



ISS PACIFIC

# Addressing the challenges of being LGBTIQ+ at work in Australia.

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18 September 2024

# Acknowledgement of Country

ISS respectfully acknowledges the Traditional owners and Custodians of the land, waters and communities on which ISS business takes place.

We pay our respect to Elders past, present and emerging and we extend that respect to all Aboriginal and Torres Strait Islander peoples today.

We also recognise the importance of First Nations leadership and collaboration, and we commit to building the cultural capacity of our company through meaningful engagement and shared learning.



**Wayde Clarke, a Wiradjuri and Birpai man**

Wayde created the #yes23 inclusive pride flag for Equality Australia. Made of journey lines and meeting places, it tells the story of a community coming together. The artist says the flag symbolizes the inclusion of everyone — no matter what journey life takes you on.

“ As an LGBTIQ+ leader I hope my experiences and stories will make the journey of others a bit easier.

I believe a purpose led culture can only be successful when all levels of management understand and embrace diversity, be inclusive and make it happen. ”

“Be comfortable with being uncomfortable”



**Kevin Maczkowiack**  
(he/him/his)

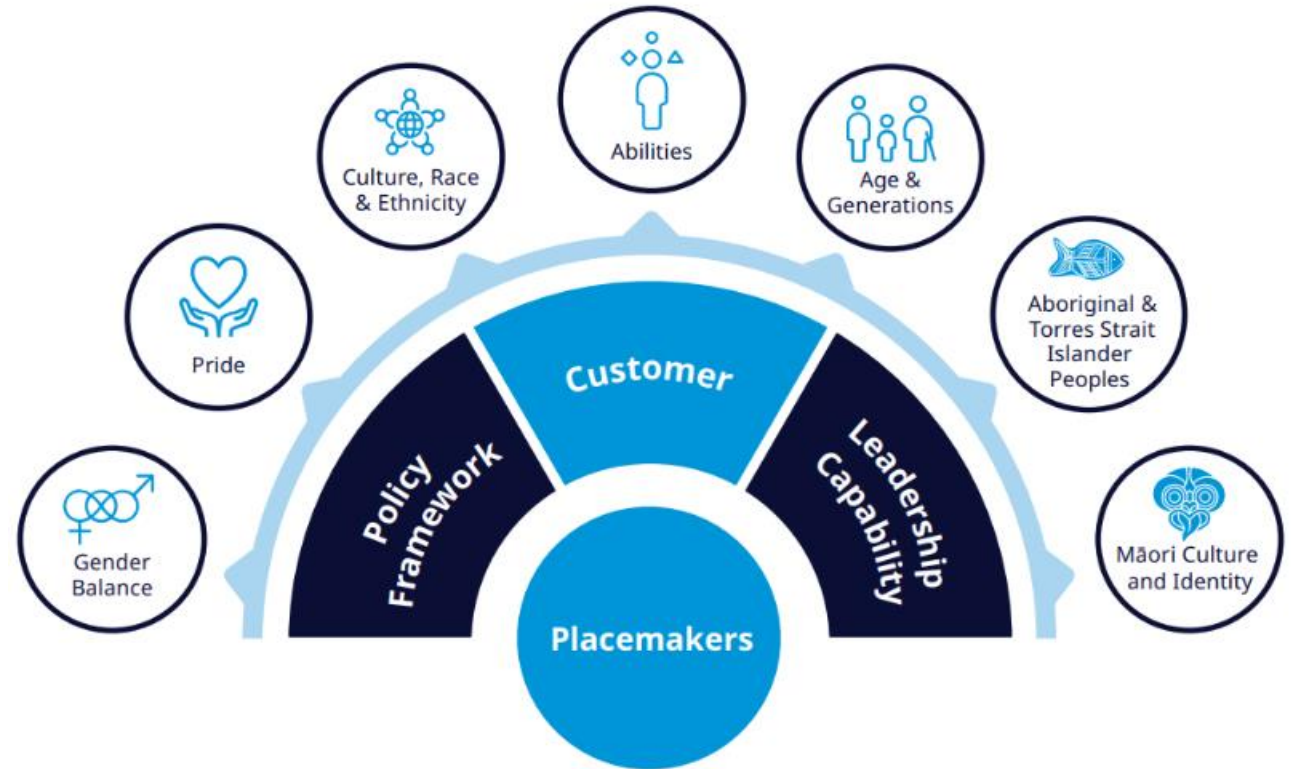
**Regional General Manager –  
ISS Facility Services Australia  
New Zealand**  
Co-chair ISS Global Pride ERG  
Member ISS Asia Pacific  
Diversity Inclusion Council  
Co-captain ISS Pacific Pride ERG

