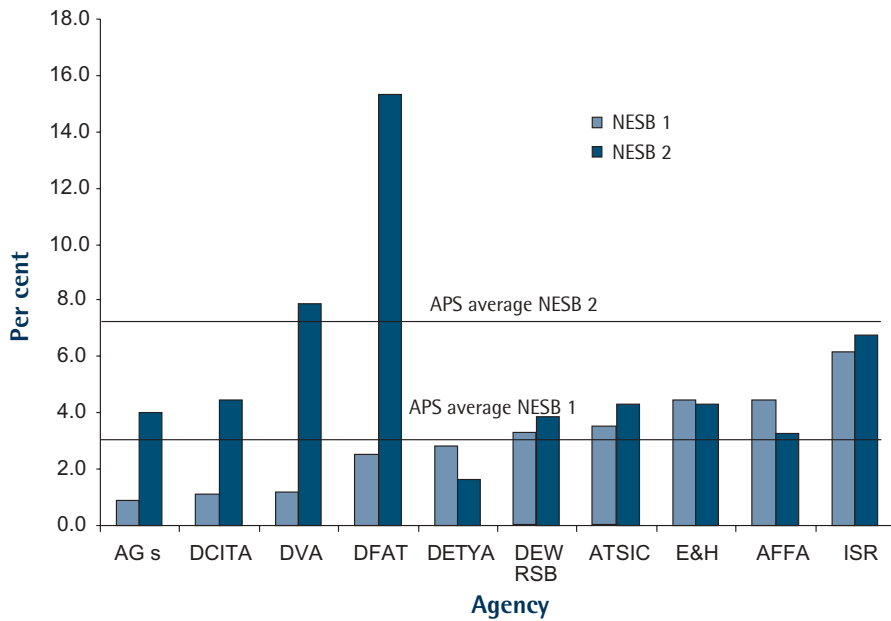


FIGURE 19: REPRESENTATION OF NESB STAFF IN AGENCIES WITH BETWEEN 1000 AND 3000 ONGOING STAFF, JUNE 2001



ENGAGEMENTS, PROMOTIONS AND MOBILITY

Of staff engaged during 2000–01, 3.0% were people from a non-English speaking background (compared with 4.2% in 1999–00). Of these staff 1.3% were NESB 1 and 1.7% were NESB 2. Of staff promoted in 2000–01, 10.8% were from a non-English speaking background, (compared with 12.7% in 1999–00), 2.5% being NESB 1 and 8.3% being NESB 2.

Figures 20 and 21 show engagement and promotion rates for NESB 1 and 2 respectively to major classification groups compared with their representation rates for those classification groups.

FIGURE 20: ONGOING STAFF – ENGAGEMENT AND PROMOTION RATES FOR NESB 1 STAFF, 2000–01

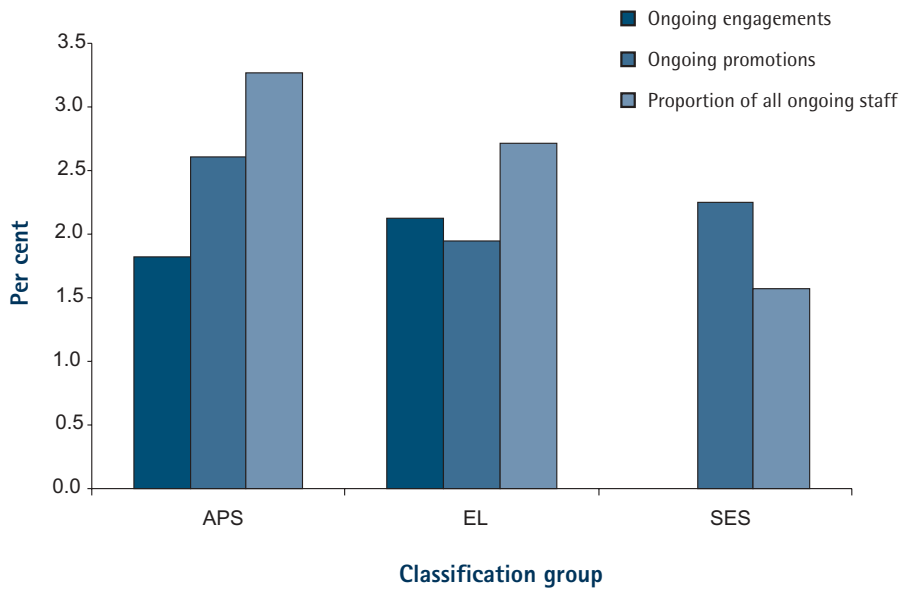
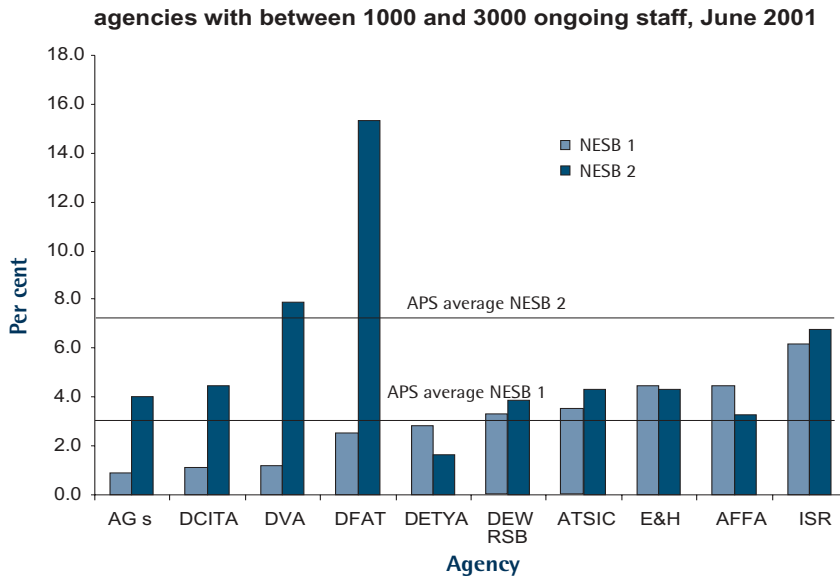
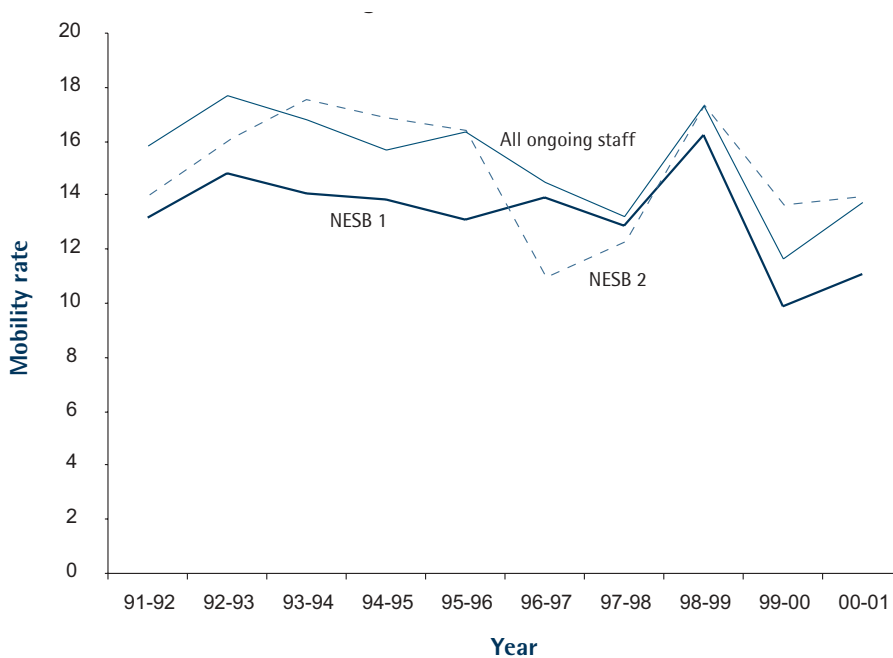


FIGURE 21: ONGOING STAFF – ENGAGEMENT AND PROMOTION RATES FOR NESB 2 STAFF, 2000–01



Mobility rates of people from a non-English speaking background are below the APS average for NESB 1 and above average for NESB 2 (Figure 22), but this has fluctuated over time.

FIGURE 22: ONGOING STAFF – MOBILITY RATES OF NESB STAFF, 1991–92 TO 2000–01



SEPARATIONS

Of ongoing staff who separated from the APS in 2000–01 (Appendix 5), 8.6% were from a non-English speaking background, compared with 9.1% in 1999–00. Of these staff 2.6% were NESB 1, compared with 3.8% in 1999–00, and 6.0% were NESB 2 compared with 5.4% in 1999–00. Both sub-groups are still under-represented in separations compared to their representation in the APS as a whole.

One concern is the ratio of engagements to separations for this group. People from a non-English speaking background continue to be under-represented in engagements compared to their representation in the APS and they are leaving at a higher rate than that at which they are joining.

