

ndis

NDIA Inclusion and Diversity Framework

All In.
Human.
Courageous.
Brilliant.





NDIA Inclusion and Diversity Framework

Living our Values

The Agency affirms its commitment to being an inclusive workplace through its values. Underpinning the values is the central focus of the Agency, making the difference to the lives of our participants of the Scheme.

Values are beacons for reinforcing the guiding principles of an organisation's culture, including what drives employee's priorities, actions and behaviours within the organisation.

In order to make the difference to the lives of our participants of the Scheme, employees must live the values, and feel connected to the workplace by being supported and included to do their work.

Our staff are also bound by the broader Australian Public Service (APS) values of being Impartial, Committed to Service, Accountable, Respectful, and Ethical.

Acknowledgement of Country

The National Disability Insurance Agency (NDIA) acknowledges the Traditional Custodians of Country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to Elders past, present and emerging.

Contact us

The NDIA welcomes feedback on our Inclusion and Diversity Framework. For more information about the development of this publication, or to request an alternative format, contact us through cultureandinclusion@ndis.gov.au





Foreword

I am pleased to present the National Disability Insurance Agency's (NDIA) *Inclusion and Diversity Framework* (Framework).

The Framework outlines the importance the Agency places on being an inclusive and welcoming workplace, where diversity is embraced and celebrated.

The National Disability Insurance Agency has a passionate and energised workforce guided by the same purpose - to make the difference to the lives of our Scheme participants.

To be effective in meeting the needs of our participants, we must have a workforce that is diverse and representative of the communities we serve.

The term 'All In' helps to define how everyone at NDIA strives to create a more inclusive, diverse and empowered workplace. We are all in to place our participants at the heart of everything we do and deliver this amazing once-in-a-generation social change.

Our workforce diversity data shows that, compared to the Australian Public Service (APS) as a whole, we are leading the way in inclusion and diversity. We can build on these results to continuously improve and become even better. The NDIA seeks to be a role model to other

workplaces when it comes to how inclusion of diversity is done well.

The commitment to inclusion and opportunity is also evident in the Agency's NDIS Participant Employment Strategy, which sets out to increase economic participation of our Scheme participants.

Far from being content with what we have done up until now, let us all push the boundaries of what is possible. We need to be courageous and willing to go beyond our current state to realise the organisational culture that we want, a culture that embraces and celebrates every one of us.

I want to challenge all employees, and in particular leaders within the Agency to be human, courageous, and brilliant, and embrace the part we all play in creating a diverse, accepting and inclusive workplace and society.

Let us take these steps together towards a brilliant future.

**Martin Hoffman
CEO, NDIA**

We are one NDIA:



We are All In for a brilliant future

The implementation of the NDIS is challenging, but also extremely rewarding work.

We're working side-by-side to take action, deliver the Scheme, and drive the sort of social change that only happens once in a generation.

Our NDIA workplace is one where we are united by the same shared passion and resilience to make the difference to the lives of our Scheme participants, their families and carers.

That is exactly why the NDIA is committed to the inclusion of everyone who works at, or comes in contact with, our Agency.

Committed to boldly and passionately forging a path to embrace diversity through inclusive practice. Determined and focussed on leading the way as an inclusion and diversity trailblazer.



To be human is to approach every day with a curious mind, humility and openness to embrace all diversity.

To be courageous is to speak up and commit to inclusive practices, to collaborate freely and to empower, inspire and nurture a workplace that celebrates and welcomes difference.



To be brilliant is to bring your whole self to work every day, included, connected, engaged and able to do your best work.

To be All In is to understand the task ahead of us, to know we all share the same vision, because we all want to make the difference,
We are all in this together.



Inclusion and Diversity at NDIA

The National Disability Insurance Agency (NDIA) is a young Agency. It is presented with a unique opportunity to continue to develop into a leading Australian Government Agency that role models and exemplifies an inclusive and diverse workplace.

