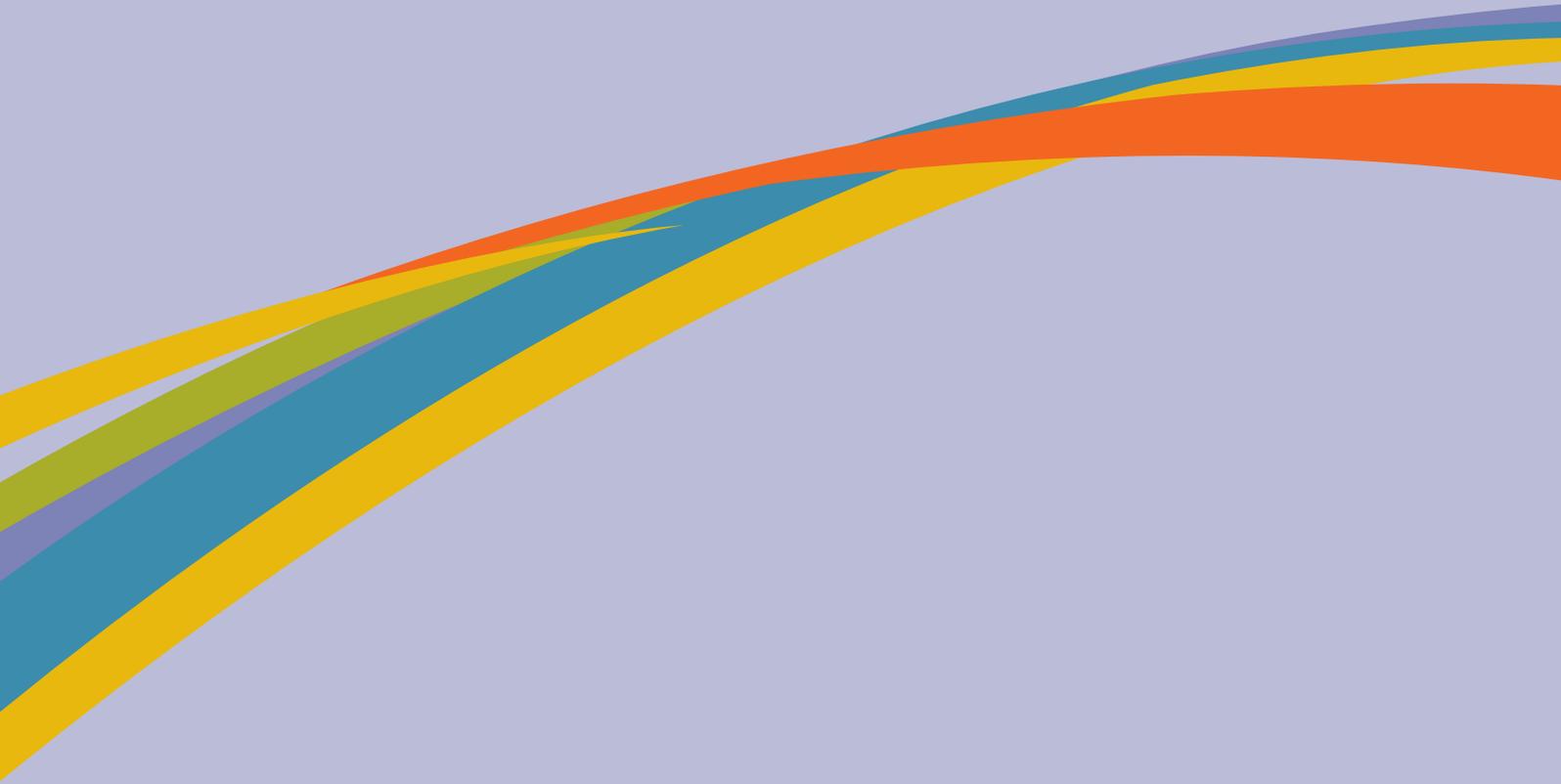


What Women Want

2013/14 Survey Report





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Foreword



For the eighth year, the Community and Public Sector Union has conducted our *What Women Want* survey, asking women to give us a detailed picture of their working life.

This time 11,209 women participated in the survey telling us about the important issues in their working lives. The survey is Australia's largest survey of working women and I am pleased to share the results with you.

Our last survey provided clear evidence of increasing workloads and increasing pressures, customer aggression (particularly for women working in service delivery areas) and highlighted that flexibility is a key need for the vast majority of women and critical to their job satisfaction.

These results will help safeguard your jobs, pay and rights, including through our claims for bargaining and ongoing advocacy with government and other employers on issues of importance to women.

Thank you to the women who each took the time to participate in the survey and to our members and delegates who encouraged colleagues to be a part of the survey. Your input is invaluable and will help ensure the CPSU continues to lead the way in improving the working lives of Australian women.

Nadine Flood
CPSU National Secretary

Introduction

The Community and Public Sector Union (CPSU) is committed to representing our members and campaigning for their rights. To better represent our women members, the CPSU carries out the *What Women Want* survey. The survey was conducted in 2013 for the eighth year, hosted by the University of Queensland's Institute for Social Science Research (ISSR).

In 2013, 11,209 women participated in the survey.

Respondents worked in the Australian Public Service (APS), Northern Territory public sector, Australian Capital Territory Public Service (ACTPS) or in the private/community sectors, including in companies such as Telstra. The methodology is outlined at Attachment A.

This comprehensive survey seeks to find out women's views on a range of issues that affect their working lives including:

- caring responsibilities
- hours of work and overtime
- flexible working arrangements
- the capacity to influence their work and their level of job satisfaction
- the availability of training and career development
- influences on career decisions
- bullying, sexual harassment and discrimination
- occupational health and safety
- travel to and from work
- superannuation.

In addition, in 2013, for the first time women were asked about absenteeism and job security.

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

The results of the *What Women Want* survey inform the CPSU's policies, campaigns and industrial strategies.

In relevant sections, the report includes information about how the CPSU has used the findings of previous reports and outcomes we have achieved in key areas.

Summary of key findings

Committed to public service

As in previous years we were thrilled to have so many women from such a broad range of ages, occupations and backgrounds take part in the *What Women Want* survey.

This report contains the considered insights of thousands of women who work as customer service officers, managers, accountants, scientists, lawyers, meteorologists, librarians, archivists, actuaries, food inspectors, Customs officers and much more.

And while these women's experiences and occupations may differ greatly, this report confirms they all share a commitment to each other, to the jobs they do and to the communities they serve.

Impact of budget cuts

The CPSU *What Women Want* survey was first run eight years ago. Looking back over the responses since the first survey one can clearly see the negative effect of successive staffing cuts on women, both at work and at home. The cumulative impact of shrinking budgets and expanding workloads is steadily changing the nature of work and the relationship between CPSU members and the community.

There are numerous examples provided by the survey:

- The level of customer aggression faced by staff is rising in the face of job cuts, office mergers and increased pressure on services.
- For many women working in the public sector the idea of being part of a 'career service' is disappearing.
- The line between work and non-work is increasingly blurred. Some women continue to work excessive additional hours and many have their non-work time interrupted by work.

Threat to regional communities

In regional areas, jobs in local Centrelink, ATO and Medicare offices are well regarded and highly sought after. Over time though, these jobs are being lost through job cuts, outsourcing and office closures. The impact on these women's careers and the economies of smaller communities is of great concern.

Job security

In 2013, women were asked for the first time how secure they felt in their current job. Just over half (56.4%) said they felt secure or very secure. A quarter said they felt insecure or very insecure. It is not a surprise that those in non-ongoing/temporary engagements were far more likely to say they were insecure or very insecure (71%), compared to permanent/ongoing employees (22.2%).

The most common reasons women said they felt insecure or very insecure were budget cuts (71.8%), and organisational restructuring (71%). Organisational differences were evident in the data. For example women in the Australian Taxation Office were more likely to say outsourcing and casualisation were reasons for feeling insecure in their current job. This is not a surprise given the ATO is expanding its use of outsourcing arrangements and plans to close a number of offices.

Hours of work

The survey results show that many women are continuing to work additional hours just to get all their work done on time and to a proper standard. It continues to be of great concern that a significant number of women are unable to get their work done within their normal working hours. The biggest group working really long hours are executive level women, but women across all occupations and classifications find themselves working extra hours just to keep up.

This suggests that years of budget cuts have led to unreasonable and unachievable workloads for many women. A subsequent impact is increasingly being felt by the public. For example customers in Department of Human Services offices regularly have to queue for more than two hours to talk to staff. There are also delays in processing including family, youth, student and unemployment allowances. More staffing and resources are required to make these jobs manageable and improve services.

Workplace flexibility

It is generally agreed that the public sector provides reasonable levels of flexibility for employees and our survey confirms that flexibility is an important factor in the way women feel about their jobs. However there are growing issues about the way flexibility is accessed and perceived in the workplace. For example nearly a third of women feel that other employees in their workplace resent them accessing flexible work arrangements such as carers leave. A similar proportion believe that taking time out for family will disadvantage their careers.

Illness, work and 'presenteeism'

In 2013, women were asked for the first time about sick leave. The aim was to identify issues around the use of sick leave and the extent of presenteeism (i.e. turning up to work despite being unwell).

Of those women who had been sick in the past 12 months, 23 per cent reported they had gone to work sick at least once or twice. Factors cited for going to work while sick included workload pressures (51.8%) and pressure from management (22%).

The survey also showed that women with children or other dependents were more likely to 'soldier on' and attend work while they were unwell because they needed to preserve their leave entitlements to look after sick children and/or parents.

With the Abbott Government seemingly determined to reduce sick leave usage across the federal public sector, this issue will need to be managed carefully to minimise potentially harmful impacts on staff and their families.



The survey findings



General demographics

Summary

- 11,209 women responded to the 2013 CPSU *What Women Want* survey.
- 2.5 per cent of women identified as Aboriginal and/or Torres Strait Islander.
- Respondents are more likely to hold a tertiary qualification than other women. 52.3 per cent held a tertiary qualification or higher.
- However, the public sector also employs a significant proportion of women with Year 12 or below as their highest qualification.
- 77.2 per cent of women worked full-time.
- More than half of the women who were employed on a temporary basis said they had been employed on more than one consecutive temporary engagement during their current employment.

In 2013, 11,209 women responded to the CPSU *What Women Want* survey. Reflecting the membership of the CPSU, the largest group of respondents – 90 per cent – worked in the Australian Public Service. This mirrors previous years' results where approximately 90 per cent of responses received were from the APS¹ (Chart 1).

In the APS, the highest proportion of responses were from women working at the Australian Taxation Office, (2,968 or 29.4% of responses), followed by the Department of Human Services (with 2,029 or 20.1% of responses). Overall, the responses represent the diversity within the APS, with responses from more than 80 APS entities.

Analysed by classification, Charts 2 and 3 show that the *What Women Want* survey responses slightly underrepresent APS 1 and APS 3 employees. On the whole, however, the data is remarkably consistent with APSC APSED (Australian Public Service Employment Database) data showing the spread of female employment by classification.

Chart 1: Responses by employer

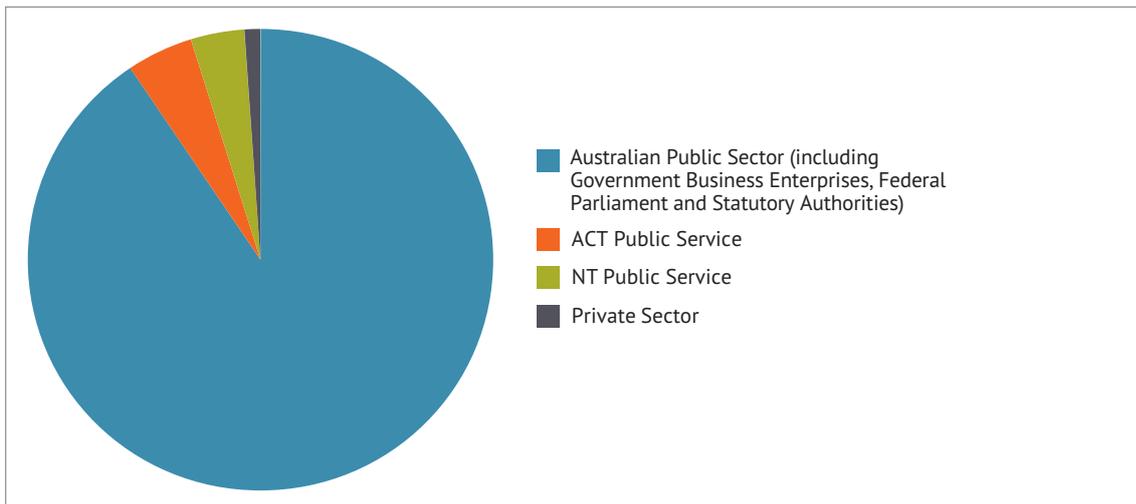


Chart 2: APS responses by classification

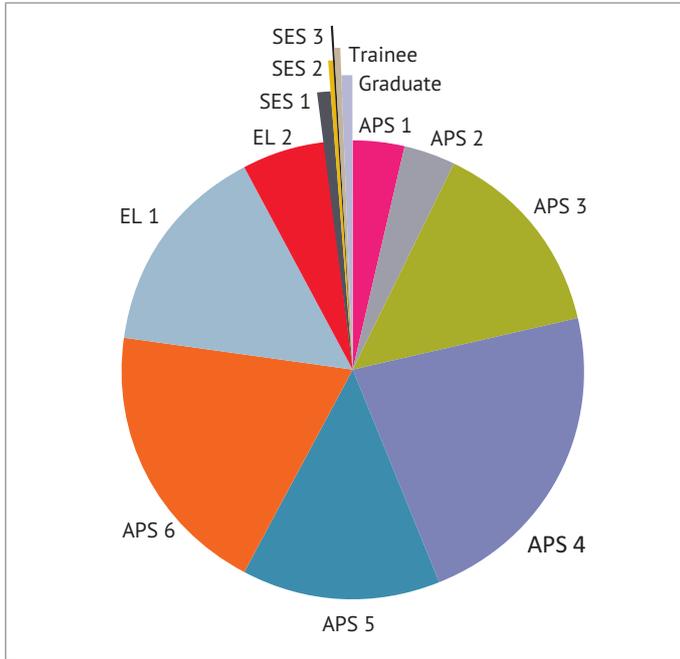
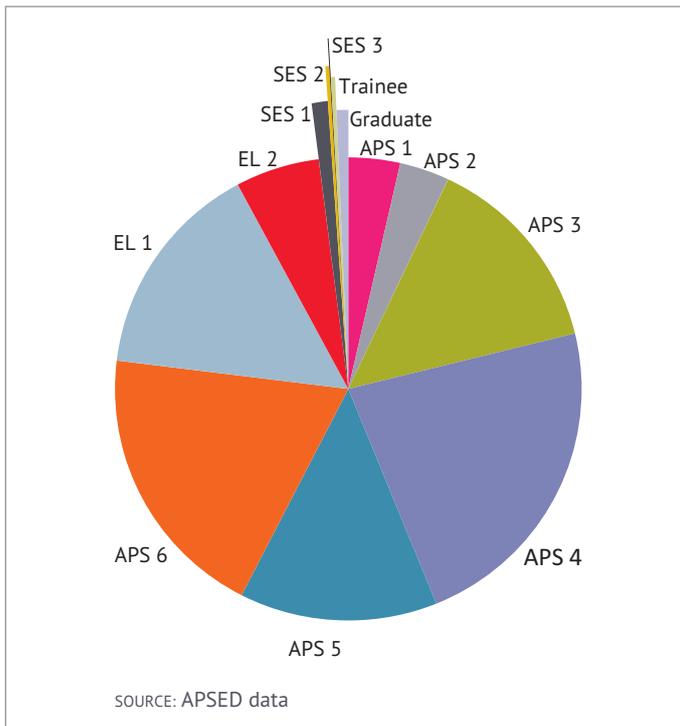


Chart 3: Female employment in APS by classification 2012/13, all employees



Of the 518 responses received from women working for the ACT government, 29.9 per cent worked in the Health Directorate. A further 15.4 per cent (80 women) worked in the Community Services Directorate. Approximately 10 per cent of ACT government respondents were from the Education and Training Directorate and a further 9.3 per cent from the Justice and Safety Directorate. These are the largest agencies employing ACT government workers (with the addition of Territory and Municipal Services).

The largest group of responses from women employed by the NT public sector came from those working in the Department of Health (24.3%). Reflecting the composition of the NT public sector workforce, other large groups of responses came from women working in the Department of Families and Children (12.1%) and the Department of Education (9%).

Of the 125 responses from the private sector areas of CPSU membership, 71 or 56.8 per cent were from women employed by Telstra. A further 13.6 per cent of private sector responses were from CSL limited, with the rest scattered across employers that included Red Bee Media, Seven Network, Sensis, Melbourne Airport, Primus/M2 and Stellar Asia Pacific.

Location of respondents

The location of respondents broadly reflects that of the largest group, the APS. Table 1 shows a higher proportion of NT respondents to the *What Women Want* survey, compared to the APSED data. This reflects the inclusion of NT public sector women in the CPSU survey.

Table 1: Location of respondents (%)

State or Territory	WWW data	APSED data
NSW	19.1	20.2
VIC	16	15.3
ACT	31.3	37.7
QLD	13.9	11.6
SA	6.2	5.4
WA	5	4.7
TAS	3.3	2.7
NT	5.1	1.7

Note: APSED data is of all women APS employees



Aboriginal and/or Torres Strait Islander heritage

276 women or 2.5 per cent of women identified as Aboriginal and/or Torres Strait Islander. There were none from the private sector. 2.3 per cent of APS respondents identified as Aboriginal and/or Torres Strait Islander, similar to APS APSED reported figures. In 2012-13, APSED data reports that there were 2,258 ongoing women employees who identified as Aboriginal and/or Torres Strait Islander (2.6% of the ongoing female workforce) and a further 283 non-ongoing female employees (3.1% of the non-ongoing female APS workforce).

ACT Public Service data records the proportion of employees (men and women) identifying as Aboriginal and Torres Strait Islander as 1.2 per cent². A slightly higher proportion of ACT government women responding to the *What Women Want* survey identified as Aboriginal and/or Torres Strait Islander (2.5%).

In the NT public sector 8.4 per cent of employees (men and women)³ identify as Aboriginal and/or Torres Strait Islander. Again, the CPSU *What Women Want* survey data reflects this, although with 6.8 per cent of NT public sector respondents identifying as Aboriginal and/or Torres Strait Islander, the proportion of employees is slightly underrepresented in the CPSU findings.

Disability

In 2012-13, APSED data records that there were 2,358 women with a disability employed on an ongoing basis in the APS and a further 136 employed as non-ongoing. This is a significantly lower proportion than the 5.9 per cent of APS women who responded to the *What Women Want* survey reporting that they had a disability.

Similarly, the *What Women Want* survey data has a higher representation of women with a disability than the general workforce profile of the NT and ACT public sectors. In the NT public sector, 1.2 per cent⁴ of all employees (men and women) identify as having a disability and in the ACT government, 1.9 per cent⁵ (men and women). In the *What Women Want* survey, 3.4 per cent of NT public sector and 5.6 per cent of ACT government women reported having a disability.

CPSU action

DIVERSITY

It is important that the public sector workforce is representative of the general community. Over the past decade, the proportion of employees with a disability and Aboriginal and Torres Strait Islander employees has fallen. Most Australian governments have acknowledged that a representative public sector is needed and have shown a willingness to act, for example, through measures to increase the proportion of Aboriginal and Torres Strait Islander employees. In 2008, the Federal Government, along with all state and territory governments (except Tasmania), committed to increasing Aboriginal and Torres Strait Islander representation in the public sector to 'reflect the projected Indigenous share of their working age population by 2015'. Progress meeting this target has been slow and more needs to be done.

During enterprise bargaining in the APS in 2011, the CPSU achieved commitments in the vast majority of agreements to workplace diversity programs and/or specific entitlements that encourage the recruitment and retention of Aboriginal and Torres Strait Islander employees.