Be who  
you are















# Pride Employee Representative Group

- Development of an Internal LGBTIQA+ Placemaker network with Pride liaison officers
- Policy and language evolution
- Colleague mentorship
- Executive champions
- Awareness training modules
- Collaboration with external partners, such as Pride in Diversity, The Pinnacle Foundation



# Pacific Pride Contact List

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Supporting  
LGBTIQA+  
Placemakers,  
friends & family



GAY MALE



LESBIAN



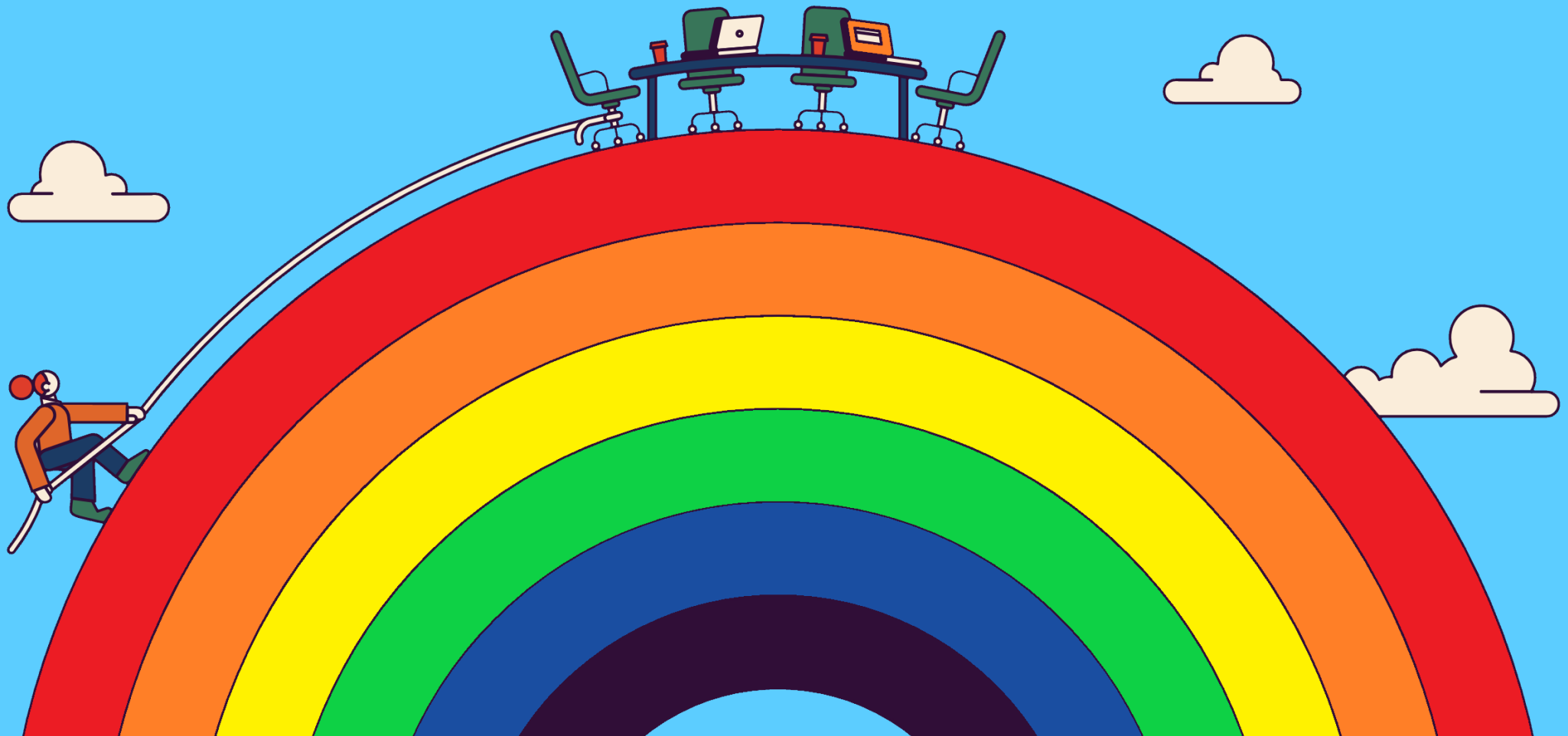
ALLY

# Pride Helpline Support



- Qlife  
1800 184 527 (3:00pm-10:30pm)  
<https://qlife.org.au/>
- Headspace  
<https://headspace.org.au/>
- Lifeline  
131114  
<https://www.lifeline.org.au/>
- Rainbow door – Victoria  
1800 729 367  
<https://www.rainbowdoor.org.au/>
- Diverse Voices – Queensland  
<https://www.diversevoices.org.au/>
- Transcend  
<https://transcend.org.au/>
- ACON  
NSW 1800 063 060  
<https://www.acon.org.au/>
- Trans Hub  
<https://www.transhub.org.au/>
- Pride New Zealand  
<https://pride.org.nz/support/>
- OUTline NZ  
<https://outline.org.nz/counselling/>  
0800 688 5463  
Freephone 0800 OUTLINE
- Rainbow Auckland  
<https://www.rainbowauckland.org.nz/>

# Queer Leadership & Allyship





# Queer Leadership & Allyship



# Allyship is a journey



ADAPTED FROM TRAIL HEAD/SALESFORCE



A ROADMAP  
AN AUDITING TOOL  
AN ENGAGEMENT SURVEY