The statement '**All In. Human. Courageous. Brilliant.**' represents the overarching principles of the NDIA Inclusion and Diversity Framework. Inclusion of diversity is an integral part of the culture of the Agency, as we strive to be fully inclusive and culturally intelligent.

The intention of this framework is to enhance our workforce capability by actively increasing the Agency's inclusion and diversity practices. This will be achieved through the creation of a range of diversity inclusion plans, each containing specific measurable, attainable and realistic actions and outcomes to enhance inclusion at NDIA, and build on the existing positive culture. The framework is a deliverable of the NDIA People Strategy, and aligns closely with the NDIA Corporate Plan, specifically pillar five - A high performing NDIA.

What is Workplace Inclusion, Diversity and Belonging?

Diversity recognises the ways in which everyone is different and unique, bringing a range of perspectives, knowledge, attributes and experiences with them to any situation, including the workplace. Diversity can include disability, age, cultural background, gender and gender identity, ethnicity, family responsibilities, sexual orientation, socioeconomic background, language, education, identity, religious beliefs,

as well as personality, working style, job role, and geographic location.

Inclusion is about fostering a work environment where those individual differences are celebrated, valued and respected. Inclusion of diversity means removing barriers to ensure we all enjoy every opportunity in the workplace for full participation. It involves us all appreciating the value of individual differences and learning how to manage and allow them to succeed in the workplace.

There is a third element to inclusion and diversity that is equally important, belonging. Belonging is the feeling of psychological safety that allows us all to be our best selves at work. At the NDIA, belonging means making everyone feel secure and supported to bring their whole selves to work.

Imagine these three concepts as: diversity is being invited to the party; inclusion is being asked to dance. Belonging means that you dance like no one is watching.



WHAT OUR PEOPLE THINK

84 per cent agree Agency is committed to creating a diverse workforce

80 per cent of NDIA employees are highly engaged

95 per cent are happy to go the extra mile at work when required

APS Census Results 2019¹

“

We, as a society, are conditioned to perceive diversity as something that is negative – simply because we don't know enough about it. Embracing diversity and acknowledging that everyone is different will lead to far better relationships and attitudes in society and empower people to be able to celebrate their diversity in a positive way without fear of being stigmatised. This leads to open and transparent conversations in a respectful way – I love being able to answer questions about my deafness and how it has positively impacted on my life.

”

Bryn Davies
Dandenong, VIC



Why is Inclusion, Diversity and Belonging so important?

We feel high levels of engagement or connection with the workplace when we feel included and accepted, or feel we belong. Inclusion also links strongly to positive employee experience.

Employee experience is about employees and employers ensuring activities, communications, policy and processes create personalised, authentic experiences that ignite passion and tap into purpose to strengthen individual, team, and workplace performance. If people working at NDIA feel included and heard their experience will be a far more positive one.

Some of the benefits of employing a diverse workforce include:

- our diversity reflects the community we serve. This means that participants, their carers and families can have confidence that we understand them, their circumstances and their needs
- we are seen as an employer of choice and people want to work here
- we achieve greater outcomes through a work environment where all individuals are treated with respect, have equal access to opportunities and resources in order to contribute fully to the workplace
- we build a robust and collaborative workplace culture that takes advantage of individual differences and creates career opportunities
- we have a more engaged workforce which increases productivity and retention.

The very nature of the Scheme is designed to bring about significant change to the lives of Australians

with disability, their carers and families. In order to build capability of the workforce implementing the Scheme and to be a true representation of the diversity of Australian society, it is important to acknowledge these benefits to actively embed workplace inclusion and diversity into the Agency.

We can exemplify the Scheme's aim of increasing inclusion and full economic and social participation of Scheme participants in Australian society by having a diverse workforce and workplace culture that celebrates inclusion of diversity.



WHAT DIFFERENCE DOES INCLUSION MAKE?