We will continue this emphasis in the 2014 APS bargaining campaign. Our bargaining claim includes seeking employer commitments to improve diversity through recruitment and retention strategies, the use of identified and special measures positions and cultural awareness training.

The CPSU's Aboriginal and Torres Strait Islander members' group (NATSIC) has undertaken significant work over the past couple of years. This includes mapping existing networks; identifying key issues to be pursued in bargaining; supporting staff of the former Department of Families, Housing, Community Services and Indigenous Affairs (FAHCSIA) after the 2013 abolition of that department by the Abbott government and the move of functions and staff supporting Aboriginal and Torres Strait Islander Australians to the Department of Prime Minister and Cabinet; and providing input into the ACT Government Inquiry into their Aboriginal and Torres Strait Islander Employment Policy.

Educational attainment of respondents

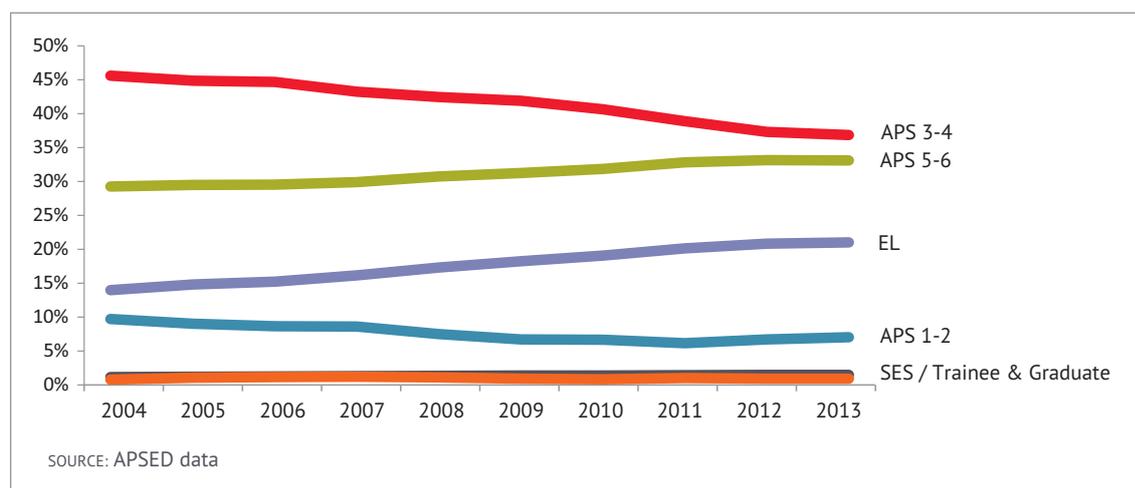
It is not surprising that the level of educational attainment among *What Women Want* respondents is much higher than the general female working population. What is notable is that the public sector also employs a large proportion of women with no post-school qualifications. This is despite the proportion of APS employment at lower classification levels, particularly those of APS 3 and 4 classifications, generally decreasing over the last decade (Chart 4).

Table 2: Highest qualification level of *What Women Want* respondents, APS female employees and general female working population (%)

Highest qualification held	WWW data	APSED data on women	Highest qualification of all employed women aged 15–74
Year 12 or below	20.6	24.9	47.9
Certificate I or II	2.1	2	n/a
Certificate III or IV	11.4	4.5	13.7
Advanced diploma/diploma	11.9	13.8	10.8
Bachelor degree	27.9	35.5	18.9
Graduate diploma/ Graduate certificate	12.1	9.1	3.5
Masters degree	10	8.6	5.1
			(postgraduate degree in total including doctorate)
Doctorate or higher	2.4	1.7	

Source: APSC APSED data, ABS Education and Work, Australia, May 2013 (62270DO001_201314)

Chart 4: APS female employment by classification 2004–2013

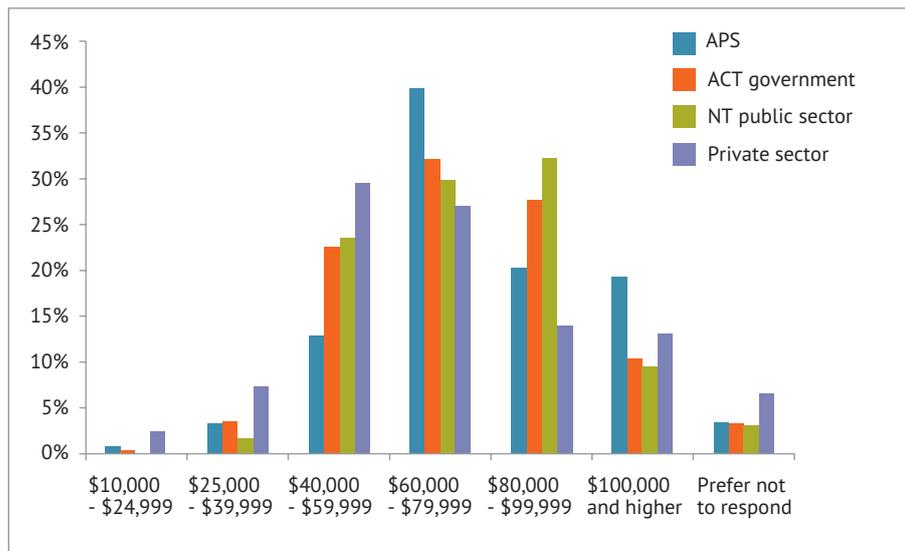


Remuneration level

Chart 5 shows the remuneration level of respondents. Interestingly among NT public sector and ACT government respondents, the largest group reported earning between \$80,000 and \$100,000 per annum while the largest group in the APS earned between \$60,000 and \$80,000.

There is a disparity in earnings based on location. Half (50%) of full-time women in capital cities earned \$80,000 or more, compared to a third of full-time women outside of capital cities (30.6%)

Chart 5: Remuneration by employer



The majority of women (77.2%) reported that they worked full-time. As expected, women working part-time reported lower earnings than those working full-time.

Occupation and duration of employment

Women were asked to identify their occupation against the standard classifications used by the Australian Bureau of Statistics (Table 3). In 2013, what stands out is a slight increase in the proportion of women who are employed in professional occupations and a decrease in the proportion who are clerical and administrative workers. This may be an early indicator of a fundamental shift in the composition of the public sector workforce with lower classified work outsourced. It will be important to analyse the data against other available information in future years to confirm this trend. However, this data reflects the story in Chart 4 which shows the decrease in the availability of lower classified jobs over the last decade.

Table 3: Occupation (%)

	2009	2010	2011	2013
Clerical and administrative worker	59.8	57.5	59.8	51.9
Community and personal service worker	1.1	1.2	1.5	1.4
Professional	30.2	31.7	30.3	36.8
Manager	6.7	6.9	6.4	7.6
Technicians and trades worker	1.6	2	1.8	1.2

Form of employment

The majority of respondents to the survey (96.2%) were employed on an ongoing basis.

Table 4: Form of employment (%)

	APS	ACTPS	NT public sector	Private sector	Community sector
Permanent/ongoing (either full or part time)	96.9	89.7	89.8	97.5	78.8
Casual	0.5	1.7	0.5	0.8	3
Non-ongoing / temporary engagement (specified term / task)	2.4	7.9	9.7	1.6	15.2
Not directly engaged (i.e. a contractor, labour hire)	0.1	0.2	–	–	–

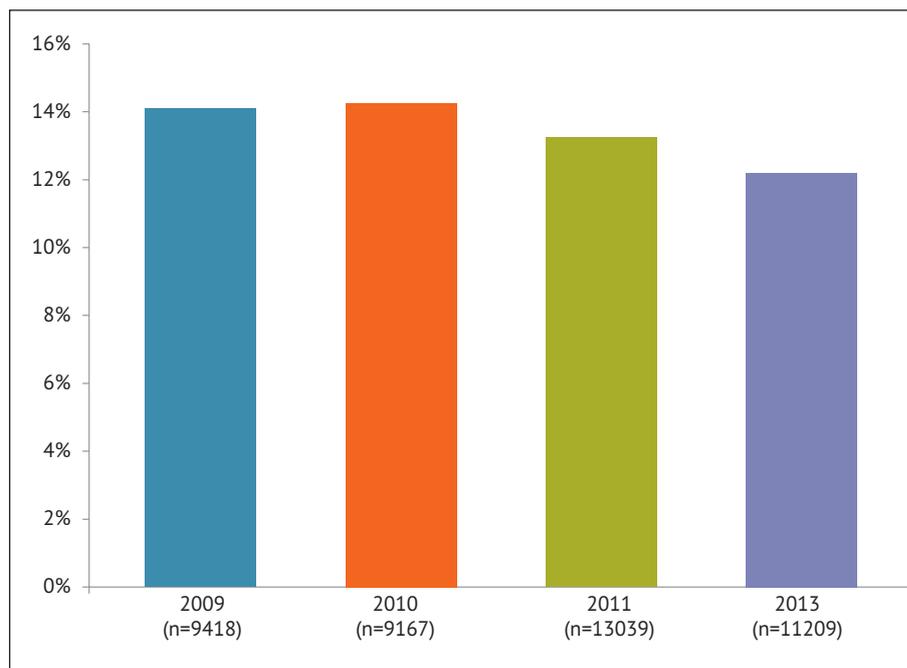
2.5 per cent of survey respondents reported they are employed to work in the APS on a non-ongoing basis or are not directly engaged. This lower than expected figure is likely to reflect sampling bias in the *What Women Want* responses. The APSED data more reliably records the figure as higher, with 9.6 per cent of APS women being employed on an ongoing basis in 2013. 8.1 per cent of women in the ACTPS and 9.7 per cent in the NT public sector reported being non-ongoing or not directly engaged.

57 per cent of all non-ongoing or not directly engaged respondents had been employed on consecutive contracts. Eighty four of those 195 women reported that they have been employed on four or more consecutive contracts.

Acting in a higher position

12.2 per cent of women reported that they were acting in a higher position. This is a small decrease on findings in previous years, but still represents a significant proportion of women who are ‘acting up’. It is important to note that, as in previous years, a third of those acting in a higher classification reported that they have been doing so for more than 12 months. A further 16.5 per cent have been working in a higher classification for between six and 12 months.

Chart 6: Proportion of women acting in a higher classification 2009–2013



CPSU action

INSECURE WORK

A common misconception is that insecure work is not an issue in the public sector. APS data shows that nearly one in 10 Australian Public Service (APS) employees are non-ongoing and an estimated additional one in 10 of the overall APS workforce are engaged indirectly as contractors. A greater proportion of women are employed as non-ongoing APS employees, compared to men.

Insecure work is a growing issue for workers in the public sector. The CPSU has been taking on employers who seek to use insecure work. In 2012, the CPSU worked with the ACTU's independent Inquiry into Insecure Work to ensure that the inquiry took into account the impact on our members in the public sector, and also areas like telecommunications.

At the Australian Taxation Office there has been a growing pool of labour hire workers and increased use of outsourcing at a time when the average staffing for the ATO has decreased. There is also the threat that work currently done by Human Services and the National Disability Insurance Agency could be outsourced by the Federal Government.

Over 2012 and 2013, CPSU members ran a 'permanent jobs = permanent solutions' campaign in DHS call centres. After 18 months of work, 100 ongoing positions were secured across DHS call centres nationally and workers converted to permanent from non-ongoing employment. When DHS then proposed to hire a number of 'intermittent workers', the CPSU secured an agreement that these casuals would have the right to choose to move to a non-ongoing contract or stay as casuals. Approximately 75 per cent chose to convert to non-ongoing status – this gave them certainty of hours of work, accrued sick and carers leave and, at the end of their contract, some accrued annual leave. This was a significant achievement and provided these workers with greater employment security.

In the NT public sector, the CPSU was able to secure permanent appointment for 80 employees in the Department of Children and Families and permanent jobs in the Aboriginal Interpreter Service. In the ACTPS, the CPSU secured an entitlement during recent bargaining to promote permanent employment and job security for casual employees who have been engaged on a regular and systematic basis for at least 12 months.

The CPSU opposes contracting out and labour hire being used as a basis for undermining the conditions of employees. During the 2014 APS bargaining round, the CPSU will push to ensure that contractors and labour hire are not paid less than what is provided to APS employees performing comparable work. Ongoing employment should be the usual and preferred basis of engagement and workforce planning should be undertaken to minimise the reliance on casual and fixed-term employment.

Caring responsibilities

Summary

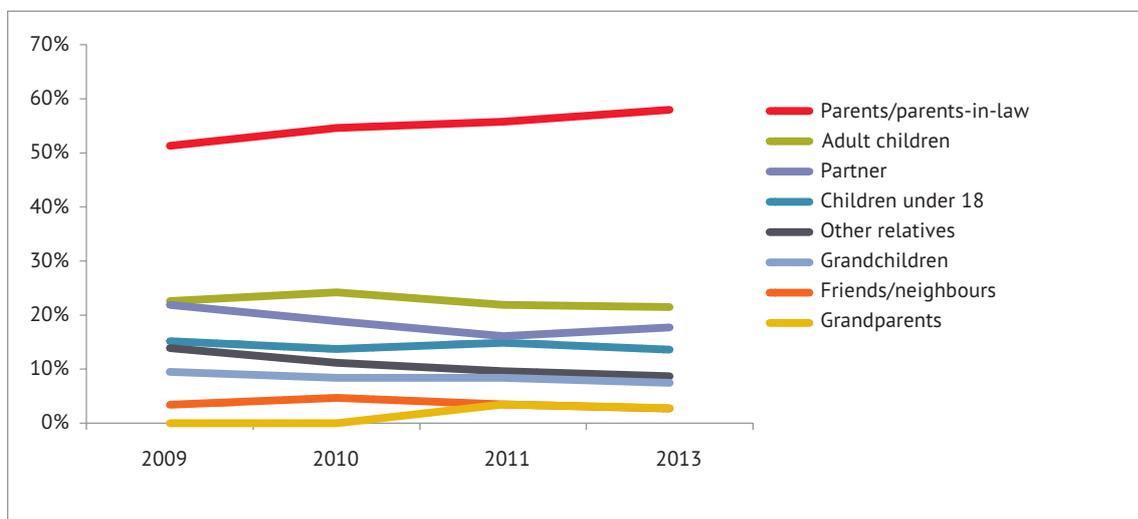
- Nearly two in five women have dependent children who live with them for the majority of the week.
- Nearly a quarter of women have caring responsibilities for others than dependent children, primarily their parents or parents-in-law.
- Nearly two thirds of women with additional caring responsibilities for parents/parents-in-law also have dependent children and work full-time.
- There are more women caring for elderly parents/parents-in-laws. Often these women are themselves closer to retirement. This is an important policy issue that needs to be addressed.
- Women who work full-time with dependent children and additional caring responsibilities were less likely to report they were satisfied with work/life balance and more likely to say they felt rushed or pressed for time.

A significant proportion of women have dependent children (38.1%). Of these women, most have either one or two children (86.1%).

A large group of women (23.8%) reported that they care for others on a regular basis. These women most often reported that they regularly cared for their parents or parents-in-law.

Chart 7 shows that, over the past five years, the proportion of women caring for ageing relatives has increased. This is an important policy issue to be addressed, particularly as these women tended to be aged 45 years or older and will soon be close to retirement themselves.

Chart 7: Who is cared for on a regular basis



42.9 per cent of those women who regularly care for others also have dependent children who they care for. 63.9 per cent of these women also work full-time. It comes as no surprise that this group is less likely to report that they are satisfied with their work/life balance and more likely to say that they almost always feel rushed or pressed for time.

Table 5: Women with dual caring responsibilities and work life balance (%)

	Full-time women with dual caring responsibilities	All women
Working overtime or extra hours causes personal difficulties	73.2	59.7
I almost always feel rushed or pressed for time	37	24.7
I often feel rushed or pressed for time	41.3	38.7
I am very satisfied with my current work life balance	10.5	14.3
I am satisfied with my current work life balance	44.3	47.9



Hours of work

Summary

- Three in five women work hours in addition to those required by their employment arrangements.
- 56.2 per cent of those with dependent children indicated they worked extra hours.
- Nearly one in 10 women are working an additional 10 hours or more each week.
- Just under half of women indicated they only sometimes or never received any compensation for working additional hours.
- The most common reason why women are not compensated is that compensation is discretionary or only provided in certain circumstances, such as if management agrees.
- The most common reason why women worked additional hours was to get all their work done.
- Over half of respondents indicated that working additional hours caused or sometimes caused personal difficulties.
- The most common difficulty was having to reprioritise other non-work commitments.

Each survey, women are asked a number of questions about their hours of work. Most reported being employed to work either a 36.75 hour week or between 37 and 38 hours a week (Table 6). This reflects the ordinary hours arrangements in most public sector enterprise agreements.

Just under a quarter (22.6%) of respondents indicated they worked part-time. This corresponds to APSC data which showed that 25.8 per cent of women worked part-time in 2012-13⁶

Table 6: Average weekly work hours (%)

	2009	2010	2011	2013
0-14 hours	0.6	0.5	0.8	1.1
15-29 hours	10.9	11.6	13.4	12.7
30-34 hours	7.3	7.8	8.3	7.7
35 hours	2.6	4.1	4.1	2.2
36 hours 45 minutes	24.2	23.3	18.3	30.9
37 hours	7	7.7	6.5	2.3
37 hours 5 minutes	–	3	2.3	3.7
37 hours 30 minutes	34.4	29.6	33.2	29.3
37 hours 55 minutes	–	2.1	1.9	2
38 hours	12.1	5.7	6	3.6
40 hours	–	3.6	4.2	3.7
I prefer not to respond	0.8	1.1	1.1	0.7
Total	100	100	100	100

Working additional hours

Actual hours worked are often more than the ordinary hours that are prescribed in enterprise agreements. Women were asked whether they worked any additional hours including extra hours at work, while travelling or at home. More than three in five (61%) indicated that they worked additional hours, an increase from 57.2 per cent in the previous *What Women Want* survey.

Of those women who said they work additional hours, three in five (58.6%) worked between one and five additional hours per week. One fifth (20.7%) worked between five and ten additional hours in a typical week. One in ten (9.1%) worked 10 or more extra hours per week.

Table 7 shows that since the last survey, the proportion of full-time women working 15 or more additional hours per week has declined. Where this has improved work/life balance it is a positive improvement.

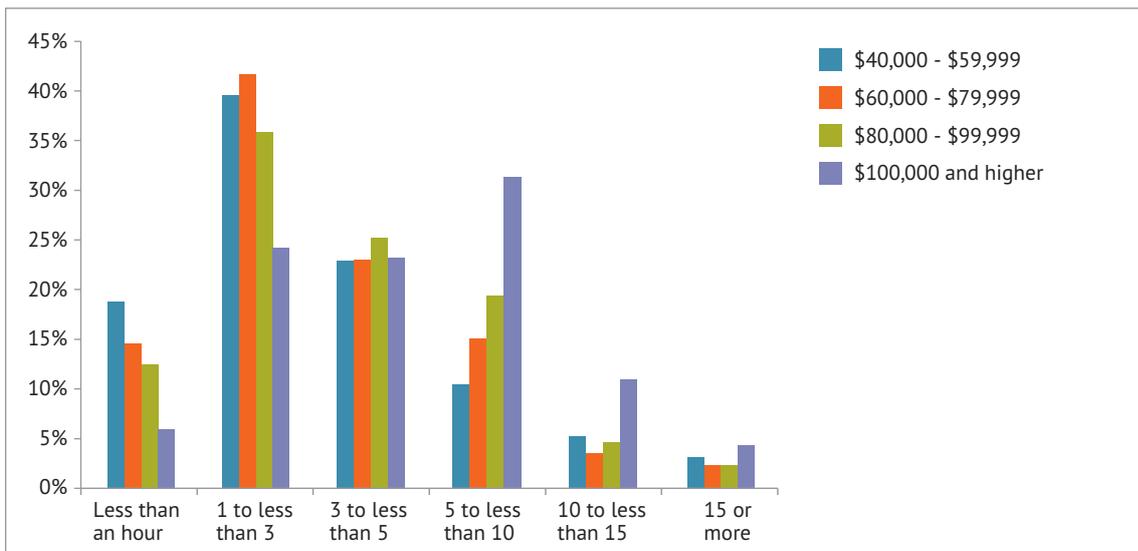
However the data also reveals that the proportion of full-time women who said that they always received compensation for additional hours worked has decreased significantly, from nearly half (48.3%) in 2011 to just over a quarter (27.1%) in 2013. It is possible that budgetary pressures mean that agencies are less able to compensate for those long additional hours. It is of great concern that the number of women working *unpaid* additional hours is increasing. This is an area for further research.