The proportion of people identifying as from non-English speaking backgrounds when engaged has normally been lower than their representation in the APS. This may result from an initial reluctance to identify racial or ethnic origin.

STRATEGIES

This year the Commissioner asked Agency Heads what strategies were used to eliminate employment-related disadvantage on the basis of race or ethnicity, as required by the Directions. The Commissioner also asked what measures were used to determine whether their strategies had been successful, whether they believed their strategies had been successful or not and what factors influenced the outcomes of the strategies.

Many strategies put forward by agencies could be characterised as good human resources practice. The most common were:

- ensuring that recruitment and selection are free from discriminatory barriers;
- ensuring that performance management systems have mechanisms for identifying the skills, experience and development needs of all employees; and
- ensuring that performance management systems identify the skills, experience and development needs of all employees.

The most common strategies were 'mainstream' workplace diversity strategies:

- ensuring that corporate policies incorporate workplace diversity;
- promoting understanding of the merit selection process;
- including a commitment to Values and workplace diversity in all advertisements;
- including a 'demonstrated commitment to workplace diversity principles' in selection criteria;
- including the ability to integrate workplace diversity principles into everyday management practice into the selection criteria for managers;
- measures to prevent harassment and discrimination; and
- providing a copy of the Values, Code of Conduct and/or Workplace Diversity Program to all staff.

Workplace Diversity training was a common theme. Many strategies offered by agencies related to training:

- training managers and supervisors in workplace diversity;
- incorporating principles of diversity into induction and core training; and
- cross-cultural training for staff.

The Bureau of Meteorology has cross-cultural training comprising a half day hypothetical followed by a day and a half workshop which explores the impact of culture in the workplace. According to the Bureau, the training has fostered an appreciation and acceptance of the difference of the other person, irrespective of the culture and background of the participant. Participants indicate a change in attitude and increased understanding of the issues, and view the impact of culture and perceived differences in the workplace from a different perspective.

The Australian Taxation Office offers training in media and communication for people with skills in languages other than English.

FOCUSED STRATEGIES

On the other hand, in some agencies that have strategies targeted at staff from diverse racial and ethnic backgrounds, there are links between racial and ethnic diversity and the business of the agency. For example, the Australian Electoral Commission actively seeks people from culturally and linguistically diverse backgrounds to assist with the conduct of electoral events, particularly in areas with high levels of ethnic diversity.

Many agencies, like the Australian Industrial Registry, have a language and skills register. Others, like the Australian Taxation Office (ATO), pay qualified staff a community language allowance. ATO also recognises competency in a second language as an advantage for some employment opportunities.

The Australian customs service worked to develop desired workforce characteristics that incorporated the skills and ability found in people from a range of ethnic backgrounds. In Centrelink, there is a growing trend for selection committees to carefully consider candidates who reflect the customer base they are expected to serve. Some areas conduct seminars for local ethnic communities to encourage them to apply for vacancies.

Many agencies, like ATSIC, concentrate on the selection process and selection panel, and expect all members of selection advisory committees to be fully aware of the merit principle and non-discriminatory interviewing techniques. Others go further. At the Australian War Memorial, selection advisory committees follow guidelines that include a strong focus on EEO issues with one member of each committee being tasked as the advocate in that area. All applicants are offered assistance or an interpreter.

INNOVATIVE STRATEGIES

Centrelink has a range of innovative strategies, including an Information Technology graduate program that has successfully recruited people from diverse language and cultural groups into the IT stream. Over the past 3 years, 52% of employees from this program have been from a diverse cultural and linguistic background. Centrelink has also established a cultural diversity forum to bring issues facing employees from different cultural and linguistic backgrounds to the attention of their human resources area.

Centrelink has a calendar of cultural national and international days of significance and has national and international events that celebrate diversity at a local level, for example, celebrating Chinese and Vietnamese New Year in Cabramatta.

The Australian National Audit Office (ANAO) made an effort to ensure that all staff could participate in all aspects of working life by ensuring that social events were sensitive to the cultural backgrounds of all staff.

The Child Support Agency has a workplace diversity reference group to give advice on workplace diversity issues. In addition, in each individual employee portfolio, one of the mandatory components for promotion is working with others, which focuses on accommodating the diverse needs of others in the workplace.

The Australian Taxation Office (ATO) not only publishes regular diversity-related articles in ATOExtra, the internal staff weekly newsletter, but also follows up staff concerns raised via the letters to the editor pages.

A discussion of the measures that were used to determine whether the strategies had been successful can be found in the preceding chapter.

This array of strategies to increase the diversity of agency workforces contrasts with the approach of some agencies, particularly some operating in scientific and international research fields, which say that they have no need for strategies in this area. For example, the Australian Centre for International Agricultural Research has no specific strategies to attract staff from diverse backgrounds because the nature of their work and their international profile enables them to attract and train a diverse staff. Similarly, the Australian Geological Survey Organisation reported a workforce from diverse racial and ethnic backgrounds, noting that this is common in a scientific environment. They therefore see no need for action in this area.



PEOPLE WITH A DISABILITY





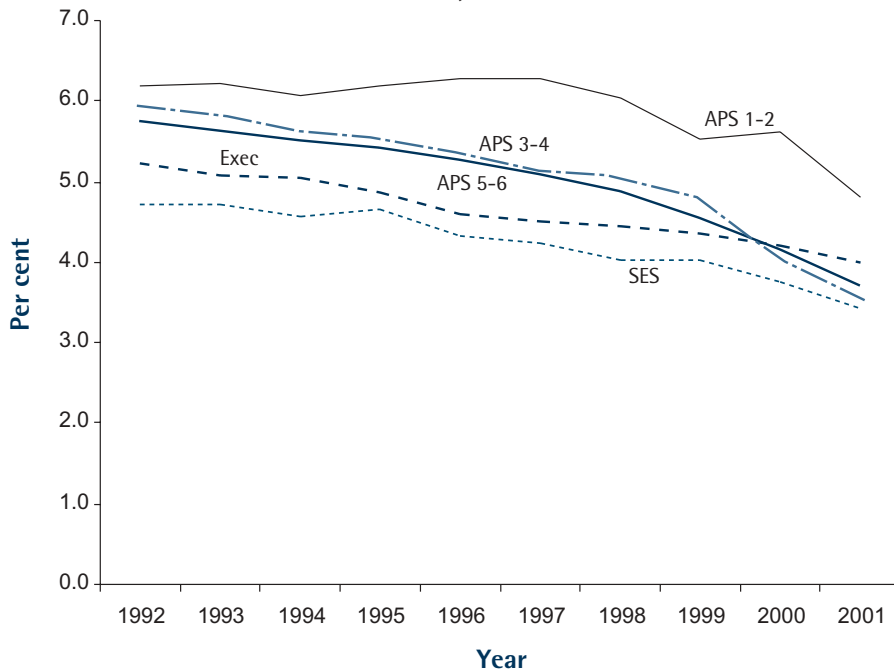
There has been a consistent decline in the employment of people with a disability, both as a proportion of APS staff and in absolute numbers over the past decade. The number employed has declined from 8223 at June 1992 to 4045 at June 2001, while their proportion declined from 5.8% in June 1992 to 3.7% in June 2001. Over the decade, the number of staff employed at junior levels decreased markedly, especially in administrative areas and non-clerical streams of work, where people with a disability have been concentrated in the past.

This decline is reflected at all classification levels (see Figure 23 which shows representation rates for people with a disability).

TABLE 13: REPRESENTATION OF ONGOING STAFF WITH A DISABILITY BY CLASSIFICATION

	Representation rates of people with a disability as percentage of ongoing staff		
	1992	2000	2001
APS 1-2	6.2	5.6	4.8
APS 3-4	6.0	4.1	3.5
APS 5-6	5.7	4.1	3.7
Executive Level	5.2	4.2	4.0
SES	4.7	3.8	3.4
Total	5.8	4.2	3.7

FIGURE 23: ONGOING STAFF – PROPORTION OF STAFF WITH A DISABILITY BY CLASSIFICATION, JUNE 1992 TO JUNE 2000



DISTRIBUTION

The proportion of people with a disability in agencies with more than 3000 staff at 30 June 2001 ranged from 5.2% in the Department of Immigration and Multicultural Affairs and 5.1% in Centrelink to 2.2% in the Department of Defence. The proportion of people with a disability in agencies with between 1000 and 3000 staff at 30 June 2001 ranged from 7.2% in Environment & Heritage to 2.0% in the Department of Industry, Science and Resources.