Inclusive workplaces are **three times more likely** to provide excellent customer/client service

Inclusive workplaces are **five times more likely** to innovate

Inclusive leaders translate to workers being:
Five times more likely to be very satisfied with their job, **twice as likely** to be recognised and supported, and **three times less likely** to leave

DCA Inclusion @ Work Index, 2019²

“

The connections within the workplace are deeply powerful to me because they highlight how we embrace diversity and focus on our commonalities to be collaborative colleagues and in many instances become life-long friends. So, whilst we may ‘seem’ different on the surface, we are fundamentally similar at our core with many shared values, goals and dreams.

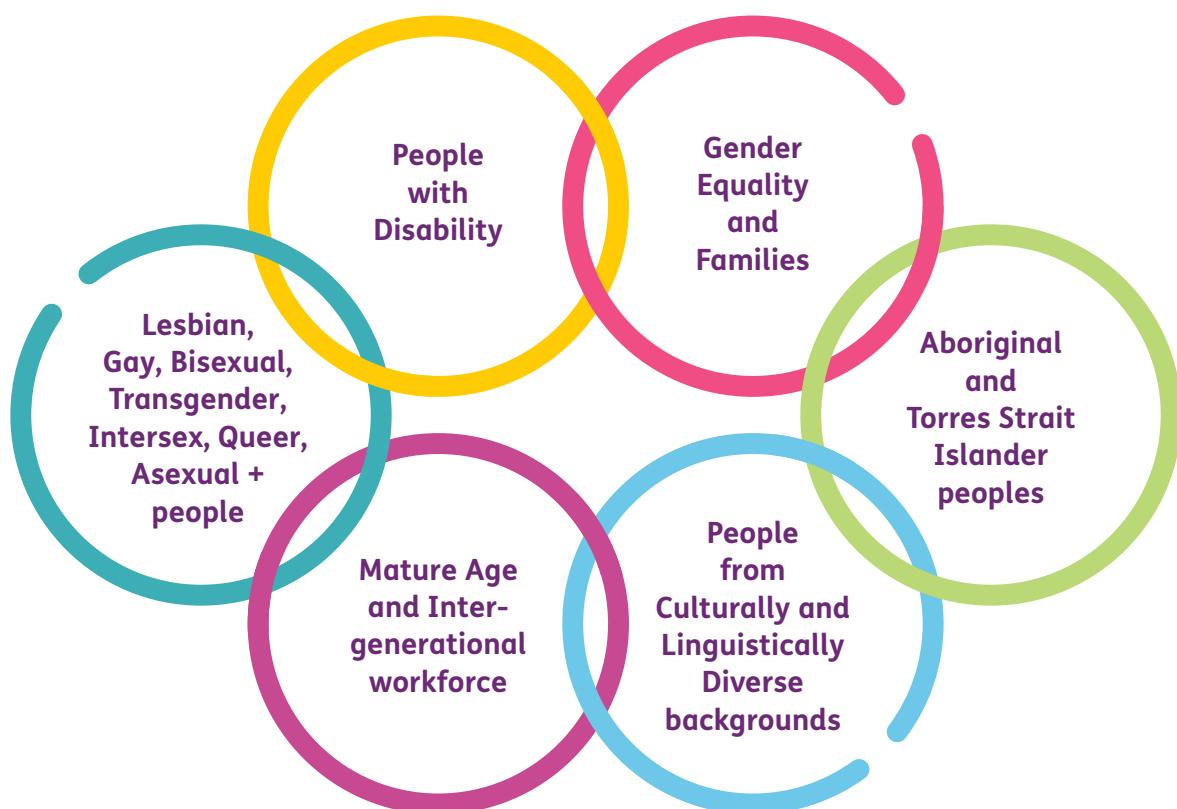
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**Wajma Padshah,
Midland, WA**



Addressing Diversity in the NDIA

Our Agency is committed to the development and implementation of inclusion plans relating to the following diversity groups:



Our NDIA inclusion plans will provide greater certainty around activities that the Agency will undertake to demonstrate we are committed to building on our existing inclusive and supportive workplace culture. The Agency acknowledges there is a high level of intersectionality between diversity groups and will demonstrate sensitivity and understanding in the development of the inclusion plans. This means that the Agency will consult widely with external stakeholders and peak bodies, and most importantly, with

our people to form internal working groups and rely on their input in the development and delivery of these inclusion plans. This will ensure that we respect and listen to a broad range of perspectives and be as inclusive as possible.