## 2024 AWEI SURVEY

**Organisation:** ISS Facility Services Australia New Zealand

**Detailed industry:** Administrative Services

**Broad industry:** Administrative and Support Services

**Sector:** Private sector

	My organisation	Other organisations in this detailed industry	Other organisations in this broad industry	Other organisations in this sector	All other organisations
Number of survey respondents	286	269	269	22,639	41,933
It is important that my organisation be active in diversity and inclusion, %	85.3	90.3	90.3	87.4	85.8
I support my organisation's work on diversity and inclusion, %	84.3	87.4	87.4	85.3	82.8
I understand why my organisation puts efforts in diversity and inclusion, %	89.5	92.3	92.3	91.7	90.6
I have not witnessed bullying behaviours in my organisation, %	58.8	68.7	68.7	75.5	74.3
Negative commentary/jokes/innuendo are acted upon quickly, %	66.2	71.4	71.4	67.2	60.4
Comfortable referring to colleague by different name or pronouns, %	83.8	87.0	87.0	88.4	87.7
I know of active allies within my immediate work area, %	70.6	75.0	75.0	69.3	65.6
I know of executive allies or sponsors within my organisation, %	62.2	67.8	67.8	64.7	61.7
Respondent is an active Ally, %	48.4	51.0	51.0	42.3	41.8
Respondent is out/open at work (LGBTQ+ only) , %	68.9	49.0	49.0	61.8	57.4
Workplace wellbeing (LGBTQ+ only) , 1 to 5 scale average	3.9	4.3	4.3	4.1	4.0
Workplace wellbeing (non-LGBTQ+ only) , 1 to 5 scale average	4.1	4.4	4.4	4.2	4.2



A ROADMAP  
AN AUDITING TOOL  
AN ENGAGEMENT SURVEY

pride in  
diversity

## AWEI SURVEY

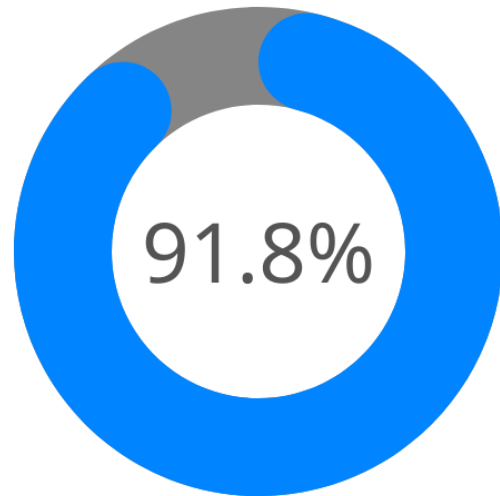
Organisation: ISS Facility Services Australia New Zealand