FIGURE 24: REPRESENTATION OF STAFF WITH A DISABILITY IN AGENCIES WITH MORE THAN 3000 STAFF

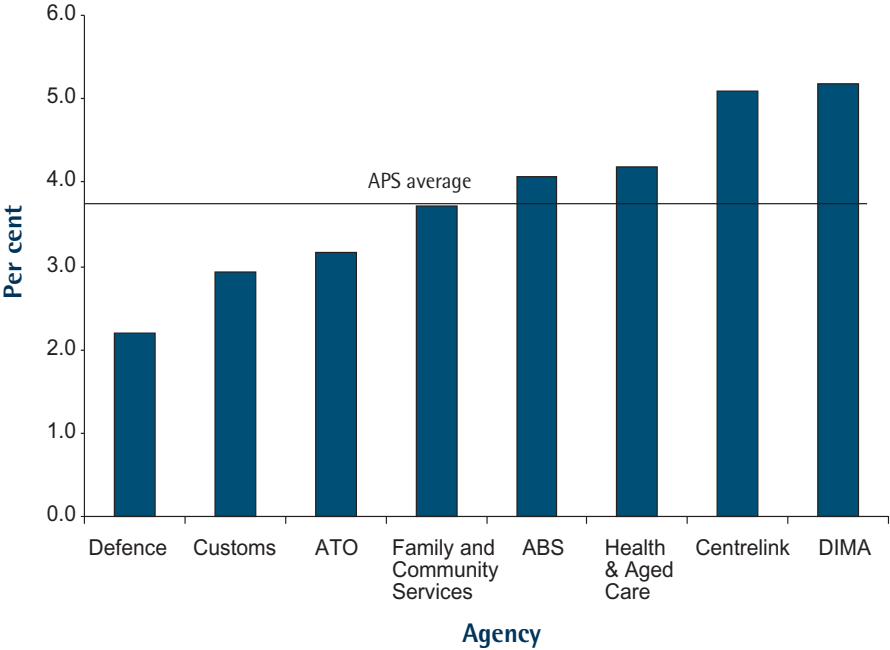
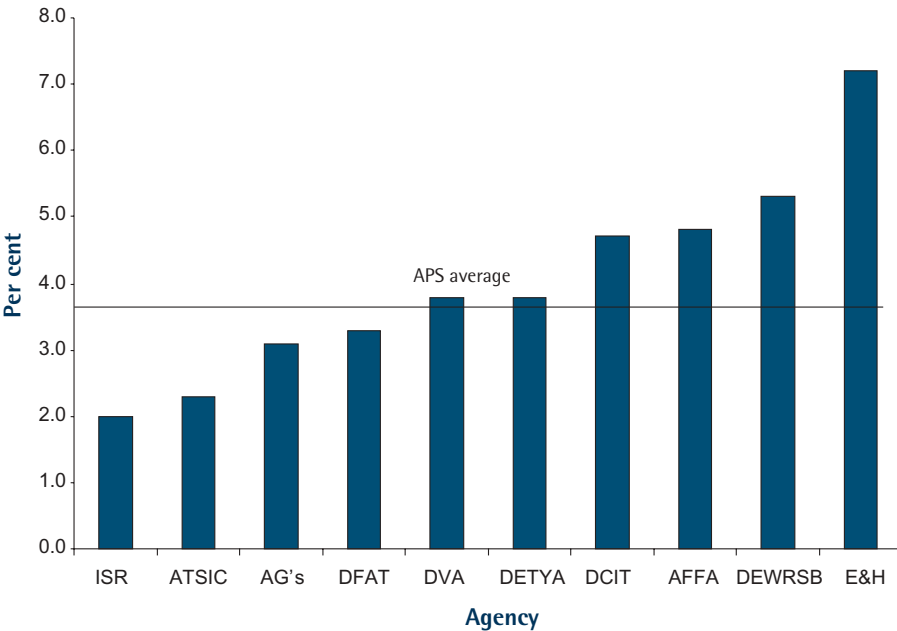


FIGURE 25: REPRESENTATION OF STAFF WITH A DISABILITY IN AGENCIES WITH BETWEEN 1000 AND 3000 STAFF



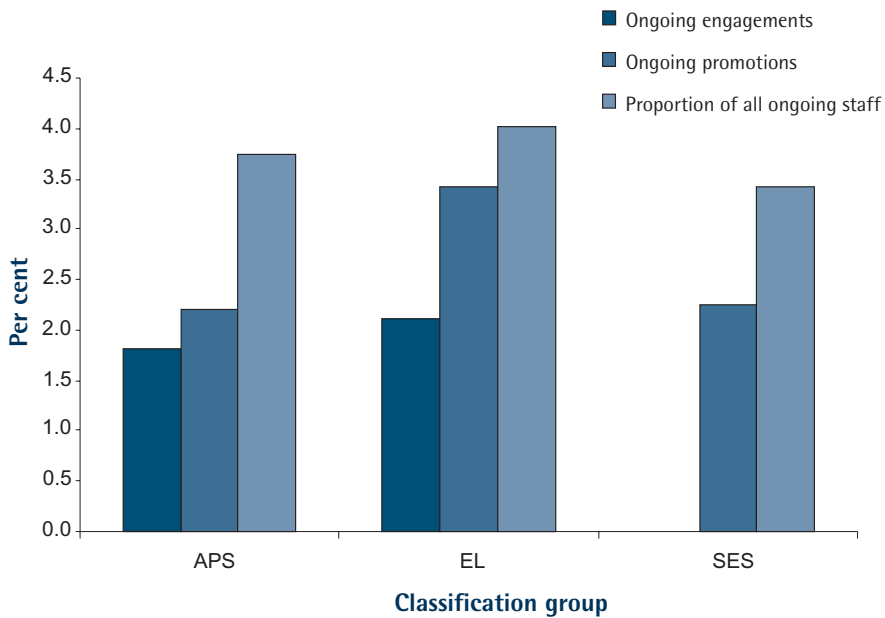
ENGAGEMENTS, PROMOTIONS AND MOBILITY

Of engagements in 2000–01 (Appendix 3), 0.4% were people with a disability compared with 0.6% in 1999–00. For the last 5 years, the proportion of recruits who fell into this group has fluctuated between 1.5% and 3.1%.

Amongst staff promoted in 2000–01 (Appendix 4), 2.5% were people with a disability compared with 2.9% in 1999–00.

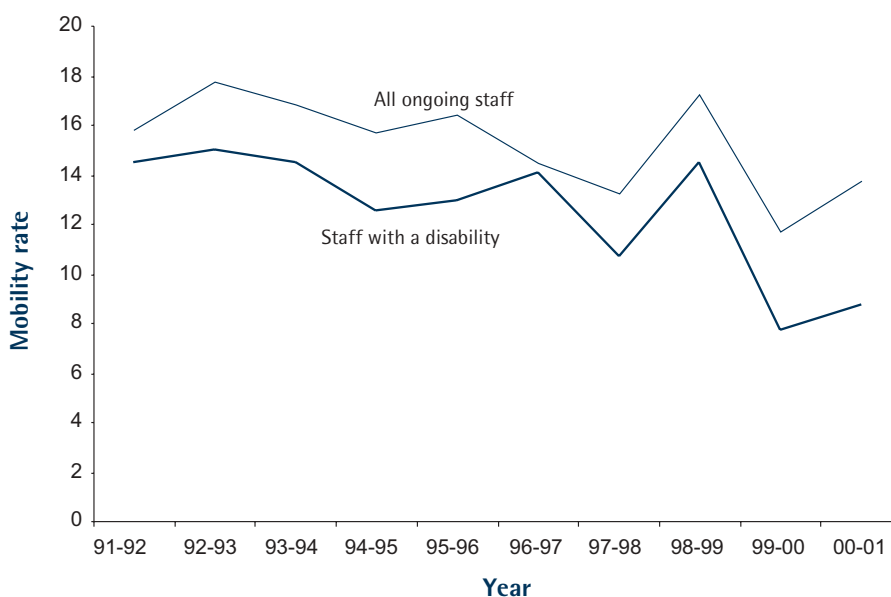
Figure 26 shows engagement and promotion rates for people with a disability to classification groups, compared with their representation rates for those classification groups.

FIGURE 26: ONGOING STAFF – ENGAGEMENT AND PROMOTION RATES FOR PEOPLE WITH A DISABILITY, 2000–01



Mobility rates of people with a disability are illustrated in Figure 27, which shows that it is consistently below the APS average. Reasons are unclear, but it has been suggested that staff with a disability tend to remain in a work environment that suits them.

FIGURE 27: MOBILITY RATES FOR STAFF WITH A DISABILITY, 1991–92 TO 2000–01



SEPARATIONS

Of ongoing staff who separated from the APS in 2000–01 (Appendix 5), 332 (4.1%) were people with a disability compared with 486 (4.9%) in 1999–00. People with a disability continue to be over-represented in retrenchments (7.1%) and in separations of all kinds. Understandably, a higher proportion of people with a disability separate from the APS due to invalidity (10.8%) compared to the APS overall (2.4%).

The over-representation of people with a disability in retrenchments is a matter for concern. One in three people with a disability who left the APS in 2000–01 was retrenched (31.6%), while only one in five of all APS staff who left did so through retrenchment (18.2%). To look at this from another perspective, in 2000–01, 7.1% of all APS staff who were retrenched identified themselves as having a disability, as did 4.1% of all people who separated from the APS for any reason.