Being an inclusive employer of choice for a diverse range of people requires vision and commitment. The Agency is detailing what it wants to achieve regarding employment for each of the identified diversity groups, which is aligned with representation across the



communities we serve. The development of these strategic documents will assist in driving an Agency-wide ‘diversity mindset’.

The Agency’s APS Employee Engagement Census data¹ showed that 89 per cent of our workforce felt that their workgroup behave in an accepting manner towards people from diverse backgrounds. However, only 66 per cent of our workforce felt the Agency was supportive of the diversity to which they identify. This means that as an Agency we must continue to demonstrate inclusivity through inclusive language, actions and behaviours to improve how our workforce feel about the Agency.

Deliverables developed, included and communicated through these inclusion plans, will strengthen the strong connection to inclusion of diversity that exists, and embed diversity as part of the Agency’s DNA.

Strategic Alignment

The Inclusion and Diversity Framework is part of the NDIA’s broader strategic framework. It draws from other Agency documents such as the Corporate Plan, and the People Strategy. Beneath the Inclusion and Diversity Framework is a range of strategic documents across the diversity groups.

The NDIA recognises that these inclusion plans will contain actions and deliverables that will guide us all to embed inclusive behaviours and practice throughout the Agency. Inclusion plan development will be a continuous process and will require new chapters to be added as the Agency grows and evolves.



*These documents are already established.

Agency Inclusion and Diversity Principles

If the Inclusion and Diversity Framework is the roadmap for what the Agency intends to do to create a supportive, flexible and fair workplace in which differences between our people are respected, then the strategies are the vehicles that will get us there. The Inclusion and Diversity Principles introduce the fundamental aspirations of the Agency. The principles will inform and drive the creation of specific deliverables and actions that will be included in each diversity group inclusion plan.

They will be the benchmark for the Agency, and therefore will inform each measurable action, ensuring we continuously develop an inclusive workplace culture.



We are an employer of choice for workplace inclusion and diversity.

Support solutions that overcome barriers in the workforce and be visible in our community as an employer who values our people.



Our workplace systems, structures and processes accommodate and celebrate diversity.

Encourage diverse representation in policy making, program management and decision-making forums.



We foster a workforce that is fully informed about and committed to inclusion and diversity.

Diversity and inclusion practices are integrated into Agency activities, to be part of our Agency DNA.



We maintain a balanced working environment and ensure the wellbeing of our people.

Support a healthy workforce, offering a range of initiatives supporting health and wellbeing.

“

To me inclusion means feeling confident and inspired as you are able to speak up without fear of embarrassment or retaliation, which ultimately empowers a person to grow and do their best work!

”

Anna Dubov
Liverpool, NSW



Serving a Diverse Community

Australia is celebrated as a multicultural society. With a population of 25 million people, Australia is a country that is populated firstly by the Traditional Custodians of this land, Aboriginal and Torres Strait Islander peoples, and through high levels of migration of people from across the world. This diversity of cultures, beliefs and languages has been the foundation of today's Australia.

1 in 5 Australians living with disability

Almost one in five Australians report living with disability (18.3 per cent or 4.3 million people) with disability evenly spread by gender (females 18.6 per cent / males 18.0 per cent)³

15.9 per cent aged over 65 years

Like many developed countries, Australia has an ageing population. Those aged 65 years and over represent around one in every seven people or 15.9 per cent of the population, and 13 per cent of people over 65 are still working⁴

2.65 million carers

Almost 2.65 million Australians were identified as carers in 2015, with primary carers more likely to live with disability themselves (37.8 per cent)⁴

3 per cent identify as gay, lesbian or 'other' sexual orientation

In 2014, over half a million people or 3.0 per cent of the adult population identified as gay, lesbian or 'other' sexual orientation⁵

