

December 2023

WGEA Administrative and Support Services Industry Snapshot

About this Snapshot

- This Industry Snapshot is a summary of performance against the Gender Equality Indicators of all employers in the Administrative and Support Services industry from their 2022-23 submission to the Workplace Gender Equality Agency's (WGEA) annual Gender Equality Reporting.
- Employers should read this Snapshot in conjunction with their 2022-23 WGEA Executive Summary, which details their organisation's performance against each Gender Equality Indicator, so that they can compare their performance against that of their industry.
- **Further comparisons of performance by industry or with other organisations**, such as specific industry peers, is possible using [WGEA's Data Explorer](#) on the WGEA website. WGEA's annual [Gender Equality Scorecard](#) also provides industry-specific insights.

Gender Pay Gap (GPG)

The gender pay gap is the difference in average earnings between women and men in the workforce. It is not to be confused with women and men being paid the same for the same, or comparable, job – this is equal pay.

The gender pay gap is a useful proxy for measuring and tracking gender equality across a nation, industry or within an organisation. Closing the gender pay gap is important for Australia's economic future and reflects our aspiration to be an equal and fair society for all.

A positive percentage indicates that men are paid more on average than women. A negative percentage indicates that women are paid more on average than men.

| | 2020-21 | 2021-22 | 2022-23 |
|--|---------|---------|---------|
| Average (mean) total remuneration | 16.6% | 11.8% | 13.0% |
| Median total remuneration | 9.0% | 4.9% | 5.5% |
| Average (mean) base salary | 13.9% | 10.7% | 12.9% |
| Median base salary | 7.7% | 3.7% | 5.3% |

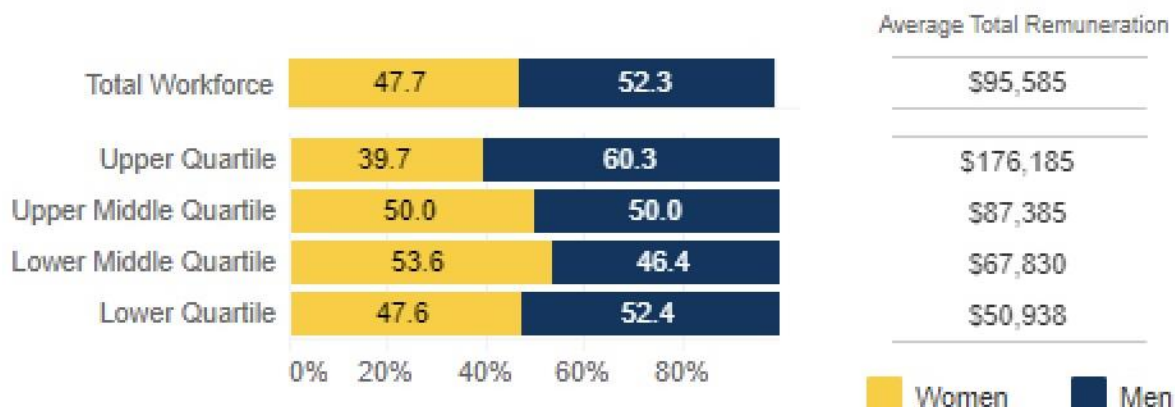
Note:

- Part-time/casuals/part-year employees are annualised to full-time equivalent.
- The 2022-23 gender pay gap calculation does not include voluntary salary data submitted for CEO, Head of Business(es), and Casual managers. It also excludes employees who did not receive any payment during the reporting period.
- Employees identified as non-binary are excluded while the Agency establishes the baseline level for this new information.

Gender composition by pay quartile

The chart below divides the Administrative and Support Services workforce into four equal quartiles of employees by total remuneration full-time equivalent pay. The number in each pay quartile represents the proportion of each gender.

A disproportionate concentration of men in the upper quartiles and/or women in the lower quartiles can drive a positive gender pay gap.



Note:

- Part-time/casuals/part-year employees are annualised to full-time equivalent.

Gender pay gap and composition by occupational group

The chart below shows the average total remuneration gender pay gap and composition for manager category and non-manager occupations in the Administrative and Support Services industry for 2022-23.

The aspiration is to remove the gender pay gap in favour of men or women, so a gender pay gap closer to zero is considered better.

| Managers | Women | Men | Average total remuneration GPG |
|--|-------|-----|--------------------------------|
| All Managers | 46% | 54% | 18.9% |
| Key Management Personnel | 40% | 60% | 22.2% |
| Other Executives/General Managers | 38% | 62% | 14.3% |
| Senior Managers | 42% | 58% | 13.6% |
| Other Managers | 50% | 51% | 13.6% |
| Non-managers | Women | Men | Average total remuneration GPG |
| All non-Managers | 48% | 52% | 12.3% |
| Clerical and Administrative Workers | 66% | 34% | 3.4% |
| Community and Personal Service Workers | 63% | 37% | 4.1% |
| Sales Workers | 67% | 33% | 12.4% |
| Professionals | 51% | 49% | 26.1% |
| Labourers | 41% | 59% | 1.6% |
| Technicians and Trade Workers | 15% | 85% | 14.3% |
| Machinery Operators and Drivers | 22% | 78% | 4.4% |

Note: Percentages shown may not add up to 100% due to rounding of decimal place.

Workforce gender composition by employment status

Part-time and casual roles are often lower paid. An imbalance in the composition of employees in these roles can be a significant driver of the gender pay gap.