For the past five years the proportion of recruits to the APS who identify themselves as having a disability has fluctuated between 0.4% and 3.1%, consistently below the rates of separation for people with a disability. (Care needs to be taken in giving weight to the actual figure because of the data quality issues referred to elsewhere.)

DECLINE IN EMPLOYMENT OF PEOPLE WITH A DISABILITY

A contributing factor to the decline in the employment of people with a disability is the changing structure of the APS, with the outsourcing of many support functions previously provided by people with a disability and the greater use of technology, which has reduced the need for support staff. This decline in employment of people with a disability in the APS runs counter to the steady rise in the underlying disability rate of the Australian population (According to the ABS Disability Survey, in 1981 the proportion of Australians with a disability was 15%. In 1998 the proportion of Australians with a disability was 19% (3.6 million people).)

According to the Office of Disability (OOD), the main factors influencing this increase are that:

- people are living longer and acquiring disabilities as they age;
- people with pre-existing disabilities are living longer; and
- changes in social attitudes have made people feel more comfortable about identifying as having a disability.

Appendix 2 of this Report compares representation rates of people with a disability aged between 15 and 64 in the labour force compared to the APS. The representation of people who reported specific restrictions (ie a restriction or lack of ability to perform an action in the manner or within the range considered normal for a human being), in the labour force was 9.3% compared to 3.7% in 2001 in the APS. Again it is important to note that the APS data is based on those people who have voluntarily identified themselves as having a disability.

TIME SERIES DATA ON PEOPLE WITH A DISABILITY

Previous years' data reported here for people with a disability will not necessarily match with data reported in earlier reports.

As noted earlier in this Report, it has been the practice to update data held on APSED for earlier years for people with a disability to reflect more detailed information available later. This means that a person who, for example, in 1991 had not identified themselves as having a disability, but later did identify, would have their data for 1991 revised and would be counted as having had a disability in 1991.

To allay concerns about the differences between published APSED data using this practice, and agency data, APSED has been modified so that it records when the person indicated that they have a disability. However, data will continue to be published using the adjusted data until a time series is available using the new method.

CHALLENGES





EMPLOYING PEOPLE WITH A DISABILITY

One major challenge for the APS in the future is addressing the decline in the proportion of people with a disability who are employed in the APS.

To assist agencies address some of the issues specific to the employment of this group, the Commission consulted with agencies to develop advice for inclusion on its Internet site about employing and retaining people with a disability. The site provides access to information on agencies' legal responsibilities, various types of disabilities, and useful links to other sites that can provide assistance and information. Links are also being provided to the PSMPC's better practice online material, which provide examples of strategies agencies have successfully used to employ people with a disability.

In addition, the Commission is planning a workshop for human resources practitioners that will showcase best practice in the employment of people with a disability.

NEW EMPLOYMENT ARRANGEMENTS

The Commissioner's Direction on Merit gives Agency Heads greater flexibility than previously in the employment of people with an intellectual disability and Aboriginal and Torres Strait Islander people. Previously, special recruitment measures for these people could only be offered at the base level, but now the Directions enable an Agency Head to advertise a vacancy at any level and as only open to these groups of people, as appropriate. It will be important to monitor the impact of this flexibility. The Commissioner intends when preparing for next year's Report to ask Agency Heads about the extent to which these measures have been used and their impact on recruitment.

DATA QUALITY

One of the greatest challenges to achieving the benefits of a more diverse workforce is better quality data against which changes can be measured. Agencies will continue to be encouraged to survey their staff to improve the quality and comprehensiveness of their data, and to provide information to their staff on the positive uses to which the data is put.

OUTSOURCED PROVISION OF HUMAN RESOURCES

One of the challenges for agencies that decide to outsource the provision of human resources functions is to ensure that workplace diversity remains one of their corporate strategies. Agencies must ensure that their providers apply workplace diversity principles to all their human resources functions and must evaluate whether their provider has been successful in applying them. These issues will be monitored in future reports.

EMPLOYEES' PERCEPTIONS OF APS VALUES ON DIVERSITY

It is apparent from the data agencies gathered from staff on the extent to which the APS Values were understood and upheld that APS agencies still have work to do to ensure that 'diversity of skills, experiences, background and ways of working are recognised and appreciated'. Perhaps not surprisingly, the challenge is greatest in the larger agencies where just over 60% of staff did not feel diversity was valued. Even in small agencies, however, over 40% of staff were unconvinced. This Report notes that, while many of the strategies agencies are using to increase the representation of the EEO groups are good human resources practice, they are generic and not focussed on the possible employment related disadvantage these particular groups may experience. This may contribute to the view that diversity is not valued.

The Values survey is a useful benchmark to test whether progress is being achieved in agencies in ensuring that the APS Values are understood and are integral to the workplace culture. The extent to which this is achieved with respect to workplace diversity will be reported on in future Workplace Diversity reports.

APPENDICES



APPENDIX 1:

**COMPARATIVE DATA ON REPRESENTATION OF EEO
GROUPS BY AGENCY**

Agency	EEO groups	Representation rates 2001				Total	Total
		APS	Exec	SES	Trainee	2001	2000
		%	%	%	%	%	%
Agriculture, Fisheries, Forestry Aust. Total staff: 2602	Women	36.6	28.7	21.3	0.0	34.1	32.6
	IA	1.9	0.9	0.0	0.0	1.6	1.7
	PWD	4.5	5.6	5.3	0.0	4.8	5.2
	NESB 1	4.4	5.0	1.3	0.0	4.5	4.6
	NESB 2	3.6	2.8	0.0	0.0	3.3	3.7
Attorney-General's Total staff: 1234	Women	30.8	42.6	29.3	60.0	33.4	37.5
	IA	0.7	0.0	2.4	0.0	0.6	0.5
	PWD	2.3	6.0	2.4	0.0	3.1	3.5
	NESB 1	0.4	2.6	0.0	0.0	0.9	1.3
	NESB 2	4.0	4.5	0.0	0.0	4.0	4.4
Administrative Appeals Tribunal Total staff: 99	Women	72.6	72.0	100.0	0.0	72.7	72.6
	IA	1.4	0.0	0.0	0.0	1.0	0.9
	PWD	1.4	0.0	0.0	0.0	1.0	1.7
	NESB 1	4.1	0.0	0.0	0.0	3.0	1.7
	NESB 2	8.2	8.0	0.0	0.0	8.1	7.7
Austrac Total staff: 53	Women	77.3	41.4	50.0	0.0	56.6	53.4
	IA	0.0	0.0	0.0	0.0	0.0	0.0
	PWD	0.0	3.4	0.0	0.0	1.9	1.7
	NESB 1	9.1	3.4	0.0	0.0	5.7	8.6
	NESB 2	13.6	0.0	0.0	0.0	5.7	8.6
Australian Customs Service Total staff: 4272	Women	38.0	26.2	38.7	43.5	37.2	36.1
	IA	1.5	0.0	0.0	0.0	1.3	1.4
	PWD	3.0	3.4	9.7	0.4	2.9	3.2
	NESB 1	2.5	1.3	0.0	0.4	2.3	2.3
	NESB 2	9.6	5.2	3.2	13.0	9.3	9.3
CrimTrac Agency Total staff: 24	Women	57.1	35.3	0.0	0.0	41.7	n/a
	IA	0.0	0.0	0.0	0.0	0.0	n/a
	PWD	0.0	0.0	0.0	0.0	0.0	n/a
	NESB 1	0.0	0.0	0.0	0.0	0.0	n/a
	NESB 2	0.0	0.0	0.0	0.0	0.0	n/a