Table 7: Additional hours worked (%)

	2011	2013
Less than one additional hour	7	11.7
1 to less than 3 additional hours	29.4	35
3 to less than 5 additional hours	21.2	23.6
5 to less than 10 additional hours	23.9	20.7
10 to less than 15 additional hours	7.8	6.1
15 or more additional hours	10.6	3
Total	100	100

The likelihood of working additional hours increased with salary increases (Chart 8). Women earning \$100,000 or more were most likely to work additional hours with 83.1 per cent indicating they did so. Of women earning \$100,000 or more and working additional hours, nearly a third (31.3%) worked between five and ten additional hours per week and 15.4 per cent worked 10 or more additional hours per week. These women were slightly less likely than average to have dependent children but more likely to have caring responsibilities for others. Given the significant amount of time these women spend working each week, it is no surprise that they were less likely than average to be satisfied or very satisfied with their work/life balance, with just over half (55.7%) reporting they are satisfied or very satisfied.

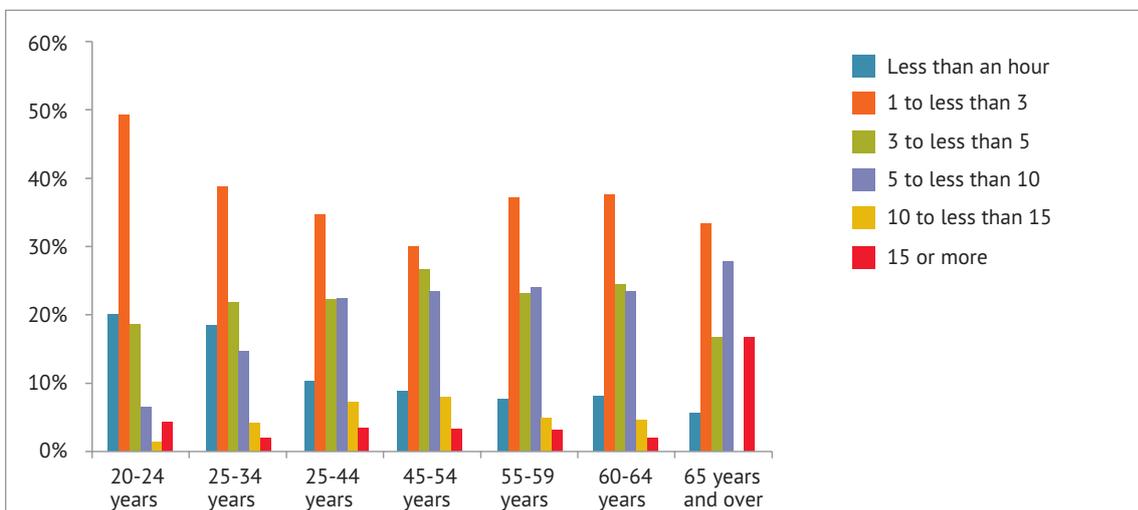
Chart 8: Additional hours worked per week by income



It is notable that more than half (56.2%) of women with dependent children worked additional hours. More than two in five (44.4%) work between three and 10 additional hours per week and one in 10 (11%) work more than 10 additional hours per week. Women with dependent children who work additional hours are more likely than average to have regular caring responsibilities for others, with additional time at work putting further pressures on their lives outside of work.

The age of full-time women working additional hours and how many extra hours they work per week is shown below (Chart 9). Generally the number of additional hours worked peaks between the ages of 45 and 54. Again, this is interesting because it is at these ages that women are most likely to have significant caring responsibilities.

Chart 9: Additional hours worked by age group



Are additional hours paid or unpaid?

Full-time women who said they worked additional hours were asked if they received compensation for working additional hours. Half (51.1%) said they always received compensation for working additional hours.

As base income levels rise, the likelihood of being paid for further hours of work decreases. Those working long additional hours are most likely to hold executive level roles. Often in these roles, compensation is not available or limited (Chart 10).

Chart 10: Compensation for additional hours by income level

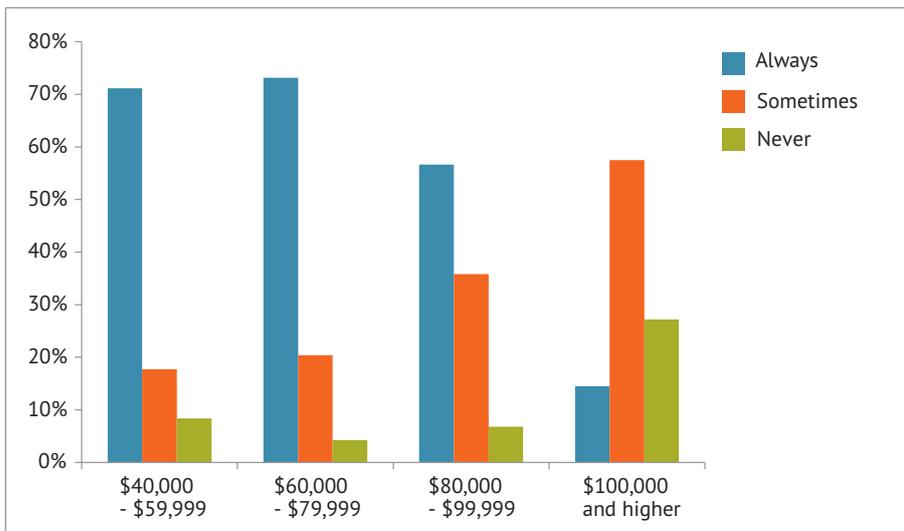
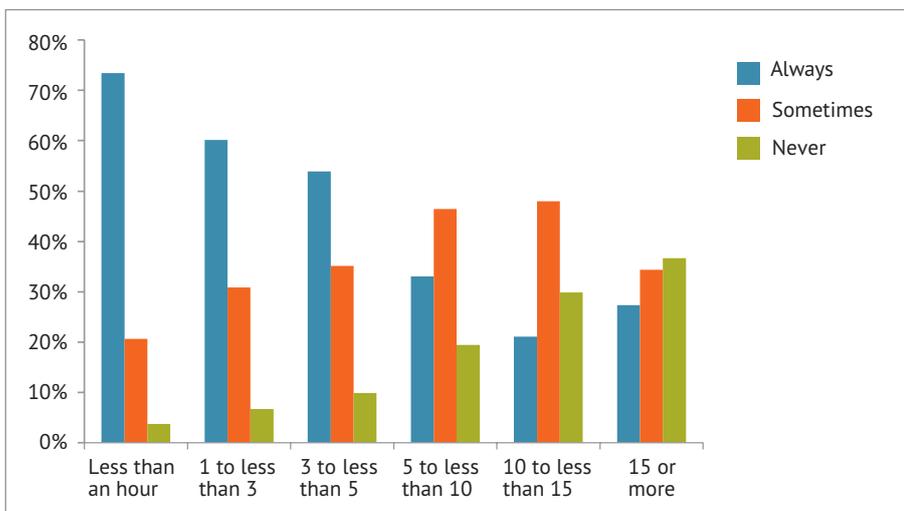


Chart 11 shows that as additional work hours increased, the likelihood of these additional hours being paid fell. For example, full-time women earning over \$100,000 were most likely to work additional hours but also the least likely to receive compensation for those extra hours. Only 14.5 per cent always received compensation and 27.2 per cent never received compensation. However, there was a subset of women working long hours who did get compensated. These women tended to be clerical and administrative workers at an APS classification (rather than classified at an executive level).

Chart 11: Duration of additional weekly hours by whether they are compensated



Why are additional hours uncompensated?

Women were most likely to not receive compensation for additional hours because the entitlements were discretionary and only given in certain circumstances, for example, if their manager agreed (Table 8).

Table 8: Main reason why not always compensated (%)

	2011	2013
Payment or time off is only given in certain circumstances (e.g. if management agrees)	33.5	37.2
Payment or time off is capped (e.g. flexitime accrual is capped at 37.5 hours)	10.5	10.4
I have an informal arrangement with my supervisor/management	18.9	17.4
I don't tell my employer	16.7	14.7
My workplace cannot afford it	2.4	2.2
No compensation arrangements available	3.3	4
Management expects uncompensated extra hours	3.1	5.2

Consistent with previous years' findings, 14.7 per cent of women did not tell their employer about extra hours worked. Women in admin/clerical roles were most likely to indicate this with a third (30.8%) not telling their employer about extra hours, followed by a fifth (19.1%) of service delivery employees.

Why are additional hours worked?

Full-time women who worked additional hours were asked the reasons why they worked extra hours. Similar to the previous *What Women Want* survey findings, half of these women (50.7%) indicated they worked additional hours to get all their work done. Working additional hours to get all their work done on time (42.1%) and to get their work done to a proper standard (40.9%) were again common reasons. It continues to be of concern that a significant number of women are unable to get their work done within their normal working hours (Table 9).

Table 9: Main reason why overtime is worked (%)

	2011	2013
I enjoy my work	22.4	24.6
I need the money from overtime pay	11.1	8.1
I want to maximise my performance bonus	1	0.8
I want to build up my flex time	26.7	30.7
So I can get all my work done	49.9	51.8
So I can get all my work done on time	39.2	44.2
So I can get my work done to a proper standard	38.7	42.7
It's the culture that we work extra hours	13.5	12.9
It is expected by management that we work extra hours	14.4	14.3
I only work extra hours in an emergency/special circumstances	10	10.3

This finding suggests that years of budget cuts have resulted in unachievable workloads for many, and evidence from CPSU members suggests cuts are having an impact on the services that are delivered. For example, the CPSU submission to the 2014/15 Commonwealth budget process revealed that customers in Department of Human Services offices regularly have to queue for more than two hours to talk to staff. There are also delays in processing including family, youth, student and unemployment allowances.

What is the impact of working additional hours?

Full-time women who worked additional hours were asked if it caused personal difficulties. 7.1 per cent of those who worked extra hours said that it did, and a further 50.4 per cent indicated that it sometimes caused them personal difficulties (Table 10).

Table 10: Personal difficulties caused by working extra hours (%)

	2011	2013
Yes	9.2	7.1
Sometimes	54.3	50.4
No	35.8	41.7
I prefer not to respond	0.7	0.7
Total	100	100

Full-time women who said that working extra hours caused or sometimes caused personal difficulties were asked what types of difficulties were caused (Table 11). The most common issue was having to reprioritise other non-work commitments (48.6%). The next most common difficulty was already being fatigued and overworked (46.7%), closely followed by taking a toll on personal relationships (45.7%).

Table 11: Types of personal difficulties working extra hours causes (%)

	2011	2013
I am not given sufficient notice of additional hours	6.7	7.3
Travel home early/late from work is difficult	34.6	35.7
I am already fatigued and overworked	45.7	46.7
I only get TOIL/Flex for overtime and would rather be paid	11.3	11.6
Having to reprioritise other non-work commitments is difficult	47.5	48.6
It takes a toll on personal relationships	45.8	45.7
Caring responsibilities are difficult to organise	35.9	28.4
It affects my health and wellbeing	2.6	2.5

Unsurprisingly those living outside of capital cities were more likely (40.3%) to say that travel home early/late work is one of the difficulties caused by working additional hours than those living in capital cities (34.1%).

Of course, full-time women with dependent children were likely to say caring responsibilities are difficult to organise, with two thirds (62%) saying this was the case.

CPSU action

ADDITIONAL WORKING HOURS

Excessive workloads and compensation for additional hours worked have been issues identified in every *What Women Want* survey. As hours of work and compensation for additional hours are generally governed by enterprise agreements, these questions are frequent areas of contention in bargaining negotiations and campaigns.

In some enterprise agreements, the CPSU has been able to achieve a right for employees to have concerns about their workload reviewed by management in consultation with their union. These include the 2011 Department of Education, Employment and Workplace Relations (DEEWR) agreement, and the latest Northern Territory Public Service agreement. In the 2014 APS bargaining round, the CPSU will be seeking the extension of this entitlement.

Compensation for additional hours worked is a concern across all work types, but is most commonly raised in the *What Women Want* survey data by women working at senior levels e.g. APS Executive Level staff. In 2011, the CPSU used *What Women Want* survey data to argue for fairer arrangements. As a result, several agencies including Human Services, the Australian Customs and Border Protection Service and the Department of Foreign Affairs and Trade improved time off in lieu arrangements for senior staff.

The CPSU has made progress in obtaining compensation for additional working hours for senior staff in the ACT government. In the most recent bargaining round, we achieved recognition for extra hours worked through an additional five days leave per annum for Senior Officer Grade A & B employees from 1 April 2014.

As we enter a new round of bargaining for members in the Australian Public Service, successive budget cuts are making it harder to provide high quality public services. Since September 2013, the loss of thousands of public sector jobs, termination of contracts for non-ongoing employees and a recruitment freeze are increasing workload pressures. In this environment, it is no surprise that CPSU members have highlighted workload and hours of work as major issues for these APS negotiations.

Contact outside work hours

Summary

- Two in five women were contacted outside of work hours.
- Nearly nine in 10 responded to contact outside of work regardless of whether it was a requirement of their job.
- A third of women were contacted more than occasionally.
- Nearly four in five received no compensation for being contacted outside of work hours.

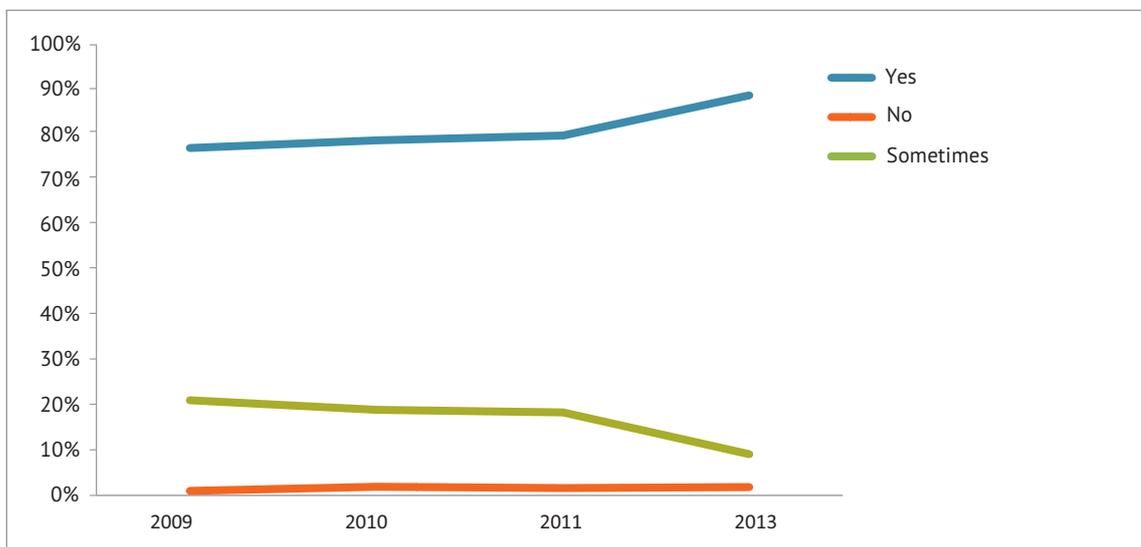
Women were asked about being contacted outside of work hours. Regular contact outside of work hours blurs the distinction between work and non-work time and impacts on an individual's work-life balance. Two in five (40.8%) women reported that they were contacted outside of work hours. This has been consistent over the past five years.

Table 12: Contact outside of work hours (%)

	2009	2010	2011	2013
Yes	37.5	43.9	39.1	40.8
No	62	55.6	60.5	58.5
I prefer not to respond	0.5	0.5	0.4	0.7
Total	100	100	100	100

Women were asked whether they were *required* to be contactable outside of work hours. Only 9.5 per cent said that it was a formal requirement of their job to be available for contact outside of work hours. The overwhelming majority of women (88.8%), however, responded to contact outside of work hours regardless of whether a requirement of their job or not, up from 79.9 per cent in the 2011 *What Women Want* survey.

Chart 12: Response to contact outside of work hours



Women who indicated they responded to contact were asked how often they were contacted. Over time, it appears that the frequency of contact outside of work is slowly increasing. In 2013, for nearly a third of women contacted out of hours (32.1%), contact was more than occasional. One in 10 (11.5%) were contacted weekly and 9.5 per cent monthly (Table 13). These figures have crept up since 2010 and highlight an area that needs monitoring in future surveys.

Table 13: Frequency of contact (%)

	2009	2010	2011	2013
Daily	4.5	3.3	4.2	3.5
Every couple of days	11.4	6.5	6.8	7.6
Weekly	–	10.6	11.2	11.5
Monthly	–	9.7	8.5	9.5
Occasionally	82.8	69.3	67.9	66.7
I prefer not to respond	1.3	0.6	1.3	1.1
Total	100	100	100	100

Note: Prior to 2010, women were asked only if contact was daily, every couple of days or just occasional.

Women who responded to contact outside of work hours were asked whether they received any compensation. Less than one in five (19.3%) always or sometimes received compensation for contact, a decrease from 21.7 per cent in 2011. It is concerning that four in five (79.4%) women receive no compensation for contact, an increase from 76.7 per cent in 2011.

Table 14: Compensation for contact (%)

	2009	2010	2011	2013
Yes	9.2	8.6	11.4	8.5
No	79.5	81.7	76.7	79.4
Sometimes	9.7	8.6	10.3	10.8
I prefer not to respond	1.6	1	1.6	1.3
Total	100	100	100	100



Flexible working arrangements

Summary

- Being able to access leave and flexible working hours were important to most women.
- Two thirds of women indicated the ability to negotiate part-time work was important or very important, compared to four in five women with dependent children.
- Women aged 20–44 were more likely to rate assistance with childcare and having paid maternity/paternity provisions as important or very important.
- 44.9 per cent with dependent children rated assistance with childcare as important or very important compared to 31.4 per cent of women overall.

As in previous years, women were asked about the importance of a range of flexible work arrangements (Table 15). The ability to access leave as needed continues to be the most important flexible work arrangement for women. Almost all (98.3%) respondents ranked it as very important or important. Women working in service delivery to the public are most likely to rank it as very important (79.3%), followed by women in technical roles (77.8%). Women earning between \$60,000 and \$79,000 are the most likely to rank it as very important (78%).

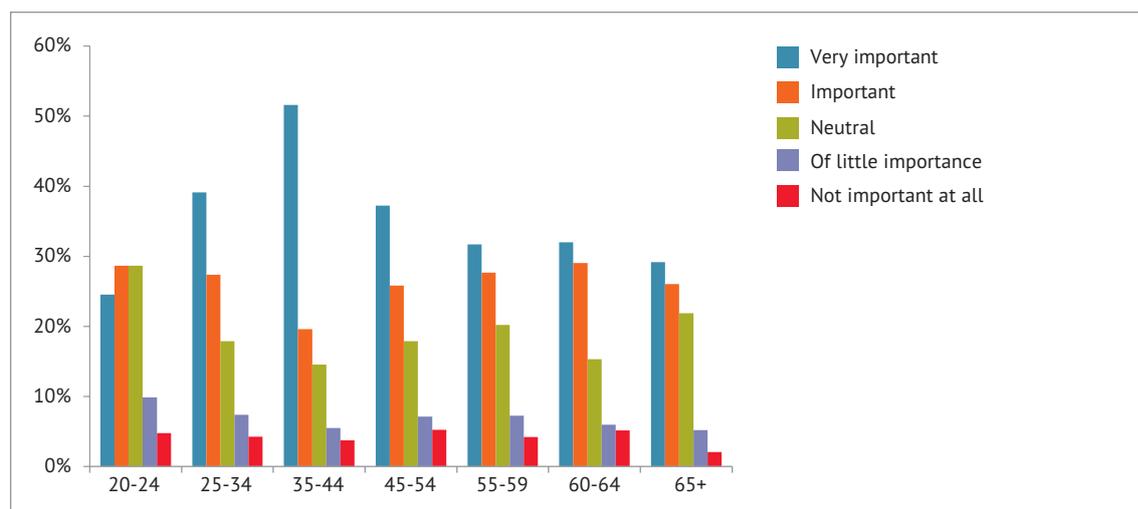
Having flexible work hours, including access to flex time and the ability to change start and finish times was the next most important flexible work arrangement. Nearly all (96.3%) respondents ranked it very important or important. Women working in roles in customs and quarantine areas, are most likely to rank it as very important (77.5%), followed by women in legal roles (76.8%). Women earning between \$60,000 and \$79,000 are the most likely to rank it as very important (76.4%).