	2023 Survey	2024 Survey	Annual change
<b>Total number of survey respondents</b>	<b>401</b>	<b>286</b>	<b>-115</b>
<b>Number of LGBTQ survey respondents</b>	<b>55</b>	<b>54</b>	<b>-1</b>
It is important that my organisation be active in diversity and inclusion, %	91.8	85.3	-6.5
I support my organisation's work on diversity and inclusion, %	87.3	84.3	-3.0
I understand why my organisation puts efforts in diversity and inclusion, %	92.3	89.5	-2.8
I have not witnessed bullying behaviours in my organisation, %	54.8	58.8	4.0
Negative commentary/jokes/innuendo are acted upon quickly, %	68.5	66.2	-2.3
Comfortable referring to colleague by different name or pronouns, %	85.8	83.8	-2.0
I know of active allies within my immediate work area, %	71.8	70.6	-1.2
I know of executive allies or sponsors within my organisation, %	65.5	62.2	-3.3
Respondent is an active Ally, %	49.3	48.4	-0.9
Respondent is out/open at work (LGBTQ+ only) , %	64.4	68.9	4.5
Workplace wellbeing (LGBTQ+ only) , 1 to 5 scale average	4.0	3.9	-0.1
Workplace wellbeing (non-LGBTQ+ only) , 1 to 5 scale average	4.2	4.1	-0.1

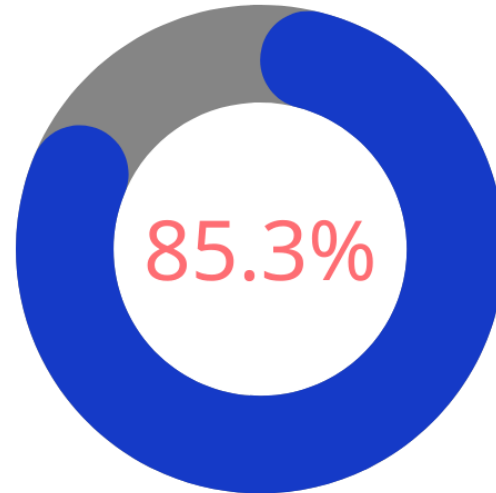


# Australian Workplace Equality Index (AWEI) Survey Results

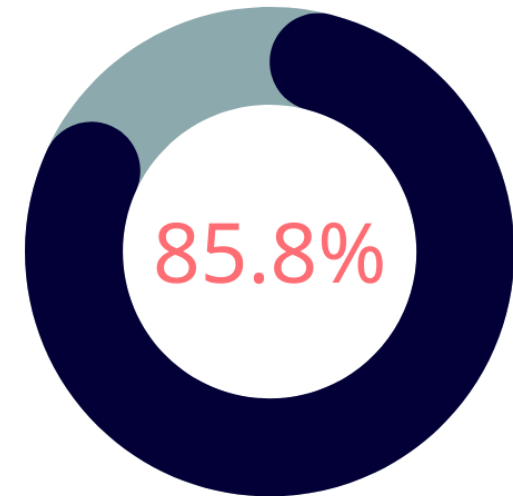
“It is important that my organisation be active in Diversity & Inclusion.”