Agency	EEO groups	Representation rates 2001				Total	Total
		APS	Exec	SES	Trainee	2001	2000
		%	%	%	%	%	%
<i>Family Court of Australia</i> Total staff: 557	Women	73.8	58.8	36.8	0.0	68.2	67.5
	IA	1.6	0.0	0.0	0.0	1.1	1.4
	PWD	2.6	2.5	5.3	0.0	2.7	3.3
	NESB 1	2.6	3.8	0.0	0.0	2.9	3.6
	NESB 2	5.6	6.9	10.5	0.0	6.1	6.5
<i>Federal Court of Australia</i> Total staff: 222	Women	60.2	56.0	40.0	0.0	58.6	57.6
	IA	1.2	0.0	0.0	0.0	0.9	1.0
	PWD	4.8	6.0	0.0	0.0	5.0	5.2
	NESB 1	4.8	8.0	0.0	0.0	5.4	4.8
	NESB 2	4.2	4.0	0.0	0.0	4.1	3.3
<i>Federal Magistrates Service</i> Total staff: 38	Women	82.8	66.7	0.0	0.0	78.9	n/a
	IA	0.0	0.0	0.0	0.0	0.0	n/a
	PWD	0.0	11.1	0.0	0.0	2.6	n/a
	NESB 1	3.4	0.0	0.0	0.0	2.6	n/a
	NESB 2	0.0	0.0	0.0	0.0	0.0	n/a
<i>Federal Privacy Commissioner</i> Total staff: 30	Women	60.0	55.6	0.0	0.0	56.7	n/a
	IA	0.0	0.0	0.0	0.0	0.0	n/a
	PWD	0.0	0.0	0.0	0.0	0.0	n/a
	NESB 1	5.0	0.0	0.0	0.0	3.3	n/a
	NESB 2	15.0	0.0	0.0	0.0	10.0	n/a
<i>HR & Equal Opp Comm</i> Total staff: 68	Women	73.2	65.4	100.0	0.0	70.6	64.0
	IA	2.4	0.0	0.0	0.0	1.5	2.0
	PWD	2.4	3.8	0.0	0.0	2.9	2.0
	NESB 1	12.2	0.0	0.0	0.0	7.4	6.0
	NESB 2	12.2	0.0	0.0	0.0	7.4	8.0
<i>ITSA</i> Total staff: 231	Women	57.2	28.3	0.0	0.0	50.2	n/a
	IA	1.1	0.0	0.0	0.0	0.9	n/a
	PWD	6.1	0.0	0.0	0.0	4.8	n/a
	NESB 1	3.9	4.3	0.0	0.0	3.9	n/a
	NESB 2	5.6	8.7	0.0	0.0	6.1	n/a
<i>National Crime Authority</i> Total staff: 206	Women	65.7	26.8	10.0	0.0	52.4	53.0
	IA	0.7	0.0	0.0	0.0	0.5	0.4
	PWD	2.9	3.6	10.0	0.0	3.4	3.6
	NESB 1	7.9	3.6	0.0	0.0	6.3	5.9
	NESB 2	11.4	3.6	0.0	0.0	8.7	8.3

Agency	EEO groups	Representation rates 2001				Total	Total
		APS	Exec	SES	Trainee	2001	2000
		%	%	%	%	%	%
<i>National Native Title Tribunal</i> Total staff: 208	Women	69.9	52.0	50.0	0.0	65.4	61.7
	IA	15.4	4.0	0.0	0.0	12.5	13.8
	PWD	3.8	6.0	0.0	0.0	4.3	4.8
	NESB 1	5.1	2.0	0.0	0.0	4.3	4.2
	NESB 2	3.8	2.0	0.0	0.0	3.4	4.8
<i>Office of the DPP</i> Total staff: 404	Women	76.3	50.0	29.6	0.0	62.6	61.0
	IA	0.9	0.6	3.7	0.0	1.0	1.0
	PWD	4.2	4.3	0.0	0.0	4.0	5.4
	NESB 1	4.7	2.5	3.7	0.0	3.7	3.8
	NESB 2	6.0	8.0	3.7	0.0	6.7	8.2
<i>Office of Film & Literature Class</i> Total staff: 31	Women	55.0	60.0	100.0	0.0	58.1	53.6
	IA	0.0	0.0	0.0	0.0	0.0	0.0
	PWD	0.0	0.0	0.0	0.0	0.0	0.0
	NESB 1	0.0	0.0	0.0	0.0	0.0	0.0
	NESB 2	5.0	10.0	0.0	0.0	6.5	7.1
<i>Office of the Parl. Counsel</i> Total staff: 45	Women	77.8	38.5	35.7	0.0	53.3	46.7
	IA	0.0	0.0	0.0	0.0	0.0	0.0
	PWD	0.0	0.0	0.0	0.0	0.0	2.2
	NESB 1	0.0	7.7	0.0	0.0	2.2	2.2
	NESB 2	0.0	0.0	0.0	0.0	0.0	2.2
Communications IT and the Arts Total staff: 1084	Women	63.3	45.0	30.8	61.1	57.2	54.4
	IA	1.0	0.3	0.0	5.6	0.8	0.8
	PWD	5.0	4.2	7.7	0.0	4.7	4.8
	NESB 1	1.1	1.3	0.0	0.0	1.1	0.9
	NESB 2	5.0	3.5	7.7	0.0	4.5	4.6
<i>Aust. Broadcasting Authority</i> Total staff: 127	Women	62.5	43.1	75.0	0.0	55.1	54.7
	IA	1.4	0.0	0.0	0.0	0.8	0.7
	PWD	6.9	3.9	0.0	0.0	5.5	4.4
	NESB 1	6.9	5.9	0.0	0.0	6.3	5.8
	NESB 2	11.1	9.8	0.0	0.0	10.2	8.7
<i>Aust. Communications Authority</i> Total staff: 406	Women	40.2	30.8	10.0	41.7	36.5	35.4
	IA	0.4	0.8	0.0	0.0	0.5	0.5
	PWD	3.9	3.8	20.0	0.0	4.2	4.3
	NESB 1	6.3	2.3	0.0	16.7	5.2	4.3
	NESB 2	5.5	5.4	0.0	0.0	5.2	6.1

Agency	EEO groups	Representation rates 2001				Total 2001	Total 2000
		APS	Exec	SES	Trainee		
		%	%	%	%	%	%
<i>Aust. National Maritime Museum</i> Total staff: 93	Women	51.4	52.6	0.0	0.0	51.6	57.9
	IA	0.0	0.0	0.0	0.0	0.0	0.0
	PWD	2.7	0.0	0.0	0.0	2.2	2.6
	NESB 1	0.0	0.0	0.0	0.0	0.0	0.0
	NESB 2	5.4	0.0	0.0	0.0	4.3	3.9
<i>National Library of Aust.</i> Total staff: 471	Women	77.5	50.6	66.7	0.0	72.2	71.6
	IA	0.5	0.0	0.0	0.0	0.4	0.5
	PWD	4.0	3.4	0.0	0.0	3.8	5.3
	NESB 1	11.3	6.7	0.0	0.0	10.2	10.5
	NESB 2	7.8	5.6	11.1	0.0	7.4	7.6
<i>National Museum of Australia</i> Total staff: 103	Women	76.3	56.0	50.0	0.0	70.9	62.7
	IA	3.9	0.0	50.0	0.0	3.9	5.1
	PWD	0.0	0.0	0.0	0.0	0.0	3.4
	NESB 1	3.9	0.0	0.0	0.0	2.9	3.4
	NESB 2	2.6	0.0	0.0	0.0	1.9	1.7
<i>NOIE</i> Total staff: 143	Women	63.8	41.4	20.0	0.0	48.3	n/a
	IA	0.0	0.0	0.0	0.0	0.0	n/a
	PWD	0.0	1.4	0.0	0.0	0.7	n/a
	NESB 1	5.2	4.3	0.0	0.0	4.2	n/a
	NESB 2	3.4	2.9	0.0	0.0	2.8	n/a
Defence Total staff: 15366	Women	35.8	16.1	15.5	39.8	31.6	30.9
	IA	0.9	0.2	0.0	1.2	0.7	0.9
	PWD	2.3	1.8	2.1	0.0	2.2	2.6
	NESB 1	0.3	0.2	0.0	0.0	0.3	0.2
	NESB 2	10.0	12.4	9.3	3.6	10.4	11.4
<i>Defence Housing Authority</i> Total staff: 258	Women	68.3	30.0	0.0	0.0	62.8	58.7
	IA	1.8	0.0	0.0	0.0	1.6	1.3
	PWD	2.2	0.0	0.0	0.0	1.9	2.6
	NESB 1	1.3	3.3	0.0	0.0	1.6	2.2
	NESB 2	5.4	0.0	25.0	0.0	5.0	6.1
Education Training and Youth Affairs Total staff: 1330	Women	64.5	51.0	44.4	74.2	59.0	57.9
	IA	16.8	2.0	2.8	0.0	10.4	10.1
	PWD	3.6	4.5	0.0	0.0	3.8	4.0
	NESB 1	2.9	2.8	2.8	0.0	2.8	2.4
	NESB 2	1.3	1.8	0.0	6.5	1.6	1.6