Table 15: Importance of flexible working arrangements (%)

	Very important	Important	Neutral	Of little importance	Not at all important	Not applicable
Ability to access leave as needed	75.8	22.6	1.2	0.1	0	0.2
Having flexible work hours	74.4	21.8	2.6	0.5	0.1	0.5
Being able to negotiate part-time work	40	25	17.5	6.8	4.5	6.2
The opportunity to job share (two or more people share a full-time position)	10.2	13.5	34	15.1	14.1	13.1
Working from home in normal working hours	19.4	26.1	26.3	11.5	6.9	9.8
Having access to purchased additional leave schemes (e.g. buying extra annual leave 48/52)	28.8	29.3	23.3	9.9	5.5	3.3
Having paid maternity / paternity provisions	30.3	13.8	14.6	6.1	11.3	23.9
Assistance with childcare	17.6	13.8	21.2	7.6	12.1	27.8

Two thirds (65%) of women indicated that being able to negotiate part-time work was important or very important with 40 per cent saying it was very important. Women with dependent children were far more likely to say that being able to negotiate part-time work is important or very important. Nearly four in five women with dependent children (79.8%) said it was important or very important compared to just over a half (55.7%) who did not have dependent children. This is reflected by Chart 13 which shows that women of child bearing age are most likely to rate part time work as important. Women with other caring responsibilities were slightly more likely to say being able to negotiate part-time work is important or very important (68.2%) than those without responsibilities (64%).

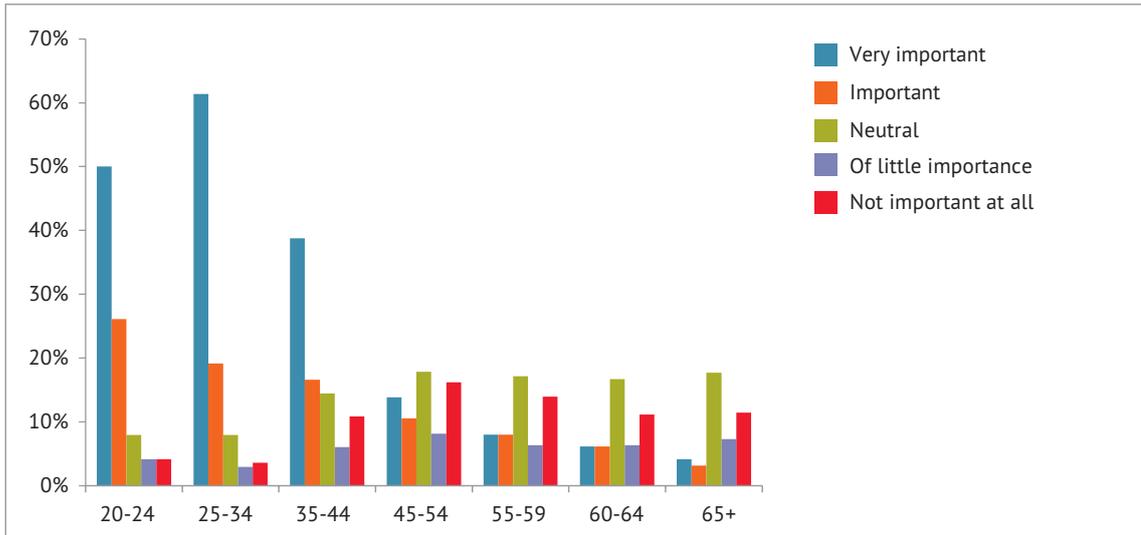
Chart 13: Importance of negotiating part-time work by age



More than half (58.1%) of women indicated that having access to purchased additional leave schemes was either important or very important. These women were more likely to be between the ages of 35 and 54, have dependent children (64.6%) and/or other caring responsibilities (63.6%).

Similar to 2011 results, a third (30.3%) of women indicated that having paid maternity/paternity leave was very important and an additional 13.8 per cent ranked it as important. Women with dependent children were more likely to say it was very important (41.4%) or important (15.7%). It is of little surprise that age is a factor with women aged 20-44 significantly more likely to say it was important or very important (Chart 14).

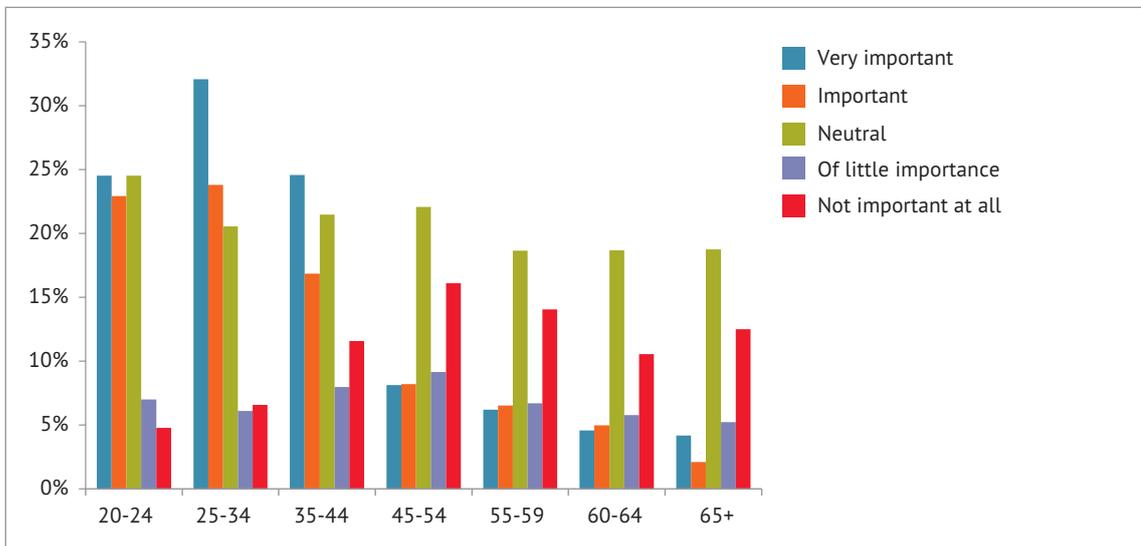
Chart 14: Importance of maternity/paternity leave by age



More than half (54%) of women with dependent children ranked working from home in normal working hours as very important or important, in contrast to 40 per cent of women without dependent children. Women with additional caring responsibilities were also more likely to rank it as important with more than half (52.2%) ranking it as important or very important. These findings highlight the importance of providing this kind of flexibility for women in the workplace.

The proportion of women who ranked assistance with childcare as important or very important decreased to 31.4 per cent in 2013 from 37 per cent in 2011. This is likely to be explained by a decline in the proportion of respondents with children aged five years and under. Women with dependent children were more likely to say it was very important or important (44.9%). Similar to the results for maternity/paternity leave, those aged 20-44 were far more likely to rate it as important or very important (Chart 15).

Chart 15: Importance of childcare by age



The opportunity to job share remained the flexible working arrangement that the fewest women ranked as being important. Only 23.7 per cent ranked it as either important or very important. This may be because it is not regularly accessed. Many public sector enterprise agreements do not specifically reference job sharing arrangements. Where it is mentioned, provisions often state that job sharing arrangements will be available subject to approval by Secretary or Agency Head and/or subject to operational requirements. As with other flexible working conditions, women with dependent children (30%) and women with additional caring responsibilities (28.3%) were more likely to rank it as important or very important.

It is clear that flexible working arrangements, especially the ability to access leave and have flexible working hours are important to the overwhelming majority of women, regardless of whether they have caring responsibilities. The results demonstrate that employers will be better able to recruit and retain women if they offer flexible work arrangements and ensure employees can access them.

CPSU action

FLEXIBLE WORKING ARRANGEMENTS

Women have reported that flexible working arrangements are important in the *What Women Want* report for many a year and the CPSU has continued to advocate for a range of entitlements.

For example, in 2011 bargaining, we were able to secure access to breastfeeding facilities and lactation breaks in the Department of Human Services, the largest employer of women in the APS. In 2013, the CPSU worked with the ACTU to secure changes to the *Fair Work Act* that improved flexible work arrangements. The changes expanded the group of employees who have a right to request flexible working arrangements. It now includes those with caring responsibilities, employees with a disability, parents/guardians of children school age or younger, employees 55 years or older and those experiencing family violence.

During negotiations for the latest Northern Territory Public Service enterprise agreement, the CPSU achieved removal of the maximum/minimum weekly limits set for part time work, and secured a review of the current outdated policy to ensure flexibility for all employees in start and finish times and compensation for additional hours worked.

The CPSU will continue to defend existing entitlements, and push for measures that extend flexibility of working arrangements during 2014 APS bargaining.



Accessing flexible work arrangements

Summary

- 67.4 per cent of women requested flexible working arrangements in 2013, an increase from 61.9 per cent in 2011.
- Of those, 92 per cent had their requests agreed to, an increase from 87.6 in 2010.
- For the eight per cent who had their request denied, the most common reasons given for the denial was staffing constraints, operational reasons and workload constraints.
- The most common flexible work arrangements accessed in the previous 12 months were flexible work hours and leave as needed.
- Women with dependent children were more likely (33.7%) to access part-time work compared to 19.4 per cent overall.
- More than a third of women did over 15 hours of unpaid domestic work a week and two thirds almost always or often felt time pressure. The more unpaid domestic work, the less likely women were satisfied with work/life balance.
- While 81.2 per cent were satisfied with their ability to access flexible arrangements, only 62.1 were satisfied with their work/life balance.
- Nearly a third feel that other employees resent people making use of flexible work arrangements to meet family responsibilities.
- Two in five feel that taking time out for family reasons would disadvantage their future career.

Despite years of activity by unions and others to make workplaces more flexible, further work remains to be done. While women clearly want workplace flexibility, it remains a concern that nearly a third (30%) agreed that other employees in their workplace resent people making use of flexible work arrangements to meet family responsibilities.

Two in five women (39.6%) also agreed that taking time out for family will disadvantage their careers, and 39.5 per cent agreed that employees who get ahead work long hours. While there are some small improvements in accessing flexible work arrangements from previous surveys, it is of continuing concern that many women believe accessing flexible work entitlements will affect their future career progression and opportunities.

The survey also examined how women access and use flexible working arrangements. Women were asked whether they had requested access to flexible working arrangements in the previous 12 months and if so, whether the request was approved.

More than two thirds (67.4%) of women indicated that they sought to access flexible work arrangements, an improvement on 2011 results (61.9%).

Women with dependent children were more likely to request access (77.2%) than women without (61.4%). Unsurprisingly, those earning \$100,000 and higher were least likely to seek access (58.9%) as many staff at senior levels do not have entitlements such as flexitime.

Table 16: Requested access to flexible arrangements (%)

	2010	2011	2013
Yes	69.7	61.9	67.4
No	30.3	38.1	32.6

The good news is that of those who requested access to some form of flexible work arrangement, the vast majority (92%) had their requests agreed to, an increase on 87.6 per cent in 2011.

Women who accessed flexible working arrangements were also asked what flexible work arrangements had been accessed in the previous 12 months and how frequently they had been accessed. The flexible work arrangement most commonly accessed was leave as needed, followed by flexible work hours.

Table 17: Flexible working arrangements accessed in the previous 12 months (%)

	Yes, regularly	Yes, once or twice	No	Not applicable
I have accessed leave as needed	64.6	33.5	1.6	0.4
I have accessed flexible work hours	63.1	29.7	5.1	2
I have negotiated part-time work	19.4	12.7	45.2	22.7
I have had the opportunity to job share	1	1.2	52.6	45.1
I worked from home during normal working hours	6.6	15.4	52.5	25.5
I accessed purchased additional leave schemes	12.7	9	60.3	18
I accessed paid maternity/paternity leave provisions	3.6	2.5	50.6	43.3
The employer provided assistance with childcare	0.6	1.1	51.8	46.6

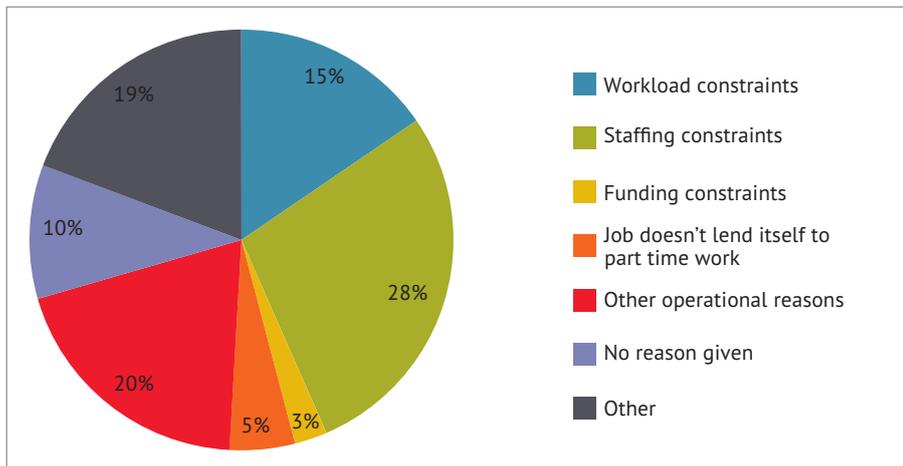
As expected, women with dependent children were far more likely to access part-time work with a third (33.7%) doing so regularly compared to a fifth overall (19.4%).

Women were asked if they were satisfied with their ability to access flexible working arrangements. Four in five were satisfied or very satisfied (81.2%) and women with dependent children were slightly more satisfied (82.2%). Given the importance of flexible working arrangements to women, it is good to see such a high level of satisfaction (Table 18).

Table 18: Satisfaction with ability to access flexible work arrangements (%)

	2010	2011	2013
Very satisfied	30.3	32.6	40.8
Satisfied	41	43.1	40.4
Neutral	14.8	9.6	8.1
Dissatisfied	8.6	9.5	7
Very dissatisfied	3.7	5	3.6
Don't know	1.6	0.2	0.1
Total	100	100	100

Of the small proportion that had their request to access flexible arrangements denied, the most common reason provided was staffing constraints (28%). Other operational reasons was the next most common (19.6%), followed by workload constraints (15.4%) (Chart 16).

Chart 16: Reasons for denial

It is not surprising that nearly two thirds (64.4%) of respondents who had their request denied were either dissatisfied or very dissatisfied with their ability to access flexible working arrangements.

Work/life balance

Women were asked about their satisfaction with their current work/life balance. 14.3 per cent indicated they were very satisfied, up from 10.4 per cent in 2011. It is positive that only one in five (19%) indicated they were either dissatisfied or very dissatisfied with their current work/life balance, a decrease from 21.6 per cent in 2011.

Respondents who had their request for flexible arrangements denied were far more likely to be dissatisfied. More than half (56.2%) were dissatisfied or very dissatisfied with their work/life balance.

Table 19: Satisfaction with work/life balance (%)

	2010	2011	2013
Very satisfied	14.6	10.4	14.3
Satisfied	45.1	47	47.9
Neutral	18.8	20.8	18.5
Dissatisfied	17	17.6	15.7
Very dissatisfied	4.3	4	3.3
Don't know	0.2	0.3	0.3
Total	100	100	100

There continues to be a substantial gap between satisfaction with access to flexible work arrangements (81.2%) and satisfaction with work/life balance (62.1%). This gap suggests that issues around work/life balance go beyond access to flexible working arrangements. Increasing workloads, the requirement to work additional hours, workplace culture, time pressures and unpaid domestic work are likely to be contributing to dissatisfaction with women's work/life balance.

In our last *What Women Want* survey, questions about unpaid domestic work and time pressures were included for the first time. Again, the overwhelming majority of women (93.2%) indicated they did five or more hours of unpaid domestic work a week. Women with dependent children were more likely to do more unpaid work with over a third (37.7%) doing 15 or more hours work compared to 20.8 per cent for women without dependent children. Women with other caring responsibilities were also more likely to do more unpaid work with just under a third (30.7%) doing 15 hours or more work compared to a fifth (20.5%) for those without other caring responsibilities. 31.6 per cent of women with caring responsibilities for parents or parents-in-law do 15 or more hours of unpaid domestic work.

Table 20: Unpaid domestic work (%)

	2011	2013
No, I did not do any unpaid domestic work at home	5	6.1
Yes, less than 5 hours	20.6	22.1
Yes, 5 to 14 hours	47.4	47.2
Yes, 15 to 29 hours	19.2	16.8
Yes, 30 hours or more	6.7	6.2
I prefer not to respond	1.1	1.7
Total	100	100

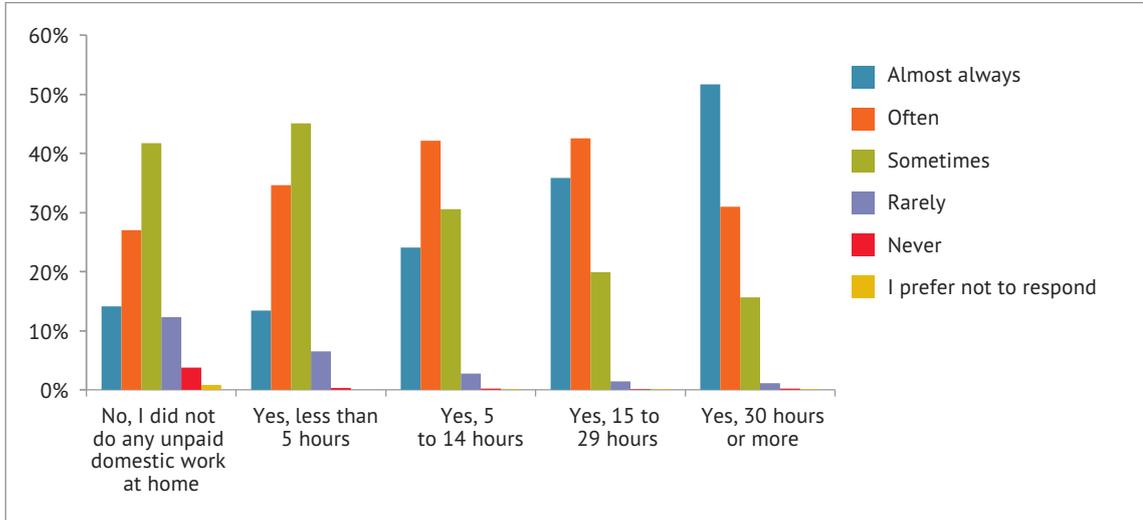
Nearly two thirds (63.4%) of women indicated they almost always or often feel time pressures (Table 21).