**ISS 2023**



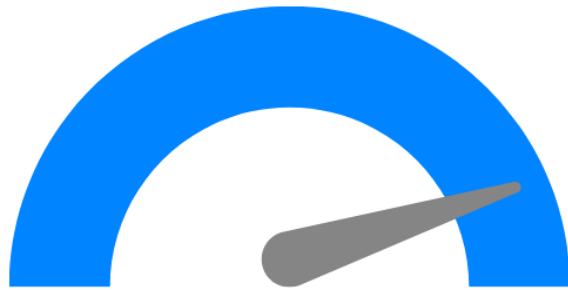
**ISS 2024**



**OTHER ORG AVE.**

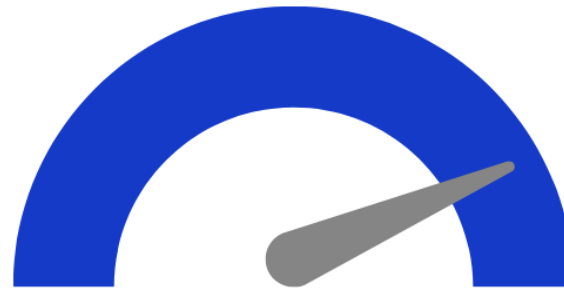
# AWEI Survey Results

"I support my organisation's work on Diversity & Inclusion."



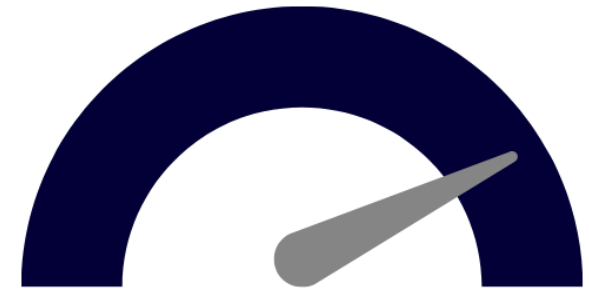
87.3%

ISS 2023



84.3%

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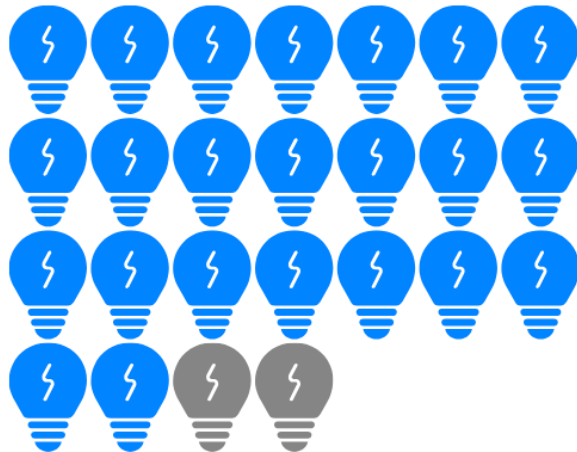


82.8%

OTHER ORG AVE.

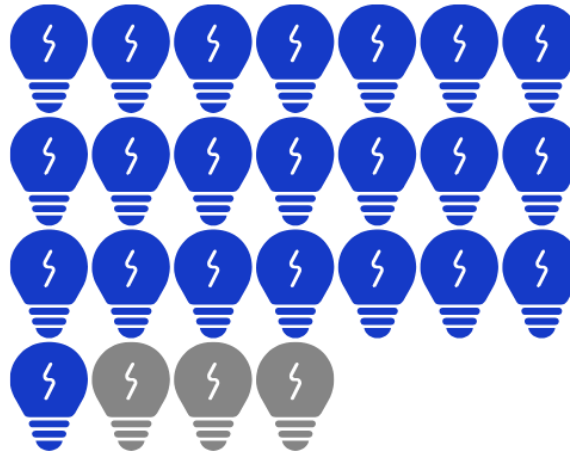
# AWEI Survey Results

“I understand why my organisation puts effort into Diversity & Inclusion.”