Agency	EEO groups	Representation rates 2001				Total 2001	Total 2000
		APS	Exec	SES	Trainee		
		%	%	%	%	%	%
DEWRSB Total staff: 1952	Women	55.1	43.6	34.0	0.0	50.9	49.4
	IA	3.4	1.0	0.0	0.0	2.6	2.7
	PWD	4.8	6.0	7.5	0.0	5.3	5.5
	NESB 1	3.0	4.1	0.0	0.0	3.3	3.4
	NESB 2	4.1	3.4	3.8	0.0	3.9	4.0
<i>Australian Industrial Registry</i> Total staff: 177	Women	64.7	27.3	0.0	0.0	59.3	58.5
	IA	1.3	0.0	0.0	0.0	1.1	1.1
	PWD	7.2	4.5	0.0	0.0	6.8	7.1
	NESB 1	9.8	4.5	0.0	0.0	9.0	7.7
	NESB 2	13.7	4.5	50.0	0.0	13.0	13.7
COMCARE Total staff: 280	Women	64.6	33.3	33.3	0.0	58.2	58.8
	IA	0.4	0.0	0.0	0.0	0.4	0.0
	PWD	4.0	5.9	16.7	0.0	4.6	6.0
	NESB 1	6.7	2.0	0.0	0.0	5.7	6.0
	NESB 2	4.9	2.0	0.0	0.0	4.3	4.5
<i>Worksafe Australia</i> Total staff: 117	Women	55.9	50.9	100.0	0.0	53.8	58.1
	IA	3.4	0.0	0.0	0.0	1.7	3.1
	PWD	6.8	3.5	0.0	0.0	5.1	5.4
	NESB 1	22.0	7.0	0.0	0.0	14.5	12.4
	NESB 2	10.2	3.5	100.0	0.0	7.7	7.8
Environment & Heritage Total staff: 2660	Women	35.5	23.9	23.2	0.0	31.4	31.4
	IA	1.2	0.3	0.0	0.0	0.9	0.9
	PWD	6.5	8.6	5.4	0.0	7.2	7.9
	NESB 1	4.3	5.1	1.8	0.0	4.5	4.6
	NESB 2	5.0	3.0	5.4	0.0	4.3	4.6
<i>Australian Greenhouse Office</i> Total staff: 147	Women	57.4	41.0	50.0	0.0	48.3	45.0
	IA	0.0	0.0	0.0	0.0	0.0	0.0
	PWD	1.6	6.4	0.0	0.0	4.1	4.0
	NESB 1	3.3	0.0	0.0	0.0	1.4	0.7
	NESB 2	1.6	3.8	0.0	0.0	2.7	3.4
GBRMPA Total staff: 142	Women	60.6	29.7	0.0	0.0	52.1	51.7
	IA	6.7	0.0	0.0	0.0	4.9	5.5
	PWD	3.8	2.7	0.0	0.0	3.5	3.4
	NESB 1	1.9	2.7	0.0	0.0	2.1	1.4
	NESB 2	1.0	2.7	0.0	0.0	1.4	1.4

Agency	EEO groups	Representation rates 2001				Total	Total
		APS	Exec	SES	Trainee	2001	2000
		%	%	%	%	%	%
Family & Community Servicers Total staff: 5722	Women	75.2	54.4	51.0	100.0	72.1	71.1
	IA	0.9	0.6	0.0	0.0	0.8	0.9
	PWD	3.2	6.6	5.9	0.0	3.7	4.2
	NESB 1	1.2	1.7	0.0	0.0	1.2	1.4
	NESB 2	4.6	2.5	0.0	0.0	4.3	4.9
<i>Centrelink</i> Total staff: 22237	Women	67.5	46.0	47.2	67.7	66.1	64.4
	IA	3.8	0.4	1.4	3.5	3.6	3.9
	PWD	5.1	5.1	5.6	0.0	5.1	5.8
	NESB 1	4.5	4.7	1.4	1.5	4.5	5.1
	NESB 2	4.0	4.9	0.0	0.8	4.0	4.4
Finance and Administration Total staff: 685	Women	56.5	39.4	29.2	42.9	48.2	44.3
	IA	0.3	0.0	0.0	0.0	0.1	0.3
	PWD	3.2	2.8	2.1	0.0	2.9	3.6
	NESB 1	2.9	5.7	0.0	7.1	3.8	4.4
	NESB 2	4.8	4.9	6.3	0.0	4.8	4.4
<i>Aust Electoral Commission</i> Total staff: 769	Women	57.4	33.3	66.7	0.0	54.6	51.9
	IA	0.9	0.0	0.0	0.0	0.8	1.1
	PWD	2.7	3.3	0.0	0.0	2.7	3.3
	NESB 1	3.0	1.1	0.0	0.0	2.7	3.1
	NESB 2	2.2	1.1	0.0	0.0	2.1	2.0
<i>COMSUPER</i> Total staff: 321	Women	60.5	37.0	16.7	0.0	55.8	57.8
	IA	0.4	0.0	0.0	0.0	0.3	0.3
	PWD	4.6	0.0	0.0	0.0	3.7	4.2
	NESB 1	8.8	9.3	0.0	0.0	8.7	9.0
	NESB 2	5.4	1.9	0.0	0.0	4.7	6.0
Foreign Affairs & Trade Total staff: 2693	Women	57.9	30.4	20.6	33.3	45.5	44.7
	IA	1.4	0.2	0.0	33.3	0.9	1.0
	PWD	3.4	3.6	1.7	0.0	3.3	3.5
	NESB 1	3.1	1.9	0.6	0.0	2.5	2.6
	NESB 2	16.7	13.1	14.4	33.3	15.3	15.9
<i>ACIAR</i> Total staff: 44	Women	91.7	43.8	0.0	0.0	65.9	64.4
	IA	0.0	0.0	0.0	0.0	0.0	0.0
	PWD	0.0	0.0	0.0	0.0	0.0	0.0
	NESB 1	8.3	0.0	0.0	0.0	4.5	6.7
	NESB 2	8.3	0.0	0.0	0.0	4.5	6.7

Agency	EEO groups	Representation rates 2001				Total	Total
		APS	Exec	SES	Trainee	2001	2000
		%	%	%	%	%	%
Health & Aged Care Total staff: 3035	Women	72.2	57.2	41.4	73.8	65.6	65.0
	IA	2.7	0.8	2.9	7.1	2.0	2.2
	PWD	4.5	4.0	2.9	0.0	4.2	4.9
	NESB 1	3.4	3.7	1.4	0.0	3.4	3.8
	NESB 2	3.7	4.3	1.4	0.0	3.8	4.1
<i>Aust Inst of Family Studies</i> Total staff: 37	Women	100.0	72.7	0.0	0.0	91.9	92.3
	IA	0.0	0.0	0.0	0.0	0.0	0.0
	PWD	3.8	0.0	0.0	0.0	2.7	2.6
	NESB 1	3.8	0.0	0.0	0.0	2.7	2.6
	NESB 2	3.8	0.0	0.0	0.0	2.7	2.6
<i>Aust Inst of Health & Welfare</i> Total staff: 128	Women	84.7	41.5	25.0	0.0	60.9	60.2
	IA	0.0	0.0	0.0	0.0	0.0	0.0
	PWD	1.7	6.2	0.0	0.0	3.9	3.8
	NESB 1	6.8	4.6	50.0	0.0	7.0	8.3
	NESB 2	6.8	7.7	0.0	0.0	7.0	6.8
ANZFA Total staff: 82	Women	90.0	58.3	25.0	0.0	68.3	66.7
	IA	0.0	2.1	0.0	0.0	1.2	0.0
	PWD	0.0	4.2	0.0	0.0	2.4	2.6
	NESB 1	3.3	2.1	0.0	0.0	2.4	3.8
	NESB 2	3.3	2.1	0.0	0.0	2.4	3.8
ARPANSA Total staff: 115	Women	52.9	14.6	0.0	0.0	37.4	32.4
	IA	0.0	0.0	0.0	0.0	0.0	0.0
	PWD	1.4	9.8	0.0	0.0	4.3	5.4
	NESB 1	2.9	4.9	0.0	0.0	3.5	3.6
	NESB 2	2.9	0.0	25.0	0.0	2.6	2.7
OPSR Total staff: 20	Women	75.0	28.6	0.0	0.0	55.0	26.6
	IA	0.0	0.0	0.0	0.0	0.0	0.0
	PWD	0.0	0.0	0.0	0.0	0.0	0.0
	NESB 1	0.0	0.0	0.0	0.0	0.0	0.0
	NESB 2	8.3	0.0	0.0	0.0	5.0	6.7
Immigration & Multicultural Affairs Total staff: 3662	Women	60.7	46.5	35.0	82.4	57.6	56.4
	IA	1.6	0.8	0.0	0.0	1.4	1.5
	PWD	4.9	6.2	10.0	0.0	5.2	5.7
	NESB 1	13.9	6.7	7.5	0.0	12.3	13.6
	NESB 2	9.1	8.0	17.5	0.0	8.9	9.8