649,171 Aboriginal and Torres Strait Islanders

In 2016, the total Aboriginal and Torres Strait Islander population was 649,171, representing 2.8 per cent of the total population⁶

5.3 million first generation Australians

First generation Australians are people living in Australia who were born overseas. In 2011, there were 5.3 million first generation Australians (around 27 per cent of the population)⁷

49 per cent of migrants speak a language other than English at home

49 per cent of longer-standing migrants and 67 per cent of recent arrivals speak a language other than English at home⁷

“

Inclusion means having the settings (architectural, space and supports), a welcoming heart and being open to difference in all its forms. It requires sometimes going out of our comfort zone and being willing to admit that our pre-conceptions or attitudes were not right.

”

**Chris Wainwright
Modbury, SA**



Snapshot of Diversity within the Agency

We celebrate that as a young Agency we can lead the way in creating an inclusive and diverse workforce. The inclusion and diversity activities developed from this framework will assist us all to feel connected and comfortable to share diversity information. The better that the Agency understands its workforce through the sharing of this information, the greater positive impact the Agency can make to ensuring that every point of view is acknowledged and included.

The table below demonstrates diversity statistics for NDIA compared to the Australian Public Service (APS) overall, based on annual Employee

Engagement Census responses.

The Agency is committed to setting and achieving benchmark targets across the identified diversity groups. Some of these come from the NDIA Corporate Plan, including 20 per cent staff identifying as a person with disability, and 50 per cent female representation in leadership. Other targets include five per cent of our workforce identifying as Aboriginal and Torres Strait Islander, having 16.5 per cent or higher of staff who identify from Culturally and Linguistically Diverse backgrounds, and maintaining or exceeding six per cent representation of LGBTIQA+ people.

Employment Group ⁸	2018 APS %	2018 NDIA %	2019 APS %	2019 NDIA %	NDIA TARGET
People with disability	8.7	19	8.4	16.1	20%
People with Disability – Senior Executive Service staff with a disability	3.17	14.8	3.15	10.4	7%
Gender Equality and Families – Female representation in the Senior Executive Service	45	50	46.3	48	50%
Aboriginal and Torres Strait Islander peoples	3.6	3.4	3.6	3	5%
People from Culturally and Linguistically Diverse backgrounds	18.2	12.7	18.7	16.5	16%
Mature age workers	45.9	45	45.9	43.7	43%
Lesbian, Gay, Bisexual, Transgender, Intersex, Queer, Asexual + (LGBTIQA+) people	4.4	5.9	4.8	6.2	6%

“

My understanding of inclusion is that all staff, regardless of race, gender, personal beliefs, abilities, disabilities, or health care needs, have the right to be respected and appreciated as valuable members of NDIA.

On a wider scale, it demonstrates the commitment of the government of the day to setting a standard for government agencies to abide by, and lead by example to businesses, communities and society to adopt.

”

**Gerard Mugavin
Geelong, VIC**



NDIA Inclusion and Diversity Activities

The Agency has already achieved a lot in the time that it has been in operation, but we also acknowledge that we can continue to improve and grow, especially in how we support identified diversity groups.

As we move forward, successive inclusion plans will contain deliverable actions, guided by the Agency Inclusion and Diversity Principles and values that drive inclusive practices and shape an inclusive workplace culture.

Awareness Days

The Agency will commit to acknowledging selected awareness days throughout the calendar year to inspire confidence in being an inclusive employer of choice. These dates include:

- International Women’s Day – 8 March
- Harmony Week – 15-21 March
- International Day Against Homophobia, Biphobia, Interphobia, and Transphobia (IDAHOBIT) – 17 May
- Sorry Day – 26 May
- National Reconciliation Week (NRW) – 27 May – 3 June
- Coming of the Light – 1 July
- NAIDOC Week – 5-12 July
- R U OK? Day – 10 September
- Mental Health Week – 5-11 October
- Carers Week – 12-18 October
- International Day for the Elimination of Violence Against Women – 22 November
- International Day of People with Disability (IDPWD) – 3 December

Inclusion Champions

To honour the commitment of being inclusive of all diversity groups, the Agency has established some Champion roles, and will continue to put in place Champions across the remaining identified diversity groups.