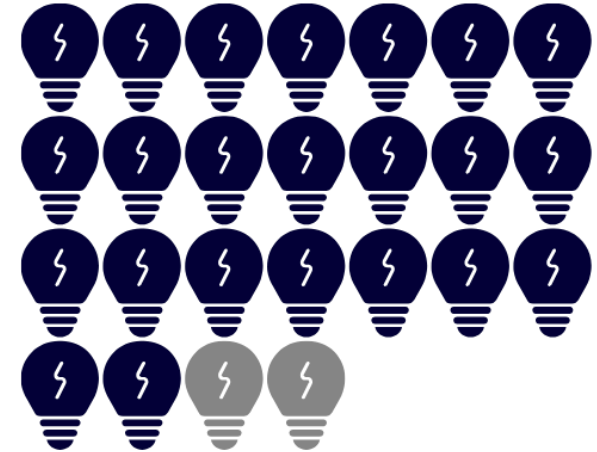
92.3%

**ISS 2023**



89.5%

**ISS 2024**

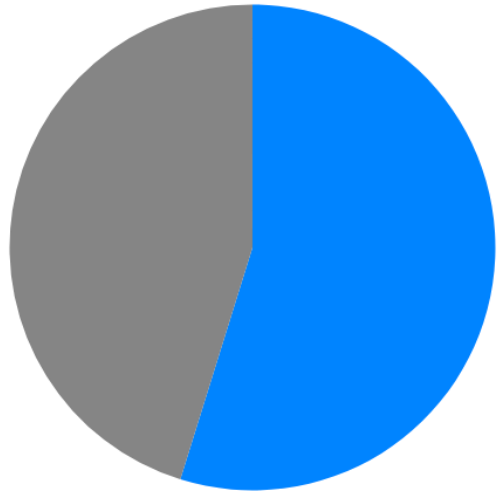


90.6%

**OTHER ORG AVE.**

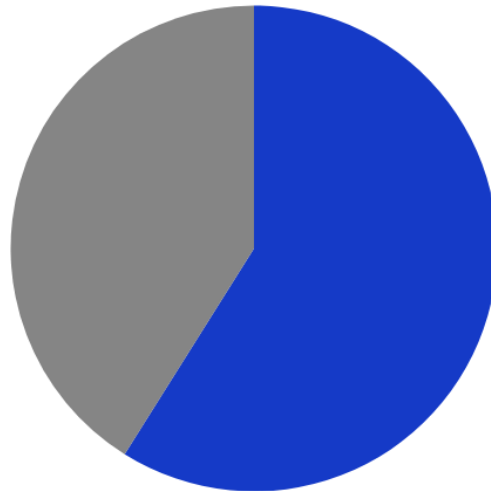
# AWEI Survey Results

"I have NOT witnessed bullying behaviours in my organisation."



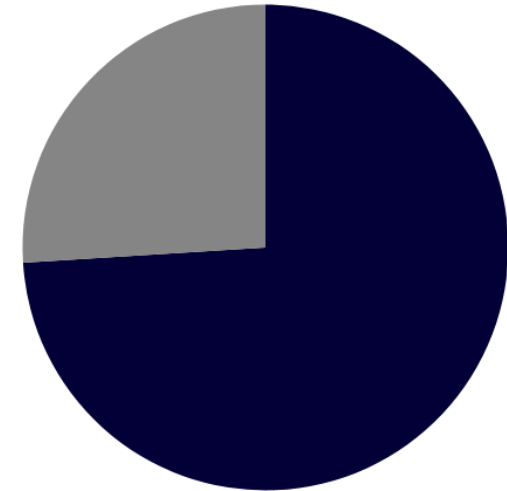
54.8%

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58.8%

ISS 2024



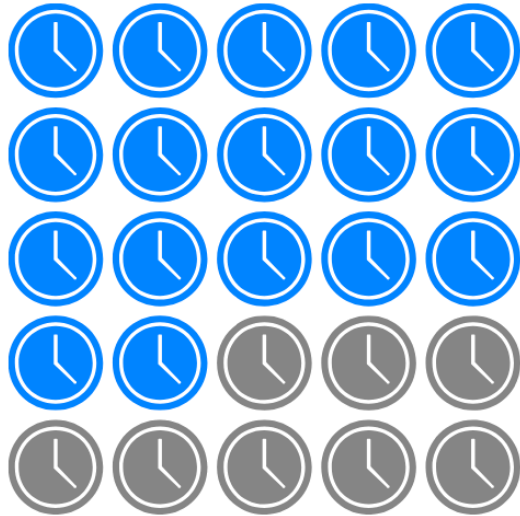
74.3%

OTHER ORG AVE.