Agency	EEO groups	Representation rates 2001				Total 2001	Total 2000
		APS	Exec	SES	Trainee		
		%	%	%	%	%	%
Industry Science & Resources Total staff: 2689	Women	52.4	29.2	20.7	66.7	43.0	41.5
	IA	0.3	0.2	1.2	9.1	0.4	0.4
	PWD	1.8	2.6	1.2	0.0	2.0	2.5
	NESB 1	8.1	3.7	2.4	0.0	6.2	6.6
	NESB 2	7.6	6.0	4.9	0.0	6.8	7.1
Prime Minister & Cabinet Total staff: 319	Women	66.4	50.7	36.4	100.0	56.7	57.1
	IA	0.7	2.1	6.1	0.0	1.9	2.4
	PWD	1.4	2.1	6.1	0.0	2.2	3.2
	NESB 1	4.2	2.1	9.1	0.0	3.8	4.0
	NESB 2	4.9	2.1	3.0	0.0	3.4	4.3
Australian National Audit Office Total staff: 272	Women	67.8	35.2	5.0	56.5	49.3	52.8
	IA	0.0	0.0	0.0	8.7	0.7	0.8
	PWD	0.8	0.9	10.0	0.0	1.5	1.6
	NESB 1	5.0	3.7	0.0	4.3	4.0	5.5
	NESB 2	14.9	5.6	5.0	4.3	9.6	9.4
Commonwealth Ombudsman Total staff: 78	Women	76.9	38.2	40.0	0.0	57.7	57.1
	IA	2.6	0.0	0.0	0.0	1.3	1.3
	PWD	0.0	2.9	0.0	0.0	1.3	2.6
	NESB 1	10.3	2.9	0.0	0.0	6.4	7.8
	NESB 2	7.7	2.9	0.0	0.0	5.1	6.5
OIGIS Total staff: 4	Women	100.00	50.0	0.0	0.0	75.0	100.0
	IA	0.0	0.0	0.0	0.0	0.0	0.0
	PWD	0.0	0.0	0.0	0.0	0.0	0.0
	NESB 1	0.0	0.0	0.0	0.0	0.0	0.0
	NESB 2	0.0	0.0	0.0	0.0	0.0	0.0
Office of National Assessments Total staff: 43	Women	60.0	4.2	0.0	0.0	23.3	26.2
	IA	0.0	0.0	0.0	0.0	0.0	0.0
	PWD	0.0	0.0	0.0	0.0	0.0	0.0
	NESB 1	0.0	0.0	0.0	0.0	0.0	0.0
	NESB 2	13.3	0.0	0.0	0.0	4.7	4.8
PSMPC Total staff: 126	Women	72.6	66.0	28.6	50.0	66.7	68.1
	IA	1.6	0.0	0.0	25.0	1.6	0.9
	PWD	3.2	11.3	0.0	0.0	6.3	8.6
	NESB 1	8.1	7.5	0.0	0.0	7.1	7.8
	NESB 2	4.8	1.9	0.0	0.0	3.2	3.4

Agency	EEO groups	Representation rates 2001				Total 2001	Total 2000
		APS	Exec	SES	Trainee		
		%	%	%	%	%	%
DORATSIA Total staff: 41	Women	71.4	77.3	20.0	0.0	68.3	n/a
	IA	14.3	4.5	0.0	0.0	7.3	n/a
	PWD	0.0	0.0	0.0	0.0	0.0	n/a
	NESB 1	0.0	0.0	0.0	0.0	0.0	n/a
	NESB 2	0.0	0.0	20.0	0.0	2.4	n/a
<i>Aboriginal Hostels Ltd</i> Total staff: 270	Women	65.4	14.3	0.0	0.0	62.2	63.4
	IA	78.0	57.1	50.0	0.0	76.7	77.4
	PWD	0.0	0.0	0.0	0.0	0.0	0.0
	NESB 1	0.0	0.0	0.0	0.0	0.0	0.0
	NESB 2	0.0	0.0	0.0	0.0	0.0	0.0
ATSIC Total staff: 1066	Women	60.2	35.7	20.0	65.6	54.6	54.1
	IA	47.1	25.7	52.0	96.9	44.5	43.0
	PWD	1.5	4.3	4.0	6.3	2.3	2.3
	NESB 1	2.9	6.2	4.0	0.0	3.5	3.7
	NESB 2	4.1	5.2	0.0	6.3	4.3	4.3
AIATSIS Total staff: 44	Women	76.7	50.0	0.0	0.0	65.9	61.4
	IA	16.7	16.7	100.0	100.0	20.5	19.3
	PWD	3.3	8.3	0.0	0.0	4.5	1.8
	NESB 1	6.7	0.0	0.0	0.0	4.5	3.5
	NESB 2	0.0	0.0	0.0	0.0	0.0	0.0
TSRA Total staff: 29	Women	56.5	33.3	0.0	0.0	51.7	50.0
	IA	39.1	33.3	0.0	0.0	37.9	38.9
	PWD	0.0	0.0	0.0	0.0	0.0	0.0
	NESB 1	0.0	16.7	0.0	0.0	3.4	5.6
	NESB 2	21.7	0.0	0.0	0.0	17.2	22.2
Transport & Regional Services Total staff: 797	Women	55.1	32.0	36.6	0.0	44.7	43.6
	IA	0.7	0.6	0.0	0.0	0.6	0.6
	PWD	3.7	2.7	2.4	0.0	3.3	3.4
	NESB 1	5.1	3.7	4.9	0.0	4.5	7.8
	NESB 2	3.5	4.3	9.8	0.0	4.1	4.1
National Capital Authority Total staff: 53	Women	60.7	29.2	0.0	0.0	45.3	50.0
	IA	0.0	0.0	0.0	0.0	0.0	0.0
	PWD	0.0	4.2	0.0	0.0	1.9	2.1
	NESB 1	10.7	4.2	0.0	0.0	7.5	6.3
	NESB 2	0.0	0.0	0.0	0.0	0.0	2.1

Agency	EEO groups	Representation rates 2001				Total	Total
		APS	Exec	SES	Trainee	2001	2000
		%	%	%	%	%	%
Treasury Total staff: 698	Women	47.1	30.6	17.3	33.3	38.5	38.3
	IA	0.5	0.0	0.0	33.3	0.4	0.4
	PWD	3.2	3.4	0.0	33.3	3.2	3.5
	NESB 1	14.3	3.8	0.0	0.0	9.2	8.6
	NESB 2	13.5	11.7	13.5	0.0	12.8	13.7
<i>Australian Bureau of Statistics</i> Total staff: 3188	Women	51.3	36.9	17.5	59.3	47.9	46.0
	IA	0.9	0.1	0.0	9.3	0.9	0.8
	PWD	4.0	4.3	7.5	1.9	4.1	4.5
	NESB 1	8.4	5.9	5.0	5.6	7.8	8.2
	NESB 2	6.9	4.4	0.0	3.7	6.2	6.5
ACCC Total staff: 426	Women	61.6	28.7	26.7	61.5	49.3	49.5
	IA	0.8	0.7	0.0	0.0	0.7	0.5
	PWD	1.7	2.8	6.7	0.0	2.1	2.1
	NESB 1	6.2	7.0	6.7	7.7	6.6	7.1
	NESB 2	5.8	4.9	0.0	11.5	5.6	4.8
ASIC Total staff: 969	Women	63.4	37.1	26.1	0.0	54.0	53.3
	IA	0.5	0.3	0.0	0.0	0.4	0.4
	PWD	3.0	1.6	0.0	0.0	2.5	2.7
	NESB 1	5.1	3.5	0.0	0.0	4.4	4.2
	NESB 2	9.4	7.0	4.3	0.0	8.5	8.4
<i>Aust Taxation Office</i> Total staff: 19503	Women	55.0	30.6	22.7	57.2	50.1	48.3
	IA	0.5	0.1	0.0	0.0	0.4	0.5
	PWD	3.1	3.8	2.0	0.0	3.2	3.4
	NESB 1	0.7	0.6	0.5	0.0	0.7	0.7
	NESB 2	13.3	14.5	4.5	0.3	13.2	15.1
<i>Productivity Commission</i> Total staff: 201	Women	56.2	36.2	22.2	0.0	43.8	47.3
	IA	0.0	0.0	0.0	0.0	0.0	0.0
	PWD	4.5	8.5	5.6	0.0	6.5	6.8
	NESB 1	2.2	7.4	11.1	0.0	5.5	5.8
	NESB 2	9.0	10.6	0.0	0.0	9.0	8.2
Veterans' Affairs Total staff: 2260	Women	56.2	33.1	21.6	100.0	51.9	50.7
	IA	1.1	0.5	0.0	0.0	1.0	0.9
	PWD	4.0	3.3	0.0	0.0	3.8	4.2
	NESB 1	1.3	0.8	0.0	0.0	1.2	1.2
	NESB 2	8.6	5.1	0.0	0.0	7.9	8.2

Agency	EEO groups	Representation rates 2001				Total	Total
		APS	Exec	SES	Trainee	2001	2000
		%	%	%	%	%	%
<i>Australian War Memorial</i>	Women	50.7	46.0	33.3	0.0	49.2	48.4
	IA	2.1	0.0	0.0	0.0	1.5	2.1
Total staff: 199	PWD	6.2	4.0	0.0	0.0	5.5	6.8
	NESB 1	2.7	2.0	0.0	0.0	2.5	3.6
	NESB 2	1.4	2.0	0.0	0.0	1.5	1.6