Table 21: Time pressure frequency (%)

	2011	2013
Almost always	27.2	24.7
Often	39.9	38.7
Sometimes	28.3	31.9
Rarely	4	3.9
Never	0.3	0.5
I prefer not to respond	0.2	0.3
Total	100	100

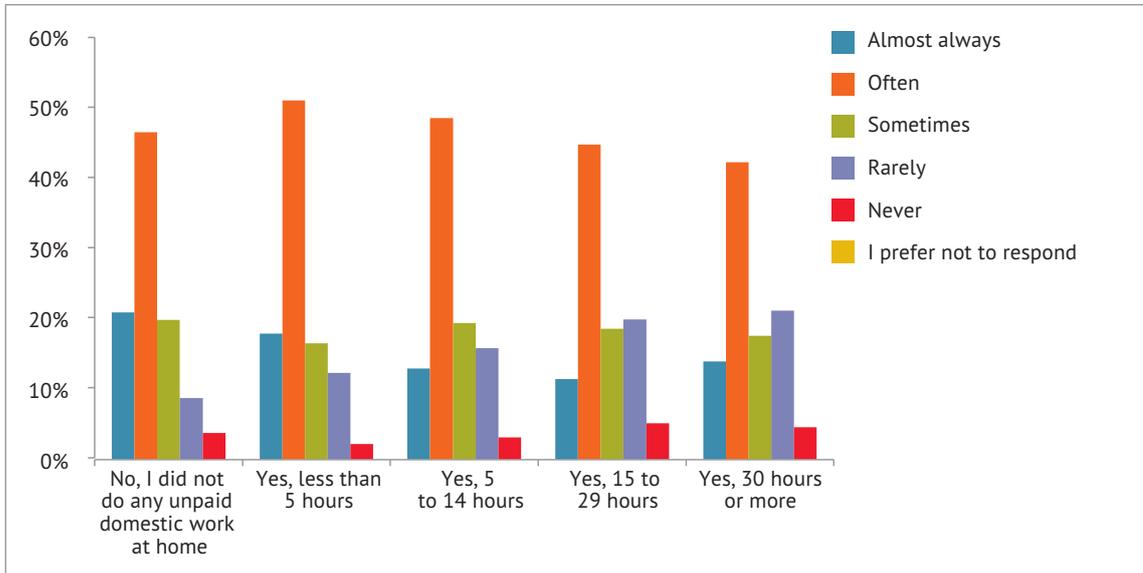
The more unpaid domestic work women did at home, the more likely they were to feel time pressure. 66.2 per cent of women undertaking between five and 14 hours of unpaid domestic work either almost always or often felt time pressure compared to three quarters (78.5%) of those doing between 15 and 29 hours of unpaid domestic work a week (Chart 17).

Chart 17: Hours of unpaid domestic work per week by feelings of time pressure



It is little surprise that those who did more hours of unpaid domestic work were less likely to be satisfied with their work/life balance (Chart 18). It is also unsurprising that women with dependent children are more likely to almost always or often (77.8%) feel time pressures than those without (54.6%).

Chart 18: Unpaid domestic work by work/life balance



Women were also asked to respond to a number of statements on work, non-work and career progression. The statements focused on workplace culture and the findings provide some insights on what may affect satisfaction with work/life balance (Table 22).

Table 22: Work and non-work commitments and career progression (%)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Not applicable	Total
Taking time out for family and personal matters is frowned upon	5.4	16.7	20.7	41.7	15	0.6	100
My current entitlements are sufficient to enable me to balance work and non-work commitments	10.5	54.2	19.3	12.9	2.8	0.3	100
Employees who 'get ahead' work long hours on a regular basis	11.4	28.1	26.9	26.2	5.1	2.4	100
Employees who 'get ahead' take work home on a regular basis	8.5	24.9	29.8	27	5.3	4.5	100
Unless you put work before family or personal matters you don't get noticed by management	8.9	23.9	26.2	32.2	7.2	1.6	100
Other employees in my workplace resent people making use of flexible work arrangements to meet family responsibilities	6.1	23.9	25.8	34.7	7.7	1.8	100
Taking time out for family reasons will disadvantage an employee's career	10.7	28.9	26.5	25.7	5.6	2.7	100
Employees without family responsibilities are often expected to make sacrifices for employees who have family	13	27.8	22.9	28.8	6.2	1.3	100
My workload is adjusted when necessary to take account of family or caring responsibilities	3.2	26.5	28.7	23.7	6.8	11	100
Both male and female employees are given access to work and family balance leave arrangements	10.6	57.4	22.9	5.3	1.6	2.3	100
I feel comfortable taking the leave I am entitled to	14.8	50.8	13	16.1	4.7	0.6	100
I am able to take annual leave when I want to	12.1	50.8	14.8	15	6.5	0.9	100
It is easy for all employees to combine career and family	3.1	16.4	31.3	33.9	13.2	1.9	100

The results for 2013 remain similar to previous survey results. Two thirds (68%) agreed that both men and women are given access to work and family leave arrangements and two thirds of respondents agree they are comfortable taking the leave they are entitled to (67.9%) and annual leave when they want to (62.9%). The responses on whether women feel comfortable taking the leave they were entitled to and whether they thought taking time out was frowned upon shed further light on these issues of work/life balance.

While most women said they are able to access flexible work arrangements, it remains a concern that nearly a third (30%) agreed that other employees in their workplace resent people making use of flexible work arrangements to meet family responsibilities, however, this is a decrease from 34.7 per cent in 2011.

Two in five women (39.6%) also agreed that taking time out for family will disadvantage careers, a decrease from 43.5 per cent in 2011. Concerningly, 39.5 per cent agreed that employees who get ahead work long hours. While there are some improvements, it continues to be concerning that many women believe that accessing the flexible work arrangements they are entitled to would affect their future career progression and opportunities.

Women with dependent children were more likely (35.1%) to say that other employees resent people making use of flexible work arrangements than those without (26.9%). Half of women with dependent children agree or strongly agree that taking time out will disadvantage career prospects (50.8%) compared to 32.6 per cent of those without.

CPSU action

LEAVE ENTITLEMENTS

The CPSU has previously campaigned successfully for improved leave arrangements in areas such as supporting partner leave and adoption leave, which were introduced or enhanced in a range of APS areas over 2011-12.

In recent Northern Territory Public Service bargaining, we successfully defended 18 weeks maternity leave and access to half pay maternity leave, and enhanced provisions for special maternity leave, concurrent leave – allowing both partners to take parental leave at the same time and, extended provisions for transfer to a safe job when pregnant to casual employees. In the ACTPS, the CPSU secured a new entitlement for up to 20 days paid leave for employees experiencing domestic violence.

In upcoming APS bargaining, the CPSU will be opposing any attempts to reduce to existing leave entitlements.

Being able to access leave entitlements has been identified by the *What Women Want* survey as a critical issue for women for a number of years. As well as the information obtained through this survey, the CPSU Member Service Centre handled nearly 1500 cases during 2013 about access to leave, further highlighting that this is a key workplace problem. In response, we will be arguing during 2014 bargaining for measures to ensure employees are able to access their leave entitlements when they need them.

Influence over work

Summary

- Women with higher income and classification levels were more likely to have greater influence over their work.
- Women working in research were most likely to have influence while those in service delivery were least likely to.
- Women feel that the aspect of their work they can most influence is how they do their job.
- More than half of women had at least some influence over the pace at which they worked.
- Half of all women stated they had a lot or some influence over their range of tasks.
- More than half of women had little or no influence over their workload.
- More than two in five women had little or no influence over whether they worked additional hours.

Women were asked a series of questions about the influence they had over aspects of their work. There were some clear differences based on earning level and the type of job that was done. The results are summarised in Table 23 and explored further below.

Table 23: Influence over various aspects of work (%)

	A lot	Some	A little	None	Don't know
The range of tasks you do in your job	14.7	40.2	22.3	22.6	0.3
The pace at which you work	23.7	38.6	23.1	14.3	0.2
How you do your work	33.1	37.5	18.9	10.3	0.2
Your workload	10.5	37.1	24.3	27.9	0.2
Working additional hours	24.2	37	22.4	13.9	2.5

The range of tasks you do in your job

More than half (54.9%) of all women said they had a lot or some influence over the range of tasks they did in their job. Those working in research were most likely to say they had a lot or some influence (66.4%), followed by those in program/project management (65.6%) and corporate services (65.4%). Those in service delivery were least likely to say they had a lot or some influence (38.6%).

Women working as managers were most likely to have some or a lot (78.8%) of influence over the range of tasks in their job, followed by technical and trades workers (65.5%). Clerical and administrative workers were least likely to have some or a lot (44.3%) of influence.

Unsurprisingly, the level of influence over the range of tasks done rises with higher classifications. Women at an EL2 classification were most likely to have some or a lot (82.7%) of influence compared to women at APS 3 and APS4 classifications (36%).

The pace at which you work

Nearly two thirds (62.3%) of all women said they had a lot or some influence over the pace at which they worked. Those working in research were most likely (73.6%) to say they had a lot or some influence, followed by those in corporate services (71.8%) and legal (68.2%). Women in service delivery were least likely to say they had a lot or some influence (47.6%). This reflects the work environment for service delivery workers who must meet strict performance indicators e.g on average speed for phone enquiries, time taken to answer calls and claims processing times.

Women working as managers were most likely to report having some or a lot (72.6%) of influence over pace of work, followed by professionals (67.9%). Clerical and administrative workers were least likely to have some or a lot of influence (57%) in this area.

Women at an APS4 classification were the least likely to have some or a lot (48.8%) of influence over the pace at which they work. This may reflect the high number of service delivery workers at this classification level. EL2 respondents were most likely to report some or a lot of influence (70.7%).

How you do your work

More than two thirds (70.6%) of all women said they had a lot or some influence over how they did their work. Those working in research were most likely to say they had a lot or some influence (83.8%), followed by corporate services (81.3%) and legal (80.3%). Women in service delivery were least likely to say they had a lot or some influence (52.7%).

Managers were most likely to report having a lot or some (86.5%) influence over how they did their work, followed by professionals (79.5%). Clerical and administrative workers were least likely to report having a lot or some (61.7%) influence.

Women working at a higher classification level were more likely to say they had a lot or some influence over how they did their work. Nearly nine in 10 (89.4%) of EL2 respondents said they had a lot or some influence compared to half (52.2%) of APS4 respondents.

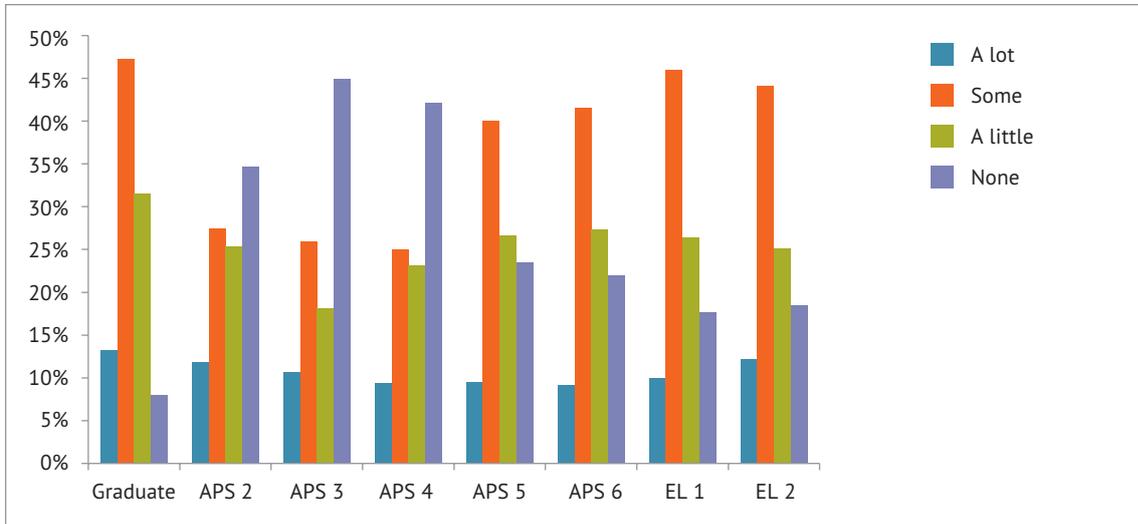
Your workload

Less than half (47.6%) of all women said they had a lot or some influence over their workload. Those working in corporate services were most likely to say they had a lot or some influence (55.9%), followed by program/project management (55.5%) and research (55.2%). Understandably, those in service delivery were least likely to say that had a lot or some influence (32.7%). The advice, support and services that service delivery workers provide differs from client to client and workers often have limited control over whether their case is time-consuming or a complex matter.

Managers were most likely to report having some or a lot (57.2%) of influence over workload, followed by professionals (53.8%). Clerical and administrative workers (58.1%) and community service workers (51.3%) were more likely to report having little or no influence over workload than having some or a little influence.

Similar to previous years' results, those at APS 4 level felt they had the least influence over their workload with two thirds (65.3%) stating they had little or no influence over workload. In contrast, less than half of EL1 (44%) and EL2 (43.6%) women stated they had little or no influence over their workload. This gap is likely to be explained by the types of work being done at these levels, the performance indicators imposed, and the impact of job cuts (Chart 19).

Chart 19: Influence over your workload by APS classification



Working additional hours

Three in five women (61.2%) said they had a lot or some influence over working additional hours. Those working in research were most likely to say they had a lot or some influence (67.3%), followed by corporate services (67.2%) and legal (66.5%). Women in service delivery were least likely to say they had a lot or some influence (52%).

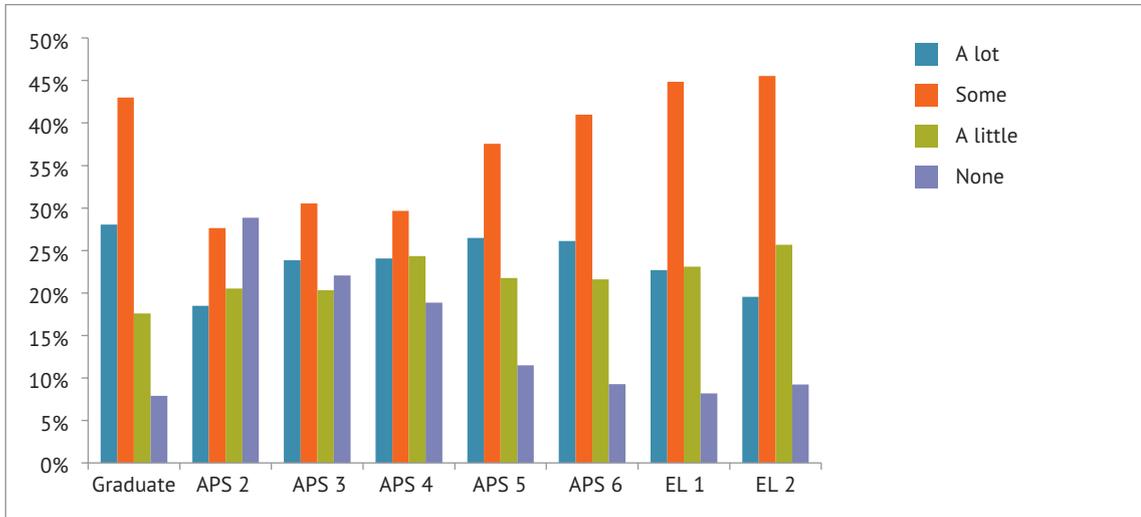
Managers were most likely to report having some or a lot of influence (68.9%) over working additional hours, followed by professionals (65.7%). Technician and trades workers were the least likely to have some or a lot (48.9%) of influence over working additional hours.

Interestingly, those at lower APS classification levels (APS2-4) were more likely to say they had little or no influence over working additional hours (Chart 20). This is likely to be due to the type of tasks they undertake.

Full-time women who work additional hours were more likely to say they had some or a lot (65.3%) of influence over working additional hours. Those working fewer hours were more likely to say they had some or a lot of influence with two thirds (67.4%) of those working between one and three additional hours saying so compared to less than half (46.1%) of those who work 15 or more additional hours per week.

Unsurprisingly, those who said they had little (50.6%) or no influence (40.7%) over working additional hours were less likely to be happy with their work-life balance than those with a lot (78.4%) or some (66.9%) influence.

Chart 20: Influence over working additional hours by APS classification



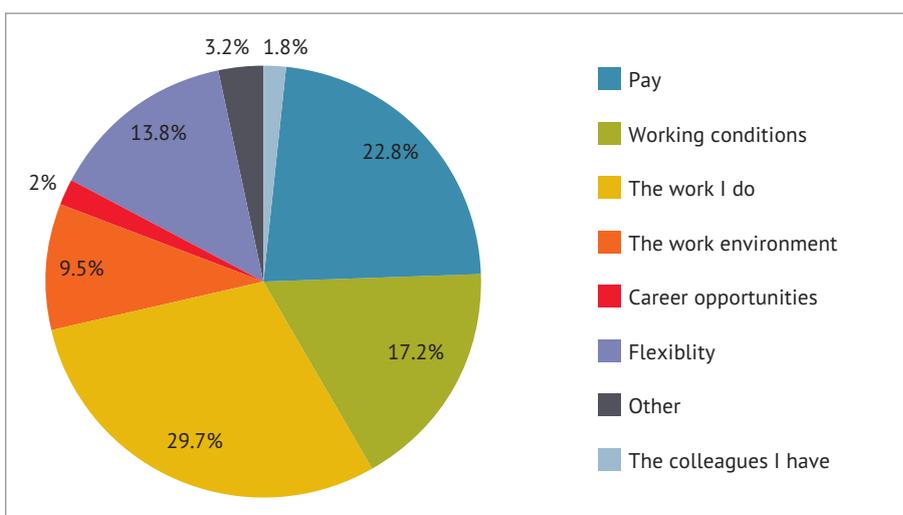
About your job

Summary

- Respondents were most likely to say that the work they did was what they liked most about their job.
- Women working in service delivery roles were least likely to be satisfied about aspects of their job.
- Less than half of all women were satisfied or very satisfied with their ability to control their workload.
- Just over half of respondents were satisfied with the sense of achievement they got from work.
- Just over half of respondents said they felt secure or very secure in their current job.
- Budget cuts and organisational restructuring were the main reasons why respondents felt insecure in their current jobs.

In 2013, women were asked for the first time what they liked most about their job. Nearly one third of women (29.7%) said that 'the work they did' was what they liked most about their job. Pay (22.8%) and working conditions (17.2%) were the next most common reasons.

Chart 21: In general, what do you like most about your job?



Indeed, across all work descriptions, excluding service delivery, 'the work they did' was the most common response. Those working in service delivery were most likely to say that what they liked most about their job was 'pay' (32%), followed by the work they do.

Women working in service delivery were far more likely to live in regional areas. Half of respondents identified as service delivery workers (49.9%) who participated in the *What Women Want* survey did not live in a capital city. Many regional areas suffer from higher unemployment than the national average and have less job opportunities. Public sector jobs often represent 'good' jobs in these regions, valued because they are more likely to have relatively better wages. This may explain why many service delivery workers were most likely to say 'pay' is what they like most about their work while they are less likely to be satisfied with the amount of pay they received compared to the rest of the public sector.

Women were also asked how satisfied they were with various aspects of their jobs. The results are set out in Table 24 below. Unsurprisingly, those at a higher classification level tended to be more satisfied or very satisfied with various aspects of their job than those at a lower classification.

Table 24: Job satisfaction (%)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know	Total
The range of tasks you do in your job	10.1	48.7	20.3	16	4.7	0.2	10.1
The pace at which you work	9.5	53.3	19.7	13.8	3.5	0.2	9.5
How you are able to do your work	11.5	53	18.9	12.8	3.6	0.2	11.5
Your ability to control your workload	7.5	41.5	24.9	20.3	5.6	0.2	7.5
Your ability to control additional hours worked	10.1	46.3	26.7	12.5	2.9	1.5	10.1
The amount of pay you receive	18.5	52.5	12.4	12.9	3.6	0.1	18.5
The sense of achievement you get from work	12.4	47.1	20.1	14.7	5.6	0.1	12.4
The respect you get from those above you	9.9	38.6	23.5	17.8	9.7	0.4	10
The level of job security you have	15.9	43.5	19.9	12.3	7.6	0.9	15.9

Satisfaction with the range of tasks you do in your job

Women working in research were most likely (70.2%) to be satisfied or very satisfied with the range of tasks they did, followed by corporate services (65%), and legal (63.3%). Women working in service delivery were least likely to be satisfied or very satisfied (48.6%).

Managers were most likely to be satisfied or very satisfied with the range of tasks they did (73.9%), followed by community and personal service workers (67.5%). Clerical and administrative workers were the least likely to be satisfied or very satisfied (52.2%)

APS employees at an EL2 classification were most likely to be satisfied or very satisfied with the range of tasks they did (77.5%), followed by those employed as an EL1 (66%). Less than half of all employees at an APS4 classification or below were satisfied or very satisfied.