The following table shows the proportion of women and men who work full-time, part-time and casually in the Administrative and Support Services workforce.

| | Full-time | Part-time | Casual |
|-------|-----------|-----------|--------|
| Women | 35% | 19% | 47% |
| Men | 38% | 11% | 51% |

Note: Percentages shown may not add up to 100% due to rounding of decimal place.

Employer action on gender pay gaps

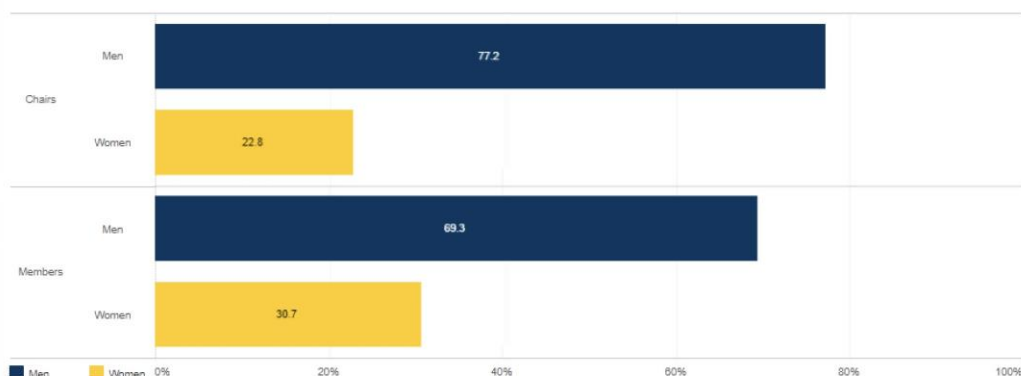
The first step in improving an organisation's gender pay gap is conducting a pay gap analysis. This helps employers understand what may be driving their organisational gender pay gap and focus on areas where gender inequality may be occurring.

In the Administrative and Support Services industry, **51%** of employers have conducted a pay gap analysis and **43%** have acted on these results.

Gender composition of the governing body

A more balanced gender composition of a governing body has been shown to have broader effects on workplace gender equality outcomes and improved company performance.

The following chart shows the gender split of all members of all unique boards or governing bodies (Chair and Members) in the Administrative and Support Services industry.



Parental leave policies

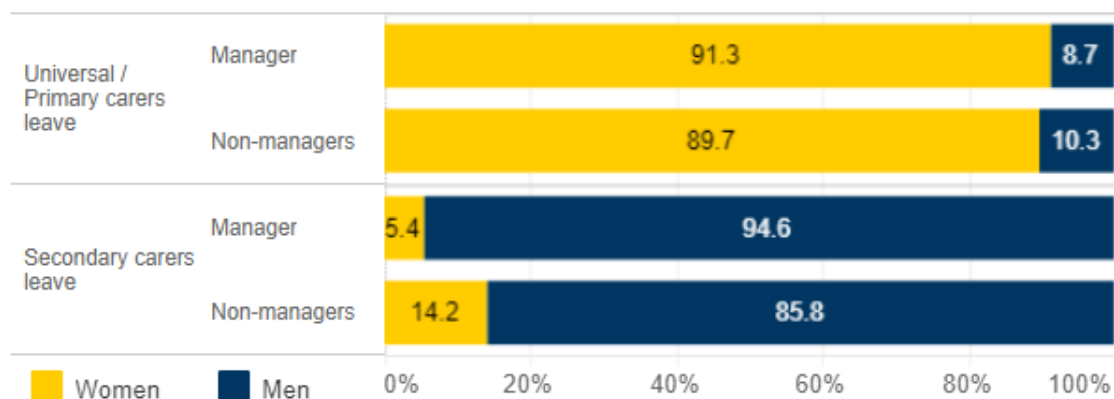
When employee benefits are accessible and utilised equitably by men and women, it leads to a more gender-equal workplace culture, increased productivity, reduced absenteeism, and increased retention. More gender equal uptake of parental leave can also reduce gender pay gaps.

The following table shows the details of parental leave policies for employers in the Administrative and Support Services industry.

| | Universal* | Primary Carers | Secondary Carers |
|-------------------------------------|------------|----------------|------------------|
| Average number of months to qualify | 13 | 11 | 11 |
| Minimum number of weeks provided | 10 | 10 | 3 |
| Superannuation contribution made | 86% | 86% | 87% |

* Universally available paid parental leave is available equally to women and men with no distinction made between primary and secondary carer.

Gender split of parental leave taken



Gender equality policies

Policies allow organisations to outline and take focused action to address areas where workplace gender equality persists and where progress towards gender equality can be achieved.

The following table shows the proportion of employers in the Administrative and Support Services industry who have a policy covering WGEA's Gender Equality Indicators (GEIs).

| Gender equality indicator policy | % Yes |
|--|-------|
| GEI1: Gender equality in workforce composition | 80% |
| GEI2: Gender composition of governing body | 25% |
| GEI3: Equal remuneration between men and women | 66% |
| GEI4: Flexible working arrangements | 83% |
| GEI4: Support employees with family and caring responsibilities | 69% |
| GEI5: Consultation with employees about gender equality in the workplace | 33% |
| GEI6: Prevention and response to sexual harassment and discrimination | 99% |

Key terms and definitions

Base salary: is an employee's regular salary, excluding superannuation, overtime, bonuses and other additional payments.

Median gender pay gap: is the middle value after sorting the gender pay of organisations in the comparison group from lowest to highest. If the number of comparison groups is an even number, the median is the average of the two middle values.

Total remuneration: includes all remuneration for an employee, including base salary, superannuation, overtime, bonuses and other additional payments.