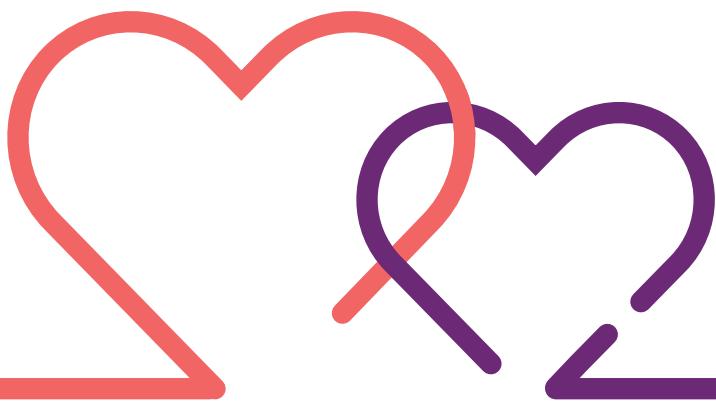
The role of Champions is to sponsor, support and champion activities that enhance visibility and acceptance for the diversity group they represent. Champions play a key role in demonstrating strong leadership around inclusion of diversity.

Currently, the Agency has a Disability Champion, Indigenous Champion, and an LGBTIQA+ Champion. As successive inclusion plans are created, additional Champions will be identified and added.

Diversity Learning in Action

As of July 2020:

- 88 per cent have completed Contemporary Disability Rights training
- 67 per cent have completed Aboriginal and Torres Strait Islander cultural awareness training
- 87 per cent have completed LGBTIQA+ Inclusion training
- 43 per cent of leaders have enrolled in or completed a Just Brilliant Leader Series workshop



How We Will Measure Success

It is important for the Agency to know that we are making genuine positive change in creating an organisational culture that is inclusive and supportive of all diversity.

In order to understand and track our progress, we will access a variety of sources to use as benchmarks for success. Some sources, like the APS Employee Engagement Census, provide an overall picture of how our workforce perceives NDIA as an inclusive employer of choice, while other sources of data will measure specifically for a diversity group. Some of the sources we will use to measure success include:

- Reporting internally on each diversity inclusion plan and completion of deliverables
- Australian Network on Disability (AND) Access and Inclusion Index performance
- APS Employee Engagement Census
- Diversity training completion rates
- Employment target measures
- Leadership training completions
- Number of staff taking Inclusion and Diversity pledge
- APS State of the Service report
- Reporting to Reconciliation Australia (RA) on NDIA Reconciliation Action Plan (RAP)
- Diversity data across the Agency – increased sharing of diversity information
- Adding inclusive measures in values and behaviours section of performance plans
- Australian Workplace Equality Index (AWEI) performance

Inclusion and Diversity All In Pledge

“I’m All In. I commit to being human, courageous and brilliant, doing everything I can to create and sustain an inclusive NDIA workplace that welcomes and embraces everyone.”

To continue to embed inclusion and diversity as part of the DNA of the Agency’s organisational culture, and an integral part of what makes the NDIA a great place to work for everyone, we will all live the values of the Agency. We will consciously behave and use language that demonstrates genuine care and authenticity to be inclusive of everyone. We will all embrace systems of work, structures and processes that enable everyone who works for, and with, NDIA to bring their whole selves to work.

This means holding each other accountable and wholeheartedly committing to inclusive practice. This is not the expectation or responsibility of a few, but of everyone collectively.

To reinforce our commitment to achieving this, the Agency has created an inclusion and diversity pledge to elevate the importance we place on inclusivity as contributors at the Agency.

People with Disability

The Agency naturally has a strong commitment to improving the lives of people with disability through the very nature of its work and this extends to our support of our employees with disability.