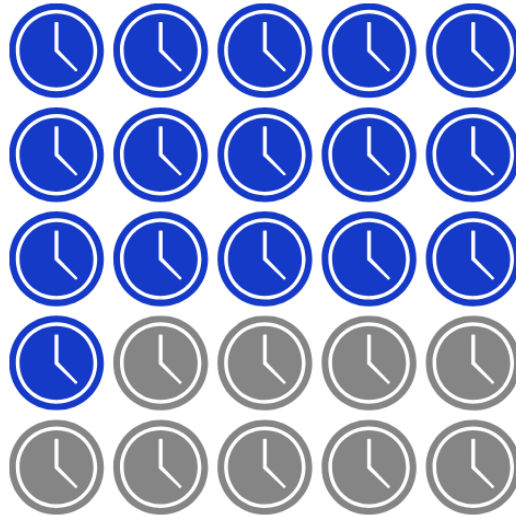
# AWEI Survey Results

“Negative commentary/jokes/innuendo are acted upon quickly.”



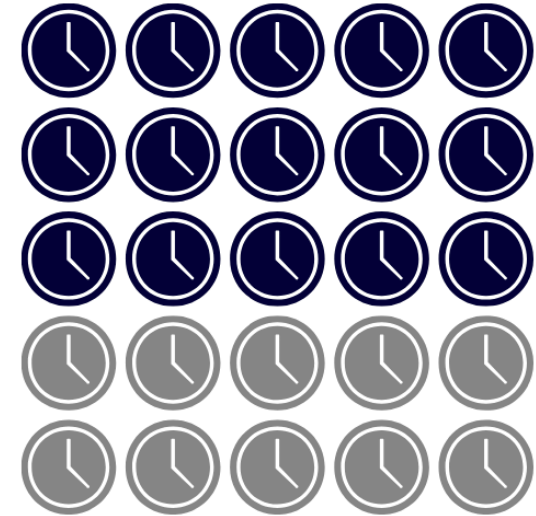
68.5%

ISS 2023



66.2%

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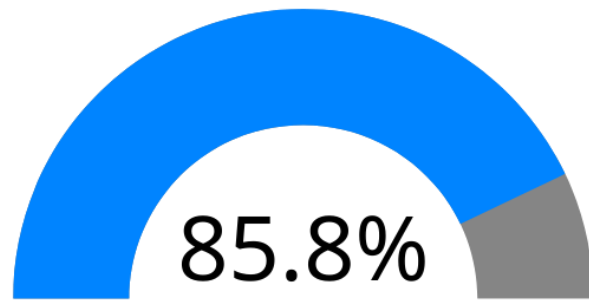


60.4%

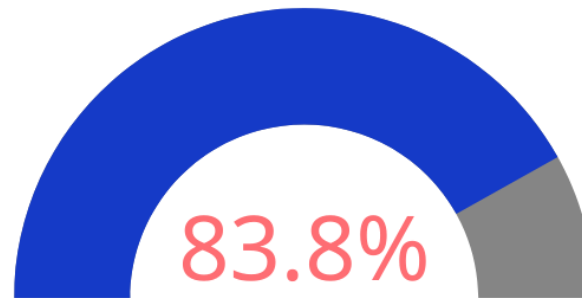
OTHER ORG AVE.

# AWEI Survey Results

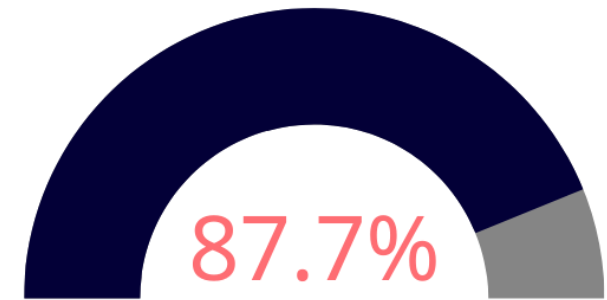
“Comfortable referring to colleague by different name or pronoun.”



**ISS 2023**



**ISS 2024**



**OTHER ORG AVE.**




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### GEM AWARDS

GEM is our new peer-to-peer recognition program for all ISS team members. You can nominate any Placemaker for 'Going the Extra Mile' in their role.



To nominate a team member for a GEM Award, please use the GEM Nomination tab on the MyISS app or scan the QR code and complete the nomination form.