The pace at which you work

Women working in research were most likely (67.1%) to be satisfied or very satisfied with the pace at which they did their work, followed by corporate services (69.1%) and program/project management (66.8%). Women in service delivery were least likely to be satisfied or very satisfied (52.7%).

Managers were most likely (67.4%) to be satisfied or very satisfied with the pace at which they worked, followed by professionals (65.6%). Clerical and administrative workers were least likely to be satisfied or very satisfied (60.2%).

Women working at an APS5 classification were most likely to be satisfied or very satisfied (68.4%) about the pace at which they worked, followed by EL2 employees (67.4%). APS4 employees were least likely to be satisfied or very satisfied (54.1%).

How you are able to do your work

Women working in research were most likely (71.5%) to be satisfied or very satisfied with how they are able to do their work, followed by corporate services (69.1%) and program/project management (67.1%). Women in service delivery were least likely (52.2%) to be satisfied or very satisfied.

Managers were most likely (73.9%) to be satisfied or very satisfied with how they were able to do their work, followed by professionals (69.5%). Clerical and administrative workers were least likely to be satisfied or very satisfied (59.4%).

Women at an EL2 classification were most likely to be satisfied or very satisfied (76.6%) with how they are able to do their work, followed by women at an EL1 classification (70.4%). Women at an APS4 classification were least likely to be satisfied or very satisfied (52.5%).

Your ability to control your workload

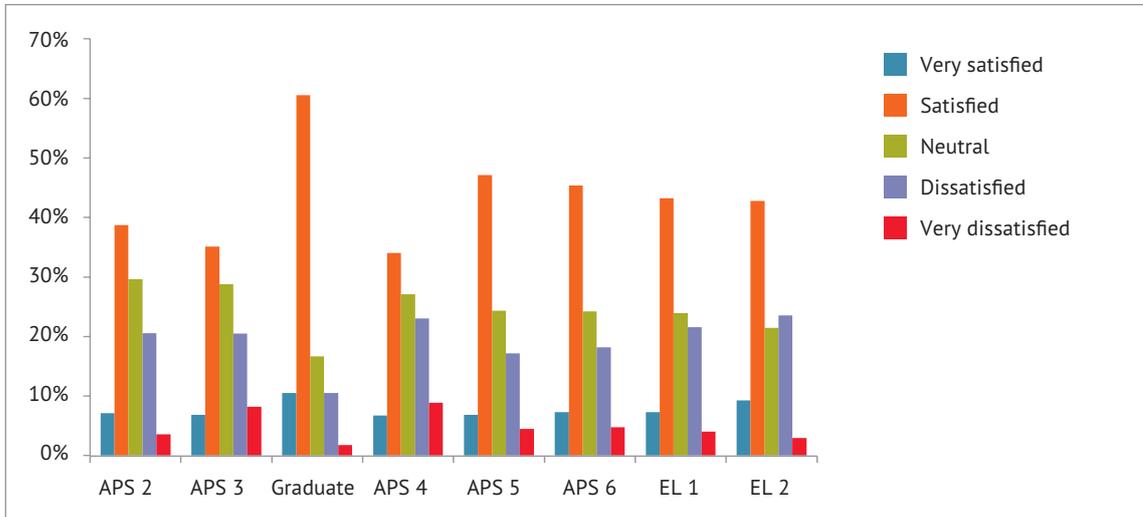
Women working in corporate services (55.2%) were most likely to be satisfied or very satisfied with their ability to control their workload, followed by administrative support/clerical roles (54.2%) and research (50.5%). Unsurprisingly, women in service delivery were least likely (38.8%) to be satisfied or very satisfied. Cuts to staffing and growing workloads have only added to existing pressures on service delivery workers such as meeting to meet tight performance targets.

Managers were the most likely to be satisfied or very satisfied (53.1%), followed by professionals (52.4%). Clerical and administrative workers were the least likely to be satisfied or very satisfied (46%).

Unsurprisingly, those at lower APS classification levels were less likely to say they were satisfied or very satisfied with their ability to control their workload. Women at an APS4 classification were least likely (40.8%) to say they were satisfied or very satisfied. Women at an APS5 classification were most likely to be satisfied or very satisfied (53.9%) (Chart 22).



Chart 22: Satisfaction with ability to control your workload by APS classification



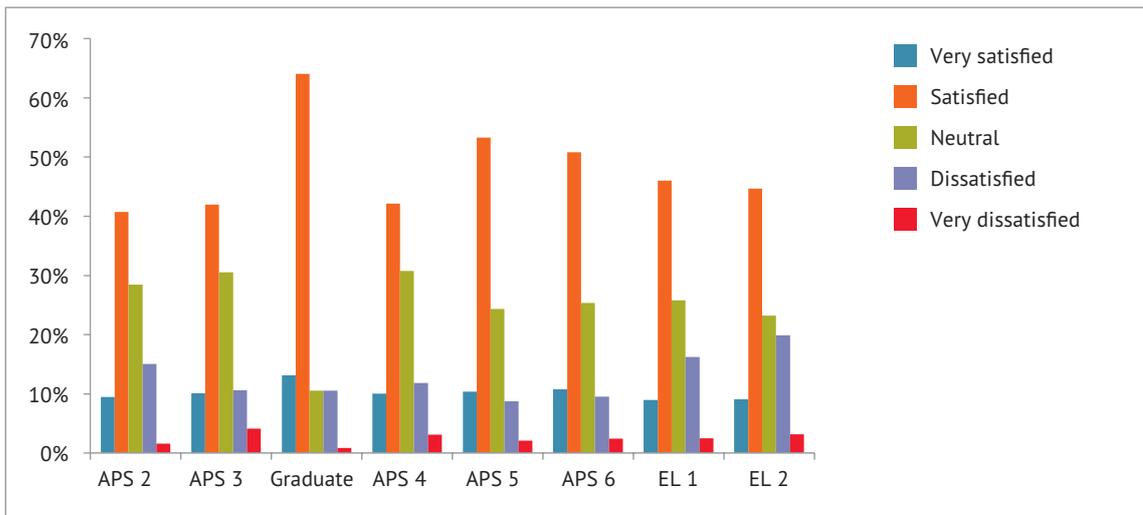
Your ability to control additional hours worked

Women in corporate services were most likely (60.9%) to be satisfied or very satisfied with their ability to control additional hours worked, followed by those working in exercising regulatory authority (60.4%) and legal (59%). Women in service delivery were least likely (49.8%) to be satisfied or very satisfied.

Women working as professionals were most likely to be satisfied or very satisfied (58.6%), followed by managers (55.8%). Community and personal service workers were least likely to be satisfied or very satisfied (51.3%).

Women working at an APS5 classification were most likely to be satisfied or very satisfied (64.7%). Women working at an EL classification were more likely to be dissatisfied with their ability to control working additional hours (Chart 23).

Chart 23: Satisfaction with ability to control working additional hours by APS classification



The amount of pay you receive

Women in policy were most likely (79%) to be satisfied or very satisfied with the amount of pay they received, followed by those in program/project management (77.9%) and corporate services (75.9%). Women in administrative support/clerical roles were least likely to be satisfied or very satisfied (60.5%), followed by women in service delivery (67.7%).

Women working as managers were most likely to be satisfied or very satisfied with their pay (78.8%), followed by professionals (74.2%). Community and personal service workers were the least likely to be satisfied or very satisfied (55.8%).

Unsurprisingly, women at a higher classification were more likely to be satisfied than women at a lower classification. Interestingly, those at the lower EL1 classification (85.9%) were slightly more satisfied than those at an EL2 classification (83.8%).

The sense of achievement you get from work

Women in research were most likely (67.5%) to be satisfied or very satisfied with the sense of achievement they get from work, followed by those in legal (65.8%) and corporate services (64.2%). Women in service delivery (54.3%) were least likely to be satisfied or very satisfied.

Women working as managers were most likely to be satisfied or very satisfied (70.7%) with their sense of achievement they get from work, followed by community and personal service workers (64.3%). Clerical and administrative workers were least likely to be satisfied or very satisfied (54.3%).

Women were more satisfied with their sense of achievement from work, the higher their classification was. Three quarters (74.2%) of EL2 women were satisfied or very satisfied compared to only half (50.1%) of women at an APS4 classification.

The respect you get from those above you

Women in legal were most likely (57.4%) to be satisfied or very satisfied with the respect they got from those above them, followed by those in policy (56%) and research (54%). Women in service delivery (40.5%) were least likely to be satisfied or very satisfied.

Women working as managers were more likely to be satisfied or very satisfied (56.3%) with the respect they got from those above them, followed by professionals (53.3%). Women working in clerical and administrative roles were least likely to be satisfied or very satisfied (44.2%).

Unsurprisingly, women at lower classification levels were less likely to be satisfied with the respect they got from those above them. Three in five (59.3%) of those at an EL2 level were satisfied or very satisfied compared to two in five (41.1%) of those at an APS4 level.



The level of job security you have

Women in corporate services (60.5%) were most likely to be satisfied or very satisfied with their level of job security, followed by those exercising regulatory authority, such as those working in border security roles (57.8%) and legal (57.7%). Women in service delivery (43.3%) were least likely to be satisfied or very satisfied. Those working in service delivery were most likely to be dissatisfied or very dissatisfied with their job security (23%).

Women at an EL2 level were most likely to be satisfied or very satisfied (70.3%) with their level of job security.

Women working as managers were most likely to be satisfied or very satisfied (67%), followed by professionals (64%). Women in community and personal service work were least likely to be satisfied with only (42.2%) satisfied or very satisfied with their level of job security.

Those in permanent or ongoing jobs were far more likely to be satisfied or very satisfied with job security (61.2%) than those in non-ongoing/temporary engagements (12.9%). Nearly three quarters (71.7%) of those in non-ongoing/temporary engagements are very dissatisfied or dissatisfied with their job security.

In 2013, women were also asked for the first time how secure they felt in their current job. Just over half (56.4%) said they felt secure or very secure. A quarter (24.1%) of respondents said they felt insecure or very insecure. It is not a surprise that those in non-ongoing/temporary engagements were far more likely to say they were insecure or very insecure (71%), compared to permanent/ongoing employees (22.2%).

Women living in capital cities were generally more likely to feel secure or very secure (58%) in their current job than those who did not (52.6%). Nearly three in five ongoing employees in capital cities (59.6%) felt secure compared to just over half (54.2%) of ongoing employees who did not live in a capital city. Unsurprisingly, women with non-ongoing/temporary engagements outside of capital cities were more likely to feel insecure or very insecure (76.4%) compared to non-ongoing employees living in capital cities (67.5%).

A sense of insecurity was most prevalent in the Australian Public Service (APS) and the NT public sector, at 56.6 per cent and 52.9 per cent respectively. These results reflect dramatic job losses and budget cuts in these areas.

Women who said they felt insecure or very insecure were asked why they felt insecure in their current job. Budget cuts were the most common reason (71.8%), closely followed by organisational restructuring (71%) (Table 25).

Table 25: Reasons for feeling insecure in current job (%)

	%
Budget cuts	71.8
Organisational restructuring	71
Outsourcing	17.5
Casualisation	17.7
Personal issues	16.9
Other	2.8

Women in the Australian Taxation Office were more likely than other groups to say outsourcing and casualisation were reasons for feeling insecure in their current job, with approximately a quarter of all ATO women noting these issues as concerns. This reflects the ATO expanding its use of outsourcing arrangements, and recent incidents of use of casual/temporary staff.

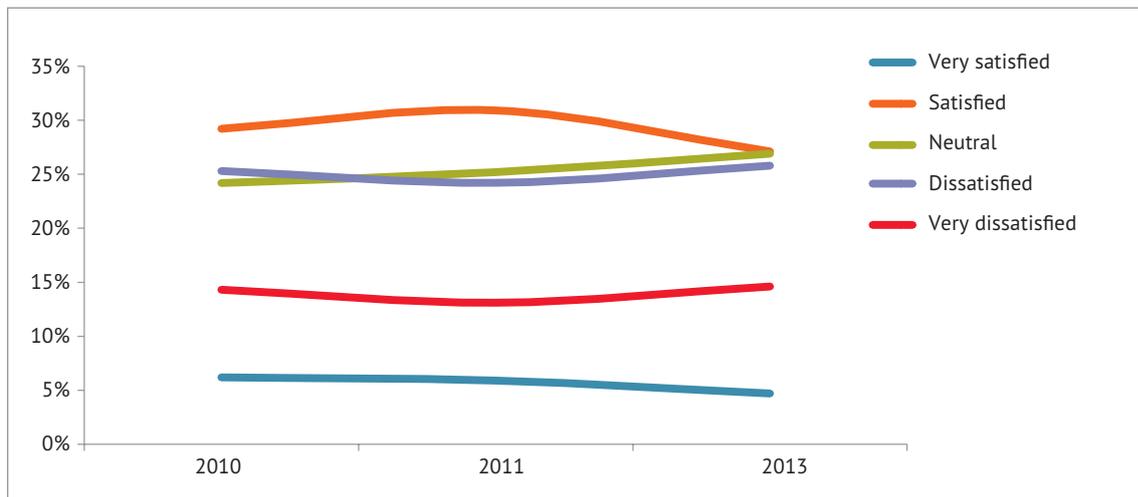
Career development and promotion opportunities

Summary

- More women are dissatisfied with their career and promotion opportunities than are satisfied.
- 13.8 per cent of women received no training over the past year.
- Since 2009 there has been a sharp drop in those having 10 days training or more.
- Nearly one in five women applied for and were denied training over the past year. The most common reasons given for denial were staffing constraints, cost of training and workload constraints.

The *What Women Want* survey results are beginning to confirm the impact of successive budget cuts on career development opportunities via the efficiency dividend and other means.

Chart 24: Satisfaction with current career opportunities

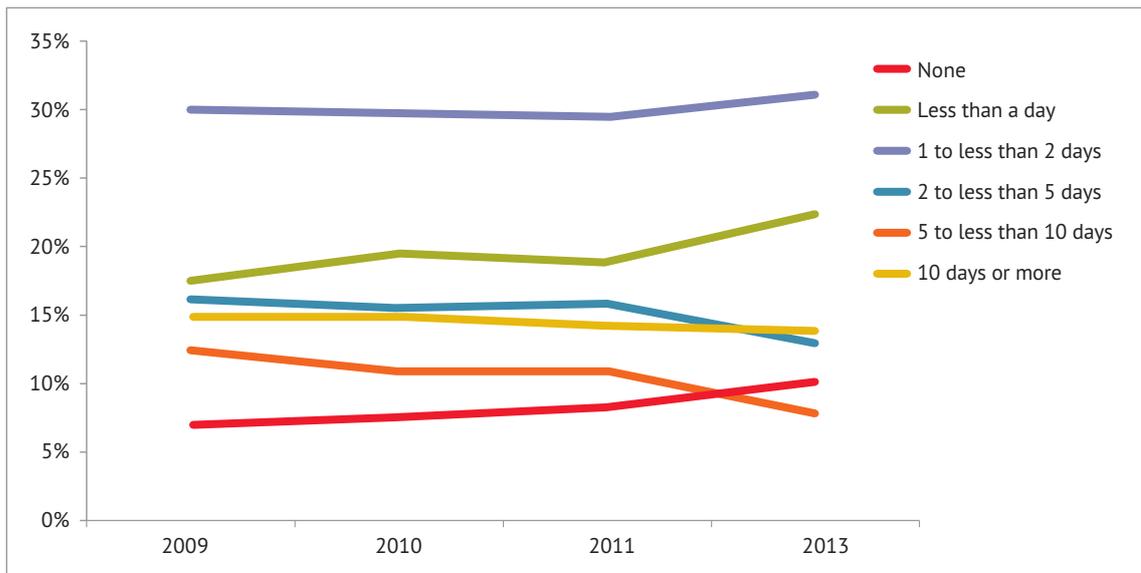


Women working in the APS are slightly less likely to be satisfied or very satisfied (31.7%) with their career opportunities than those in the ACTPS (35.6%) or NT public sector (32.3%). Generally, two in five women are also dissatisfied or very dissatisfied with their career options. Private sector women were even less likely to be satisfied or very satisfied with their career opportunities (23.7%) and more likely to be dissatisfied or very dissatisfied with them (43.4%).

Women working in research are the group most likely to be satisfied or very satisfied with career development opportunities with more than a third (36.6%) saying so. It is concerning that this was the only occupational grouping where women were more likely to be satisfied than dissatisfied. In all other occupations, women were more likely to be dissatisfied with the career opportunities available to them. Women in service delivery were least likely to be satisfied or very satisfied, with only a quarter (27%) saying so, and two in five (44.9%) saying they were dissatisfied or very dissatisfied. These disparities in the level of satisfaction with career opportunities may in part reflect the type of work being undertaken, and the availability of clear career paths.

Chart 25 below further confirms the impact of tight budgets on training. While the proportion of women reporting that they have received no training in the previous 12 months has remained steady since 2009, there has been a sharp drop in those who have received 10 days or more, and those who have received between five and 10 days. It appears that investment in short courses is being substituted for more substantial training. Not only do reduced training opportunities limit women's careers, but there is also a risk to the overall capacity of organisations, including those in the public sector.

Chart 25: Amount of employer provided training 2009–2013



Over the past four years, the proportion of women reporting that management is 'very supportive' of training has decreased from 25.5 per cent of all women to 20 per cent. Again, this may be reflective of budget pressures. Of concern is that since 2010, just over 16 per cent of women have consistently reported that management is not supportive of training at all.

Nearly one in five women (17%) had applied for and been denied training. Most (85.6%) said that this training was relevant to their current work role, and 92.6 per cent believed that the training was relevant to the development of their career.

Many reasons had been given for the denial of training, but most commonly it was because of the cost of training or because of budget pressures (Table 26).

Table 26: Reasons training was denied (%)

Reason for denial	
Cost of training	35.9
Duration of training	11
Location of training	11.3
Workload constraints	29.5
Staffing constraints	27.8
Budget pressures	34.7
Told not relevant to job	8.9
Priority given to others	3.5
Unable to attend training course	2.8
Decision of management	0.9
No reason given	13.6

Conversely, given the limited approach to training, it was surprising that a third of women reported that they have access to training that is not directly related to their current position.

CPSU action

TRAINING

Learning and development has borne the brunt of budget cuts. It is often considered a cost rather than an investment in the capacity of the workforce.

Ensuring access to training is vital and the CPSU continues to seek that specific entitlements be included in enterprise agreements. For DHS employees, the largest employer of women in the APS, the CPSU has secured an entitlement that guarantees all employees at least five per cent of their working time for learning and development purposes.

During the 2014 round of bargaining, the CPSU will seek greater investment in employee learning and development. The CPSU also is pushing for costs associated with professional development and maintaining professional qualifications to be met by the employer.

Career decisions

Summary

- Three quarters of women stated that the availability of higher level positions was an important factor affecting career decisions.
- Workplace mentoring is important to more than two thirds of women.
- Job location is important to nearly three in five women.
- Interaction with family is the most important non-financial factor affecting career decisions, followed by intellectual and professional enjoyment.
- Women with dependent children were more likely to say that the availability of childcare was very important or important when making career decisions.

Women were asked about various aspects of their career development, beyond employer-provided formal training. Obviously the availability of higher positions within their organisation was an important factor to career development for most women (73.9%, Table 27). Workplace mentoring remains important to two thirds of women as a tool to develop their careers. Another important factor is the location of the job, with 57.7 per cent of women saying this was important or very important. The consistently high level of importance placed on the job location in terms of career development highlights the relative immobility of the workforce.