APPENDIX 2: REPRESENTATION RATES

REPRESENTATION RATES¹⁰ FOR WOMEN AGED 15-64

	Male	Female	% Female	Total
In the labour force ¹²	4 652 553	3 627 929	43.8	8280482
Employed in all occupations	4 187 495	3 325 586	44.3	7513081
Total employed in APS equiv occupations	2 243 992	2 777 180	55.3	5021172
Total APS staff ³	52 484	55 521	51.4	108 005
Not in the labour force	1 052 555	2 098 506	66.6	3 151 061
Not stated	179 518	152 911	46.0	332 429
Total population ¹⁴	5 884 626	5 879 346	50.0	11 763 972

REPRESENTATION RATES¹⁰ FOR PEOPLE FROM NON-ENGLISH SPEAKING BACKGROUNDS—AGED 15–16

	Non-English speaking ¹¹	English speaking	Not clear or not stated	% NESB	Total
In the labour force ¹²	1 154 909	7 038 509	87 064	13.9	8280482
Employed in all occupations	1 005 742	6 431 727	75 612	13.4	7513081
Total employed in APS equiv occupations	587 748	4 390 606	42 818	11.7	5021172
Total APS staff ³	11 589	64 201	32 215	10.7	108 005
Not in the labour force	673 835	2422 627	54 599	21.4	3 151 061
Not stated	31 143	91 269	210 017	9.4	332 429
Total population ¹⁴	1 859 887	9 552 405	351 680	15.8	11 763 972

10 *Census of Population and Housing*, Australian Bureau of Statistics 1996

11 People from countries other than the main English speaking countries as defined in ABS Australian Classification of Countries for Social Statistics

12 The sum of 'employed full-time', 'employed part-time', 'unemployed, looking for full-time work', 'unemployed, looking for part-time work'

13 Source: Australian Public Service Employment Database (APSED) - June 2001

14 The sum of 'In the labour force', 'Not in the labour force', and 'Not stated'

REPRESENTATION RATES¹⁰ FOR INDIGENOUS AUSTRALIANS—AGED 15–64

	Non-Indigenous	Indigenous	Not stated	% Indigenous	Total
In the labour force ¹²	8 122 562	105 995	51 925	1.3	8 280 482
Employed in all occupations	7 385 133	81 869	46 079	1.1	7 513 081
Total employed in APS equiv occupations	4 955 224	40 051	25 897	0.8	5 021 172
Total APS staff ¹³	74 375	2 372	31 258	2.2	108 005
Not in the labour force	3 028 978	86 745	35 338	2.8A	3 151 061
Not stated	110 463	9 487	212 479	2.9	332 429
Total population ¹⁴	11 262 003	202 227	299 742	1.7	11 763 972

REPRESENTATION RATES¹⁵ FOR PEOPLE WITH A DISABILITY—AGED 15–64

	People with a disability ¹⁶		Total
	('000)	%	('000)
In the labour force ¹²	1100.2	11.7	9416.1
Employed in all occupations	973.3	11.3	8636.6
Total employed in APS equiv occupations	181.8	9.7	1872.7
Total APS staff ¹³	4.0	3.7	108.0
Not in the labour force	966.5	31.8	3038.9
Not stated			
Total population ¹⁴	2066.7	16.6	12455.0

10 *Census of Population and Housing*, Australian Bureau of Statistics 1996

11 People from countries other than the main English speaking countries as defined in ABS Australian Classification of Countries for Social Statistics

12 The sum of 'employed full-time', 'employed part-time', 'unemployed, looking for full-time work', 'unemployed, looking for part-time work'

13 Source: Australian Public Service Employment Database (APSED) - June 2001

14 The sum of 'In the labour force', 'Not in the labour force', and 'Not stated'

15 Taken from the Australian Bureau of Statistics 1998 Survey of Disability, Ageing and Carers

16 A restriction or lack of ability to perform an action in the manner or within the range considered normal for a human being

APPENDIX 3:

ENGAGEMENTS BY EEO GROUP 2000-01

	Women		IA		PWD		NESB 1		NESB 2		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
APS	7 141	63.1	172	1.5	37	0.3	143	1.3	155	1.4	11 310	100.0
Executive	344	43.1	9	1.1	8	1.0	13	1.6	27	3.4	799	100.0
SES	12	34.3	3	8.6	-	0.0	-	0.0	-	0.0	35	100.0
Trainee	771	58.9	34	2.6	3	0.2	16	1.2	49	3.7	1 310	100.0
Total	8 268	61.5	218	1.6	48	0.4	172	1.3	231	1.7	13 454	100.0

Source: APSED

APPENDIX 4:

SEPARATIONS BY EEO GROUP 2000–01

	Women		IA		PWD		NESB 1		NESB 2		All Staff	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Resignation	2 463	56.8	165	3.8	105	2.4	107	2.5	230	5.3	4 340	100.00
Age retirement	314	35.6	13	1.5	48	5.4	32	3.6	61	6.9	883	100.00
Retrenchment	576	38.9	19	1.3	105	7.1	43	2.9	124	8.4	1 480	100.00
Invalidity retirement	72	37.1	6	3.1	36	18.6	8	4.1	10	5.2	194	100.00
Termination of appointment	310	53.9	43	7.5	17	3.0	14	2.4	25	4.3	575	100.00
Death	27	35.1	2	2.6	4	5.2	4	5.2	7	9.1	77	100.00
Other	244	40.5	8	1.3	17	2.8	7	1.2	32	5.3	602	100.00
Total	4 006	49.1	256	3.1	332	4.1	215	2.6	489	6.0	8 151	100.00

Source: APSED

APPENDIX 5:

PROMOTIONS BY EEO GROUP 2000-01

	Women		IA		PWD		NESB 1		NESB 2		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
APS	5 334	56.6	219	2.3	208	2.2	245	2.6	775	8.2	9 426	100.0
Executive	1 097	43.6	21	0.8	86	3.4	49	1.9	221	8.8	2 518	100.0
SES	69	31.1	1	0.5	5	2.3	5	2.3	13	5.9	222	100.0
Total	6 500	53.4	241	2.0	299	2.5	299	2.5	1 009	8.3	12 166	100.0

Source: APSED

APPENDIX 6: BACKGROUND TO DATA

CHANGES TO DATA COLLECTION

Below are changes in the sources and methods of data collection over recent years that should be noted when interpreting the figures in this Report.

All PSMPC statistical reporting on ongoing employees ('permanents') up to 1997-98 was based on data from the Continuous Record of Personnel (CRP), maintained as a by-product of the Department of Finance and Administration's payroll data. The CRP did not include data on non-ongoing employees ('temporaries'). This was collected separately on the basis of 'snapshots' from payroll data.

1998-99 was a transitional year. While some data was still taken from the CRP, other data needed to be collected manually from agencies. Reporting for 1999-00 and 2000-01 used APSED data that is drawn from agency human resources management and payroll data supported by annual audits of agency records. It covers all employees.

NOTES ON CLASSIFICATION

This year's Report uses classification levels introduced by the Public Service Classification Rules 1999. Classifications used before 1999 have been converted to their equivalent new classification in this Report. Three other things should be noted when considering trends in classifications.

Firstly, due to the introduction of broad banding into APSED data from June 1999, classification details for staff now include both minimum and maximum classification levels. For consistency, data in this publication refers to the maximum classification level for each staff member.

Secondly, APSED data since June 1999 also refers to the actual classification of staff and includes temporary assignments to a higher level for a period of greater than 90 days.

Thirdly, for the Senior Executive Service (SES) data includes employees in approved classifications who are not SES but who receive a similar level of remuneration.

APPENDIX 7:

AGENCY ABBREVIATIONS

ACCC	Australian Competition and Consumer Commission
ACIAR	Australian Centre for International Agricultural Research
AFFA	Agriculture, Fisheries and Forestry Australia
AIHW	Australian Institute of Health and Welfare
ANAO	Australian National Audit Office
ANZFA	Australia New Zealand Food Authority
ARPANSA	Australian Radiation Protection and Nuclear Safety Agency
AUSTRAC	Australian Transaction Reports and Analysis Centre
AIATSIS	Australian Institute of Aboriginal and Torres Strait Islander Studies
ASIC	Australian Securities and Investments Commission
ATSIC	Aboriginal and Torres Strait Islander Commission
ComSuper	Commonwealth Superannuation Administration
Customs	Australian Customs Service
DETYA	Department of Education, Training and Youth Affairs
DEWRSB	Department of Employment, Workplace Relations and Small Business
DOCITA	Department of Communications, Information Technology and the Arts
DORATSIA	Department of Reconciliation and Aboriginal and Torres Strait Islander Affairs
GBRMPA	Great Barrier Reef Marine Park Authority
Finance	Department of Finance and Administration
H&AC	Health and Aged Care
HREOC	Human Rights and Equal Opportunity Commission
IGIS	Inspector-General of Intelligence and Security
ISR	Department of Industry Science and Resources
ITSA	Insolvency and Trustee Service Australia
NOIE	National Office for the Information Economy
PSMPC	Public Service and Merit Protection Commission
PSR	Professional Services Review
TSRA	Torres Strait Regional Authority