### PASSION PRIDE

30.08.24 - WEAR IT PURPLE DAY



ISS respectfully acknowledges the Traditional owners and Custodians of the land, waters and communities on which ISS business takes place. We pay our respect to Elders past, present and emerging.

We also recognise the importance of First Nations leadership and collaboration, and we commit to building the cultural capacity of our company through meaningful engagement and shared learning.



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# PRONOUNS MATTER

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[WHAT ARE PERSONAL PRONOUNS AND WHY DO THEY MATTER?](#)

[HOW DO I USE PERSONAL PRONOUNS?](#)

[WHAT IF SOMEONE MAKES A MISTAKE AND MISPRONOUNS SOMEONE ELSE?](#)

[HOW DO I SHARE MY PERSONAL PRONOUNS?](#)

[HOW DO I ASK SOMEONE THEIR PERSONAL PRONOUNS?](#)

# AWEI Survey Results

“I know of active allies in my immediate work area.”



“I know of executive allies or sponsors within my organisation.”



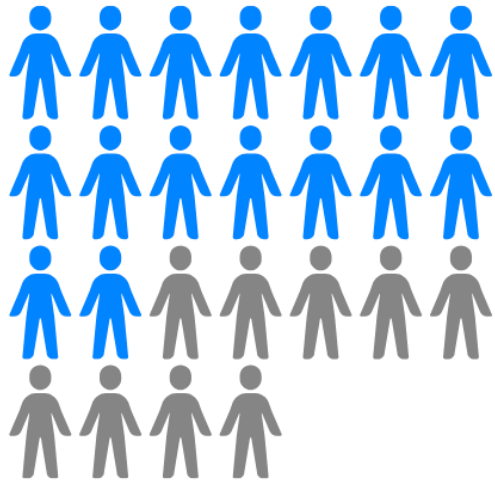
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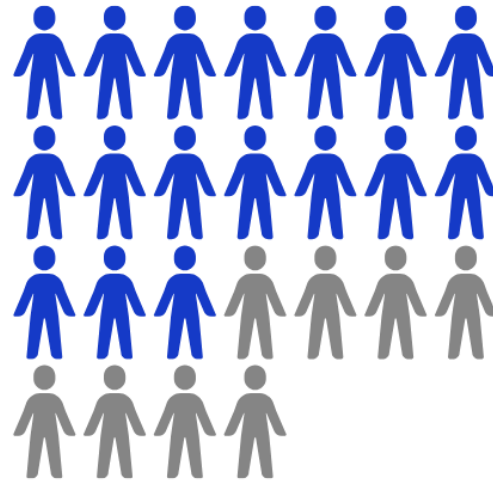
# AWEI Survey Results

“Respondent is out/open at work (LGBTIQ+ only).”



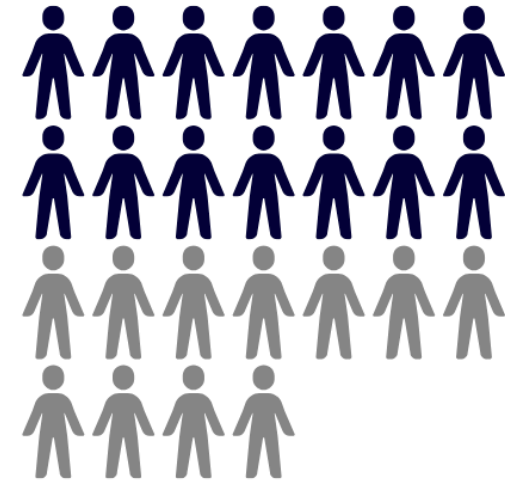
64.4%

ISS 2023



68.9%

ISS 2024



57.4%

OTHER ORG AVE.

# AWEI Survey Results

“Workplace wellbeing (LGBTIQA+ only), 1-5 scale with 5 the most positive.”



“Workplace wellbeing (non-LGBTIQA+ only), 1-5 scale with 5 the most positive.”



**ISS 2023**

**ISS 2024**

**OTHER ORG AVE.**

**He/Him**

Thankyou

Q&A

#APlaceToBeMe



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May 17 is the International Day  
Against LGBTQIA+ Discrimination