Table 27: Factors that are important for career development (%)

	Very important	Important	Neutral	Of little importance	Not at all important
Graduate qualifications (or further tertiary qualifications)	18.2	30.3	23.6	16.9	6.5
The availability of workplace mentoring	17.9	48.2	20.2	8.6	2.8
Working long hours to demonstrate commitment	2.2	12	32.2	34.2	15.6
Job location (travel or moving)	22.2	35.5	21.9	11.2	5.3
Availability of higher level positions within my organisation	30.2	43.7	14.6	6.4	2.4
Availability of study leave	13.4	29.9	26.7	15.2	8.1
Availability of a career break scheme (a fixed period of time up to several years to undertake study and return to your job at the end of this period)	13.3	26.1	28.2	15.6	9

Women were also asked about the impact of a range of non-financial factors on their career decisions (Table 28). Consistent with the findings in previous *What Women Want* surveys, most women place importance on being able to interact with family (89.2%) and also on the intellectual and professional enjoyment that they get from their work (88.4%).

Unsurprisingly, women with dependent children were far more likely to say that the availability of childcare was very important or important (49%) when making career decisions, compared to women without dependent children (11.8%).

Table 28: Career decisions (%)

	Very important	Important	Neutral	Of little importance	Not at all important
Other non-work activities such as study or sport	11.9	35	24.3	18	7.6
Ability to participate in volunteering	6.1	25.5	34.2	21.4	9.2
Interaction with family	48.8	40.4	6.9	2	0.8
Interaction with friends	29.4	51.4	13.2	4	1.1
The intellectual/professional enjoyment work gives you	39.1	49.3	8.6	1.7	0.5
The social enjoyment work gives you	19.8	54	17.7	5.8	1.7
Caring responsibilities	29.9	30.2	16.5	6.5	3.9
Availability of childcare	14.6	11.4	18.6	9.1	11.6



Bullying and harassment

Summary

- A quarter of women experienced bullying and harassment at work in the previous twelve months.
- Two in five (42.4%) women who experienced bullying and harassment did not report the incident. Reasons for not reporting the incident included concerns that it would be detrimental to their career, make the situation worse, and a perception that the issue would not be resolved.
- Of those who did report an incident of bullying and harassment, more than half were unsatisfied with the response received.
- Less than half of women agree that management places importance on eliminating bullying and harassment at work.

Women were asked if they had experienced any bullying or harassment at work over the past twelve months. A quarter (26.9%) of women indicated they had experienced bullying or harassment over the past year, a decrease from 29.3 per cent in 2011. While this figure is higher than the APSC reported figure of 16% of employees being subjected to harassment and bullying over the past year, this may be the result of slight differences in survey questions between the CPSU survey and the APSC Employee Census. It is pleasing to note that some of the work being undertaken by employers on bullying and harassment is lowering the incidence at workplaces, but clearly more needs to be done.⁷

Table 29: Experienced bullying or harassment (%)

	2009	2010	2011	2013
Yes	31.6	29.6	29.3	26.9
No	63.8	66.8	66.4	66.5
I prefer not to respond	4.6	3.6	4.3	6.6
Total	100	100	100	100

Those who experienced bullying or harassment were asked to describe the incident. Over 2,000 women gave examples of the bullying and harassment they had experienced over the previous 12 months. Some of these were relatively minor incidents, and often the person experiencing harassment had been able to address the issue themselves, however other incidents were more serious. Examples included being the subject of harassment after taking sick leave or because of part-time work status, being micromanaged, being the subject of gossip about one's personal life, threats by colleagues, false claims about performance, exclusion from work discussions, being yelled at and being the subject of rude and disparaging comments.

It is concerning that two in five (42.4%) of those who experienced bullying and harassment in the past twelve months did not report the incident, similar to the APSC figure of 43%⁸. Those who did not report the incident were asked why they did not report it.

The comments suggest many women do not have faith that the reported incident would be taken seriously or that anything would be done. Women were also concerned about the implications for their own work such as retaliation if the incident was reported, that it may get worse and that their career advancement may be affected. Workers on temporary and non-ongoing contracts were particularly concerned that they would not get further work if they reported the incident.

Of those women who reported an incident, half (52.5%) were not satisfied with the response they received. Less than one in ten (9.4%) were satisfied, a decrease from 10.6 per cent in 2011, and a third (36.3%) were satisfied to some extent.

Table 30: Bullying and harassment (%)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know	Total
I am fully aware of bullying and harassment policies and procedures at my workplace	34.6	55.8	5.9	2.7	0.4	0.5	100
Complaints regarding bullying and harassment are dealt with quickly and appropriately by management	8.6	22.9	22.7	19.1	11.1	15.5	100
Adequate training on bullying and harassment is provided at my workplace	13.4	39.6	20.5	16.5	6.6	3.3	100
Management places importance on eliminating bullying and harassment from the workplace	13	35.1	21.9	15.4	10.2	4.3	100

The overwhelming majority of women (90.4%) agree or strongly agree that they are fully aware of bullying and harassment policies and procedures at their workplace. However, it is not surprising that less than a third (31.5%) agree or strongly agree that complaints regarding bullying and harassment are dealt with quickly and appropriately by management.

Just over half of women (53%) agreed there was adequate workplace training on bullying and harassment and just under half (48.1%) agreed or strongly agreed that management places importance on eliminating bullying and harassment from the workplace. Both results are improvements on 2011 results and again highlight that the work being undertaken by some employers in this area is beginning to have an impact.



Sexual harassment

Summary

- 2.4 per cent of women experienced sexual harassment at work over the previous year.
- Of those, just over a quarter (27.2%) reported the incident.
- Of those who reported the incident, two in five were not satisfied with the response.
- Those who did not report the incident felt that it would be detrimental to their careers, preferred to deal with it themselves, believed it would make things worse or felt it would not be dealt with properly.

The number of women reporting that they have been sexually harassed has remained relatively steady over the past four surveys. In 2013, 266 women (2.4%) reported that they had been sexually harassed at work in the previous 12 months.

There seems to be a lack of consistency across workplaces in the approach taken to sexual harassment. Some women reported that it wasn't an issue in their workplace, others said that if an incident occurred, management would deal with it appropriately. Others commented that lip service was paid to the issue and for some, while training was provided, there was little connection between the training and actual workplace behaviour. Another frequent comment was that prominence was given to eliminating bullying in their workplace and other forms of harassment were largely ignored.

The focus of women was on harassment by colleagues in their workplace. However, several highlighted an important area that may need further attention – that their work exposed them to inappropriate comments/actions from the public.

Emphasis could be placed on training for dealing with sexual innuendo/harassment from non employees i.e. customers of Centrelink, ABS respondents etc.

Some employers have, according to women, done a good job at addressing and eliminating inappropriate behaviour at work.

I experienced ongoing sexual harassment by a male colleague - initially outside work hours but extended to use of work email, work internal mail, work communications, and other colleagues. Resolved by HR personnel to my satisfaction. It took six months, but there was an interim instruction that my colleague not contact me during that six months so it wasn't a huge issue.

This is reflected by the data in Table 31, with most women reporting that they were aware of sexual harassment policies and procedures at their workplace (some noted that these were part of bullying and harassment policies rather than separate documents). What is concerning is that only just over a third of women believe that complaints regarding sexual harassment are dealt with quickly and appropriately by management. Similarly, fewer than half of all women thought that training provided at their workplace on sexual harassment was adequate, and only half thought that management placed importance on eliminating sexual harassment at work.

Table 31: Sexual harassment (%)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
I am fully aware of sexual harassment policies and procedures at my workplace	29.4	53.5	8.5	5.6	0.6	2.4
Complaints regarding sexual harassment are dealt with quickly and appropriately by management	11.7	23.2	23.4	4.1	2	35.6
Adequate training on sexual harassment is provided at my workplace	13.3	33.9	22.1	16.1	4.7	9.9
Management places importance on eliminating sexual harassment from workplace	14.7	35.2	23.8	7.1	2.8	16.4

Supplementing the data in Table 31 above, the comments from women below highlight that significant work remains to be done to eliminate sexual harassment in the workplace.

A breastfeeding co-worker was asked to not dress so provocatively as male co-workers found her sexually inappropriate due to her bigger breasts. She was not dressing provocatively, she just had bigger breasts and the men in the office noticed and complained.

I think as women we are subjected to varying levels of sexual harassment on a regular basis. I have had the experience recently of a male colleague critiquing my body and shape and 'attractiveness' in front of other colleagues. It may not be considered harassment, but it certainly made me very uncomfortable.

Often this is covered up under the guise of 'humour' and leaders are not willing to deal with it appropriately. I have heard a leader in the organisation tell someone to 'lighten up' when they made a complaint about a sexist comment.

It's not sexual harassment but I do get offended at the often heterosexual 'humour' spouted by some male colleagues in front of me, even though they are aware I am a lesbian.

I have witnessed sexual harassment at staff functions by a person in a very senior role, and so have others. Young females are the target and alcohol is the fuel. This has happened for years.... no one does anything about it because of the position this person is in.

Of those women who did experience sexual harassment, only a quarter (27.2%) reported the incident. And of the women who did report, just a quarter (25%) were satisfied with the response they received. A further 37.5 per cent said that they were satisfied 'to some extent' with the action taken following their reporting of an incident.

Given the low level of satisfaction with management responses to reports of sexual harassment, it is not surprising that 69.2 per cent of women who had experienced sexual harassment in the previous 12 months did not report it. They didn't report for a range of reasons, including that:

- they dealt with it themselves,
- they discussed it with other (female) colleagues in the office to 'debrief',
- they did not believe it was serious enough,
- that the behaviour was accepted i.e. there was a view that the person undertaking harassment 'always acted that way',
- they were embarrassed, humiliated,
- it was an isolated incident,
- the person undertaking harassment was more senior or was perceived to 'have the ear' of senior management,
- they were concerned about their career and didn't want to 'make a fuss',
- that reporting it was 'too much trouble' and 'not worth the fuss',
- that it would affect their social standing among colleagues, they didn't want to be branded as a 'victim',
- they would be seen as a trouble maker, and
- there were no witnesses.

These concerns show that sexual harassment continues to be an issue in the workplace, and employers need to work persistently to ensure its incidence reduces.

Discrimination

Summary

- 17.4 per cent of women reported that they had experienced discrimination at work over the previous year.
- Less than a fifth (19.6%) of women reported the incident.
- Less than one in 10 (7.6%) were satisfied with the response.
- Those who did not report the incident did not think that reporting it would make a difference, it would be detrimental to their future career or did not feel they could speak to anyone about it.

Nearly one in five women reported that they had experienced some form of discrimination at work in the previous twelve months (17.4%). The types of discrimination women experienced included discrimination on the basis of race, age (both for older workers as well as young women), disability, caring responsibilities (elder care as well as children), and the increasingly raised issue of discrimination on the basis of pregnancy. Some of the comments from women included:

I have a colleague who lived through 12 months of hell until his supervisor was changed. The union were fantastic in their support. However, the supervisor's only discipline was to say sorry to my colleague. The supervisor is still supervising. Luckily he is only supervising white people so hopefully he won't make comments like 'I didn't know (the agency) had started employing monkeys or what's that smell' as he did to my colleague.

Tea room banter can at times include negative racial comments (e.g. on issue of asylum seekers), even in presence of our interpreters, many of whom were refugees themselves. Management takes no action on this. I have personally at times had to leave tea room because I was offended by negative racial comments.

Discrimination on the basis of age - overlooked for advancement, training. Implication that it is not worth applying for promotions as 'too' old as perceived to be approaching retirement - but I do not have the luxury of a defined benefit, therefore still have another 10 or more years to contribute.

Age discrimination and recognition of an aging workforce, and commitments to family caring responsibilities. Caring is often only recognised for people with children.

Of those women who had experienced discrimination, just one in five reported it (19.6%). Of those who reported it, 7.6 per cent of women said that they were satisfied with the response, and a further 27.2 per cent said that they were satisfied 'to some extent' with the response to their reporting.

Those who didn't report the workplace discrimination they had experienced didn't report it for a range of reasons. These included that they had addressed the issue themselves, that they believed it was minor, they did not want to be labelled as a victim or a troublemaker, they were fearful of retribution, reporting would adversely affect their career, they had no confidence in management to address the issue and that they believed it would be difficult to prove.

It must be noted that some women reported that their workplace had excellent policies in place to address discrimination and they believed that management took action to accommodate personal circumstances and ensure the elimination of discrimination.

I don't think there is a good understanding of discrimination by employers. In my case it was in relation to my status as a single mum and the emphasis I need and want to place on caring for my kids versus whether I'd be able to perform above my current level given I have those external responsibilities. My manager gave me a performance rating taking that into consideration rather than just based on my work performance.

I was concerned that I might be discriminated against for being pregnant during an interview process. Some employees in my current area had expressed their views on the inappropriateness of applying for a promotion while pregnant. However I was pleasantly surprised - when I was offered the job I initially turned it down - indicating that I would not be able to contribute sufficiently before I went on mat leave. I was pressed to take the job regardless, and the new area agreed to take me on board at the conclusion of my mat leave.

While it is clear from the comments that discrimination is occurring at workplaces, Table 32 shows that there is awareness of policies and procedures among most women, and indeed, this has increased since the 2011 *What Women Want* survey. While training levels in discrimination are low, with just over half of women reporting that they believe adequate training is provided at their workplace, this too has improved since the 2011 survey when 46.6 per cent of women agreed with the statement. However, what is also clear from Table 32 and the data presented in this section, is that there is a significant amount of work still to be done to eliminate discrimination in the workplace.

Table 32: Discrimination at work (%)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
I am fully aware of discrimination policies and procedures at my workplace	27.9	55.9	9	4.3	0.8	2.1
Complaints regarding discrimination are dealt with quickly and appropriately by management	10.4	24.4	23.4	8.5	4	29.4
Adequate training on discrimination is provided at my workplace	14.1	39.3	20.3	13.6	4.4	8.3
Management places importance on eliminating discrimination from workplace	14	36.7	22.5	9.2	4.6	13.1

Work, sickness and 'presenteeism'

Summary

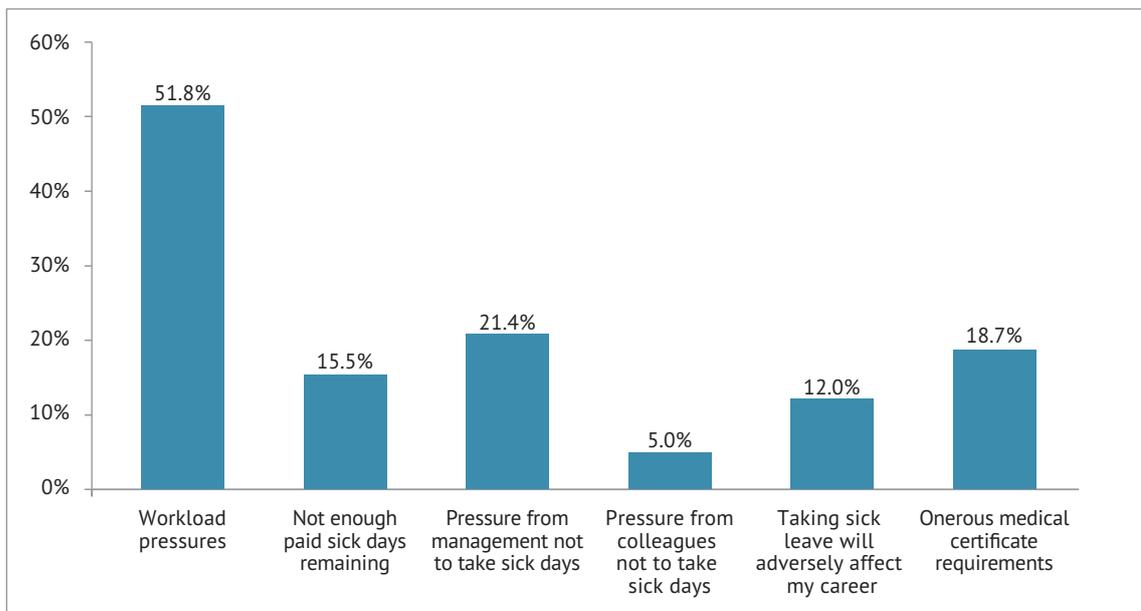
- Nearly nine in 10 women who were sick went to work over the past twelve months.
- The most common reason was workload pressures.

In 2013, women were asked for the first time about sick leave. The aim was to identify the extent of presenteeism (ie, turning up to work despite being unwell) and its causes. Women were asked whether they had gone to work while sick in the past 12 months. It is very concerning that the vast majority (86.5%) who were sick over the past twelve months said they had gone to work sick at least once or twice.

According to the *What Women Want* data, a fifth of women (22.3%) said they often went to work while sick. Women with dependent children were more likely to go to work while sick at least once or twice (91.7%) as were those aged 35-44 (92.7% - the group most likely to have dependent children). Those working in service delivery roles were most likely to go to work while sick (87.9%). They were also more likely to *often* go to work while sick (27.8%) than those in corporate services (21.3%). Another group to go to work while sick are those earning between \$80,000 and higher. 91.2 per cent said that they had gone to work while sick.

Women who went to work while sick over the past twelve months were asked the reason why (Chart 26).

Chart 26: Reason for going to work while sick



The overwhelming reason given by women was workload pressures (51.8%). Women earning \$100,000 or more and working at an EL2 classification were most likely to work while sick due to workload pressures. Women in legal (65.6%) were the most likely to cite this reason, followed by women in research (58.5%) and women in policy (57%).

Around a fifth (21.4%) cited pressure from management not to take sick leave and onerous medical certificate requirements (18.7%). Women in service delivery were most likely to cite pressure from management (34.9%) as their reason for going to work while sick. Women in research were most likely (22.3%) to cite onerous medical certificate requirements.

It is worth noting that women working at the Australian Taxation Office were more likely to say there is pressure from management not to take sick days (26.2%). The use of the “Bradford Score” by the ATO to identify “a pattern of absence” and the ATO’s target of an average of 14 days unplanned leave per FTE per year may explain this.

Interestingly a fifth (19.7%) of women with dependent children said that not enough paid sick days remaining was the reason why they went to work sick compared to one in ten (12.7%) of all women. It suggests that for women with dependent children, not enough carer’s leave is a key driver of presenteeism. Research suggests that some women are likely to attend work when sick themselves to ensure that they have enough leave to take time off when their children need care.



Occupational health and safety

Summary

- Women generally feel safe at work and the number of safety concerns they have has been decreasing.
- However, those working in customer service roles have a specific concern, with two thirds (65%) of women working in service delivery experiencing customer aggression. The most common forms were verbal aggression over the phone and face-to-face.

Safety at work

Women who worked early or late were asked how safe they felt. Nearly three quarters (73.3%) reported feeling safe or extremely safe with less than one in ten (8.5%) not feeling safe. Those who did not feel safe raised concerns about poor lighting to access vehicles, a lack of security staff when working late and public transport not being available at night.

Table 33: How safe working early/late (%)

	2009	2010	2011	2013
Extremely safe	14.5	14.4	15.8	15.7
Safe	57.7	59.3	57.6	58.7
Neutral	16.7	16.9	17.5	15.7
Unsafe	9.5	8.2	7.5	8.5
Not safe at all	1.3	1	1.5	1.2
I prefer not to respond	0.2	0.2	0.1	0.2
Total	100	100	100	100

Customer aggression

Women were asked if they had experienced customer aggression at work in the past 12 months. Just under a third (30.8%) said they had, compared to 40.7 per cent in the last survey. Those working in service delivery roles were most likely to have experienced customer aggression with two thirds (65%) indicating so. This is an improvement on 72.2 per cent in 2011; however, it still remains high.

The Department of Human Services was the agency (with over 2000 respondents) where staff are most likely to experience customer aggression. 58 per cent of DHS employees experienced customer aggression over the past year within DHS program areas, employees working in Child Support were the most likely to experience customer aggression with two thirds (67.1%) indicating they had, followed by those in Centrelink (64.1%).

Women from a number of other smaller agencies such as the Family and Federal Courts, Australian Hearing, Aboriginal Hostels Limited and Defence Housing Australia also reported they experienced customer aggression. However, the number of responses from these agencies was far smaller and further research is required to ascertain the extent of the problem.

Of those who experienced customer aggression, the most common form was verbal aggression over the phone (74.9%), followed by face-to-face verbal aggression (38.8%).

Table 34: Form of customer aggression (%)

	2011	2013
Verbal (telephonic)	73.5	74.9
Verbal (face-to-face)	42.4	38.8
Online, email	1.4	–
Written, letter/fax	0.5	–
Written, letter/fax/email	–	2.7
Physical	3.2	3.3
Other	0.5	0.5
I prefer not to respond	0.3	0.5

A number of women commented on their concerns regarding customer aggression and how it affected their safety at work. Comments included:

Clients are able to walk through the front reception in the workspace with no locked barriers preventing them. There was an incident where a client became upset during an interview and began to throw objects at me.

Customer aggression in our office is out of control but the office does nothing by way of making us feel secure and providing barriers.

The open office plan is quite dangerous with the customers we deal with. The aggression is always around despite there being security guards.

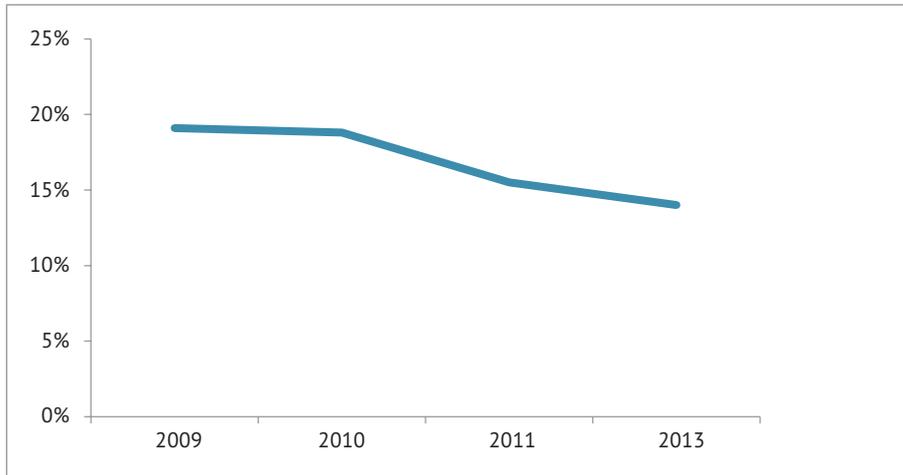
It is clear that with changes to the operation of various parts of Human Services, combined with the likelihood of lower service levels due to staffing cuts, more needs to be done to ensure the safety of staff. In DHS reports of customer aggression have increased, with an average 665 reports per month as at November 2013 according to data provided to the Department of Human Services National OHS Committee.

The average DHS worker is female and 42 years old. These employees care about their communities and do their very best in a difficult environment. This should not be made more difficult as a result of customer aggression, increasingly driven by long wait times and processing delays. Any further cuts to an already stretched workforce would expose Human Services workers to even more customer aggression.

Other safety concerns

Women were asked whether they had any safety concerns whilst at work. It is very positive that the proportion of women who said they had a safety concern at work continues to slowly decrease. It has decreased from nearly 20 per cent in 2009 to 14 per cent in 2013 (Chart 27).

Chart 27: Safety concerns



Less than two thirds (63.4%) of women with safety concerns reported them. Of those who reported safety concerns, only two in five were satisfied (5.4%) or satisfied to some extent (35.4%) with the response they received. More than half (56.3%) were not satisfied with the response they received.

While it is positive that the proportion of women reporting a safety concern is declining, the majority of women who report a concern are still not satisfied with the response they receive. This indicates that the response from employers to occupational health and safety concerns still needs improvement.

CPSU action

OCCUPATIONAL HEALTH AND SAFETY

Guaranteeing a safe workplace is an important issue for many of our members. The CPSU Member Service Centre has responded to more than 100 cases of workplace hazards and nearly 800 cases of bullying and harassment over the past year.

All employees have the right to a safe workplace, including one that is safe and free from discrimination, harassment and bullying.

In the NT public sector, the CPSU is continuing to work with agencies to ensure formation of Workplace Health and Safety Committees and the presence of trained Health and Safety Representatives in workplaces.

In the 2014 APS bargaining round, the CPSU will push for the capacity to address workplace safety matters through the dispute resolution procedure and for allowances to be paid for first aid officers, fire wardens, health and safety representatives and harassment contact officers.

Travel to and from work

The majority of women indicated it took them less than 30 minutes to get to work (53%) each day (Table 35). Women in the ACT (65.7%), Tasmania (68.6%) and the NT (78.6%) were most likely to report that it took less than 30 minutes to get to work. Those living in capital cities were more likely to report it taking less than 30 minutes (51.7%) than those not living in capital cities (56.6%).

Table 35: Time taken to get to work (%)

	2011	2013
Less than 15 minutes	20	16.9
15 minutes to less than 30 minutes	35.7	36.1
30 minutes to an hour	35.5	37
More than an hour	8.7	9.8
I prefer not to respond	0.1	0.2

Women were asked about their main method of transport to get to work. Travelling to work by car was the most common, with two in three (63.8%) respondents travelling this way. This is no different to the overall population with recent analysis of ABS Census data showing that almost two in three Australians commute to work in a private car⁹. Just over a quarter of women (26.5%) indicated public transport was their main mode of transport to work (Table 36).

Table 36: Transport to work (%)

	2011	2013
Drive or am driven	66.4	63.8
Carpool	1.8	1.7
Walk	4.4	4.4
Public Transport	24.7	26.5
Bicycle	2.3	2.8
Other	0.1	0.3
Work from home	0.2	0.5

Women from SA (48.5%) and WA (47.4%) were the least likely to drive and most likely to take public transport (43.7%). Women in the ACT (73.7%), Tasmania (75.4%) and NT (81.8%) were most likely to drive. Those not living in capital cities were far more likely to drive to work with 78 per cent driving compared to 58.3 per cent in capital cities. Women with dependent children were also more likely (71.6%) to drive or be driven to work.

Superannuation

Summary

- One third of women do not know what type of superannuation scheme they belong to.
- One in four do not know how much money they have in their superannuation.
- Two in five women make their own additional contributions.
- Women who do not contribute extra cannot afford to or would rather pay off their mortgage.
- Three in five women have never seen a financial planner about their superannuation or retirement.

As in previous years, women were asked a range of questions about superannuation including whether they knew the type of scheme they belonged to. Positively, only a third (34.7%) were not sure, an improvement on two fifths (43.5%) in 2011. As expected, the proportion of women who did not know about their superannuation fund declined with age with around half (47.8%) of those aged 25-34 not sure compared to less than a quarter (22.1%) of those 60-64.

Of those who knew their type of fund, a quarter (26%) had an accumulation fund and 29 per cent had a defined benefit scheme. A further 6.6 per cent of women indicated they had superannuation savings in both accumulation and defined benefit schemes (Table 37).

Table 37: Type of superannuation fund (%)

	2010	2011	2013
Accumulation fund	23.1	24.8	26
Defined benefit scheme	23	21.6	29
Both (have an accumulation fund and a defined benefits scheme)	6.6	6.8	6.6
Not sure	45.7	43.4	34.7
I prefer not to respond	1.6	3.4	3.7
Total	100	100	100

Amount in superannuation

Women were asked whether they knew how much superannuation they had in their account. A quarter (23.3%) did not know how much they had. It is, however, positive that the proportion of women who do not know how much they have in superannuation has continued to decline over the past five years.

Table 38: Amount in superannuation (%)

	2009	2010	2011	2013
Less than \$10,000	6.8	6.3	4.3	2.8
Between \$10,001 - \$50,000	22.8	23.5	20.3	14.9
Between \$50,001 - \$100,000	13.7	14.3	13.8	14.6
Between \$100,001 - \$150,000	6.9	7.7	8.8	9.5
Between \$150,001 - \$200,000	5.5	5.1	6.5	6.9
Between \$200,001 - \$250,000	3.8	4.4	4.7	5.8
More than \$250,000	5.4	5.7	9.6	14.7
Don't know	25.8	28.3	25.7	23.3
I am in a defined benefits scheme	5.1	–	–	–
I prefer not to respond	4.2	4.6	6.2	7.6
Total	100	100	100	100

Women were asked whether they made additional contributions to their superannuation. Half (50.1%) said they did not and two in five (44.5%) said they made extra contributions.

Table 39: Extra superannuation contributions (%)

	2009	2010	2011	2013
Yes	50.1	47.8	43.8	44.5
No	46.9	49.7	53.3	50.1
I prefer not to respond	2.9	2.5	3	2.8
I am not sure	–	–	–	2.6
Total	100	100	100	100

As expected, the proportion of women making extra contributions increased with age with two thirds (65.4%) of those aged 60-64 making contributions compared to a fifth (20.2%) of those aged 25-34. Those earning \$100,000 and higher were most likely to make extra contributions, with three in five (59.7%) indicating they did. The high proportion of women making pre-tax (salary sacrifice) contributions reflects the age profile of the public sector, with older workers more likely to focus on improving their post retirement benefits.

The proportion of women making additional contributions is positive and shows that women are making informed decisions that recognise that current superannuation contribution levels are not sufficient to fund their retirement. Most research suggests that an employee needs to have 15 per cent going into their superannuation over their whole working life to have a comfortable lifestyle in retirement.

Table 40: How extra contributions are made (%)

	2010	2011	2013
Salary sacrifice (pre-tax contribution)	30	29.2	29.5
Post-tax contribution	58.6	56.1	56.4
Both, I make pre and post tax contributions	4.9	6.4	6.3
I prefer not to respond	6.6	8.3	7.8
Total	100	100	100

Those who did not make additional contributions were asked why they did not make extra contributions to their superannuation. The most common reason was they could not afford to put extra money in (39.1%), closely followed by that they would rather pay off their mortgage (36.8%).

Table 41: Reasons for no extra contributions (%)

	2009	2010	2011	2013
My employer contribution is enough	13.3	15.1	15.8	11.7
I would rather spend the money now	11.4	10	10	10.8
I would rather pay off my mortgage	33.4	34.7	33.1	36.8
I would rather pay off debts	20.9	22.2	19.3	21.2
I am saving for other things	-	16.7	16.4	18.8
I cannot afford to put extra money in	44.3	40.4	41.1	39.1
I would rather invest the money myself	8.5	7.4	7.5	6.9
It does not make financial sense	-	4	4.6	4.4
I don't know how to/it is complicated/difficult	-	9.2	7.5	8.3
I am planning to, but it is not a priority	-	18.3	17	20.7
I have never thought of it/don't know	-	7.9	6.7	6.1
Other (specify)	-	2.7	0.2	0.7
I am not allowed to make extra contributions to my scheme	-	-	0.8	7.3

Two fifths (41.1%) of women had more than one superannuation account, a decrease from previous years. The decrease in multiple accounts is positive as it means that members are not paying duplicate fees and potentially duplicate insurance.

Most superannuation funds have been active, especially in the last couple of years, assisting workers to consolidate their superannuation accounts. The Government has also made it easier by allowing the use of Tax File Numbers to establish someone's identity and by imposing standards on the 'losing fund' to hand over the person's superannuation benefit within certain time standards.

Table 42: More than one superannuation account (%)

	2009	2010	2011	2013
Yes	43.2	43.6	43.5	41.1
No	55	54.7	52	54.1
I don't know	-	-	2.1	2.3
I prefer not to respond	1.7	1.7	2.3	2.6
Total	100	100	100	100

Women with more than one account were asked the main reason why they had more than one account. The most common reason was they had not had a chance to combine their funds (34.9%). Based on the results, nearly half (48.8%) of women would combine their accounts if there was an easier process.

Table 43: Reasons for more than one account (%)

	2009	2010	2011	2012
Because I have not had a chance to combine my funds	65.9	46	44.9	34.9
Because I want to be able to salary sacrifice	10.9	8.9	7.8	8.3
Because I have two jobs	–	3	3.3	3.7
Because I also have a self managed fund	–	4.5	4.2	4.3
I choose to	7.8	13.7	16	17.8
Because I don't know how/it is too difficult/complicated to change	–	14	17.3	13.9
Other	7.9	5	03	0.9
I prefer not to respond	–	1.4	1.4	1.4
Unable to	7.5	3.4	–	–
Because I am not allowed to combine accounts/contribute to defined benefits account	–	–	4.4	6.7
I'm in the process of rolling over funds	–	–	0.4	8.1
Total	100	100	100	100

Financial planning and superannuation information

Women were asked whether they actively managed their own superannuation accounts – for example by choosing investment options beyond the default option provided by their scheme. Under a fifth (17.7%) reported they actively managed their scheme. Older women are more likely to actively manage their own accounts.

When asked whether they had attended any information or training sessions about superannuation, less than two in five (38.4%) women indicated they had. Although slightly improving over the past five years, the data revealed that a significant proportion of women (61.6%), have never seen a financial planner about their superannuation or retirement.

CPSU action

SUPERANNUATION

Previous *What Women Want* reports have identified issues surrounding the adequacy of women's superannuation savings and future retirement income. Superannuation will continue to be an important issue, particularly as the population ages.

Ensuring adequate superannuation contributions is an issue for many CPSU members. Many only receive the statutory minimum of 9.25 per cent and the new Federal Government has axed the low-income superannuation offset and delayed plans to increase contributions to 12 per cent by 2019. As the right to 15.4 per cent superannuation for APS employees is not legislated, the CPSU has worked hard to ensure this rate is enshrined in agency enterprise agreements.

Attachment A

Methodology

The *2013 CPSU What Women Want Survey* was launched online on 14 October 2013 and was open for participants to complete for five weeks, closing on 15 November 2013. As with previous years, the survey was hosted online by the University of Queensland, Institute for Social Science Research (ISSR).

Invitations to complete the survey were sent via email to all CPSU women members and other employees who have asked to receive CPSU material. The initial invitations were staged over the first three days of the survey except for the Department of Defence.

The first invitations were sent out on 14 October to 26,930 women, the second was sent on 15 October to 23,971 women and the third batch was emailed on 16 October to 15,293 women. 2,498 women in the Department of Defence received the invitation on 18 October 2013.

In addition to initial email invitations, a number of reminders were sent out over the course of the survey. These included CPSU e-newsletters sent to all women members on 28 October and 14 November 2013, the Department of Communications sent out an all staff email on 31 October, the ACT Government sent out an email to all staff, the NT Government Department of Housing sent out an email to all staff and a number of agencies including the Department of Human Services and the Department of Social Services placed it on their intranet system. The Department of Immigration, Australian Taxation Office, National Health and Medical Research Council, Geoscience Australia and Comcare were also provided with a link to the survey to send to staff members. A link and banner was also posted on the CPSU website for the duration of the survey.

The total number of women the CPSU emailed and asked to participate in the *CPSU What Women Want* survey in 2011 was 68,692. This figure does not include emails sent out by agencies to their employees. A total of 11,209 responses to the survey were received, an overall response rate of 16.3 per cent.



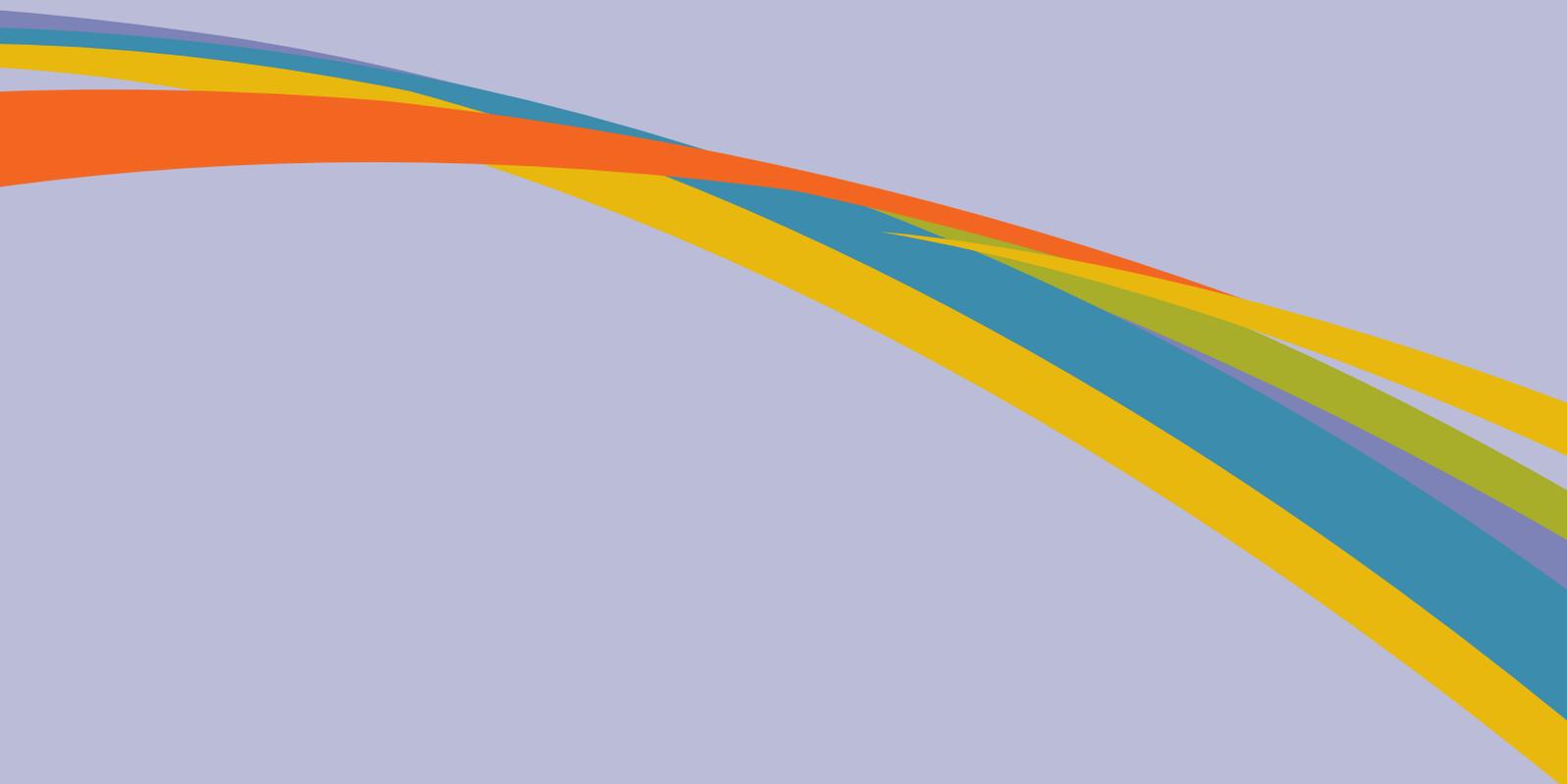
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 NT Office of the Commissioner for Public Employment (2013), *State of the Service Report*
 Australian Public Service Commission (2013), *2012-13 State of the Service Report*
 Australian Public Service Employment Database (APSED)
 ABS, *Education and Work*, Australia, May 2013

Endnotes

1. In 2012-13 APSC data records 87,531 ongoing women employed in the APS and a further 9,238 non-ongoing women (total women employed in APS = 96,769 SoS p.12). The populations for the CPSU survey was not the entire APS female cohort, but rather, women members and non-members for which the CPSU had email details.
 Several APS agencies and the ACT Government also directly invited women staff to participate – the APS agencies were: Comcare, the Department of Human Services, the Department of Social Services, Geoscience Australia, the National Health & Medical Research Council, the Department of Employment, Aboriginal Hostels Ltd, the Australian Institute of Health & Welfare, Australian Tax Office, the Department of Immigration, and the Department of Communications.
2. Chief Minister's Department (2013) *State of the Service Report*, p.71.
3. Office of the Commissioner for Public Employment (2013) *State of the Service Report*, p.40.
4. Office of the Commissioner for Public Employment (2013) *State of the Service Report*, p.40.
5. Chief Minister's Department (2013) *State of the Service Report*, p.71.
6. Australian Public Sector Commission (2013), *2012-13 State of the Service Report*, p.186
7. Australian Public Sector Commission (2013), *2012-13 State of the Service Report*, p.67
8. Australian Public Sector Commission (2013), *2012-13 State of the Service Report*, p.67
9. McCrindle Research, *Getting to Work*, 3 February 2014
[http://www.mccrindle.com.au/BlogRetrieve.aspx?PostID=363292&A=SearchResult&SearchID=6960955&ObjectID=363292&ObjectTy
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