We understand how each person's lived experience of disability is unique to them and approach the provision of their workplace adjustments and access and inclusion needs with a holistic and tailored approach.



HOW DO WE COMPARE?

NDIA ranked third out of 23 participating organisations for doing access and inclusion well, in the Australian Network on Disability (AND) Access and Inclusion Index

Objectives

Increase representation of People with Disability (PWD) working in the Agency beyond 20 per cent in line with Corporate Plan performance metrics and targets

Seven per cent Senior Executive Staff with a disability

Strive for the NDIA to be a world leading employer of choice for People with Disability and a leader for access and inclusion

Ensure the accessibility and access to adequate supports for our workforce who identify as a Person with Disability

Achievements so far

- 2016 – Agency attained Australian Network on Disability (AND) Disability Confident Recruiter accreditation
- 2017 – SES Disability Champion role created
- 2018 – Disability Strategy and Action Plan 2018-20 launched
- 2019 – Established an Employee Disability Network (EDN)
- 2019 – Centralised funding for provision of workplace adjustments
- Ongoing celebration of key dates that raise awareness of disability such as Carers Week, and International Day of People with Disability (IDPWD)

Approach

Develop the NDIA's second Disability Strategy and Action Plan with a specific focus on employment outcomes, career development and accessibility

Support and enhance the existing Employee Disability Network

Maintain membership with Australian Network on Disability (AND)

Demonstrate strong leadership in supporting disability inclusion

Ensuring systems, structures, policies and processes accommodate and support people with disability with equal access and inclusion

Gender Equality and Families

The Agency currently has around 71.5 per cent women in our workforce¹, which is 10 per cent more than the average in the Australian Public Service (APS). Our Corporate Plan details that we will have 50 per cent female representation in leadership⁹. Our NDIA Enterprise Agreement provides for wide ranging flexible working arrangements that support the needs of meeting family and carer responsibilities regardless of gender or gender identity.

Objectives

Attain and maintain 50 per cent of our leadership positions filled by women in line with NDIA Corporate Plan performance metrics and targets

Ensure that all staff regardless of gender are encouraged to access flexible work arrangements outlined in the NDIA Enterprise Agreement.

Approach

Develop a Gender Equality and Families Inclusion Plan at the beginning of 2021

Establish a Gender Equality and Families Champion

Establish a Gender Equality and Families employee network

Improving policy across the Agency that supports the wellbeing of our workforce and access to flexible working arrangements

Awareness of unconscious bias included in diversity related training content.

Aboriginal and Torres Strait Islander people

Aboriginal and Torres Strait Islander peoples are an important part of what makes Australia unique. The oldest living continuous culture, Aboriginal and Torres Strait Islander peoples are respected as the Traditional Owners and Custodians of the lands on which the NDIA conducts its business.

Achievements so far

- 2016 – Launch of NDIA Reflect Reconciliation Action Plan (RAP) 2016-17
- 2016 – Indigenous Champion role created
- 2016 – Aboriginal and Torres Strait Islander Employee Network established
- 2018 – Launch NDIA Aboriginal and Torres Strait Islander Employment Strategy 2018-20
- 2019 – Launch NDIA’s second Reconciliation Action Plan (RAP), an Innovate RAP 2019-21.
- Continued participation in entry level programs to increase employment opportunities for Aboriginal and Torres Strait Islander peoples in the Australian Public Service (APS)
- Executive level secondment opportunities to increase greater cultural understanding and exchange of expertise with Indigenous organisations

Objectives

Increase representation of Aboriginal and Torres Strait Islander peoples working in the Agency beyond the five per cent outlined in the Commonwealth Aboriginal and Torres Strait Islander Workforce Strategy

Increase commitment to recognising and acknowledging the Traditional Owners where we live and work

Increase cultural awareness and cultural competence around Aboriginal and Torres Strait Islander culture through training, inclusive practices and behaviours

Approach

Develop a revised NDIA Aboriginal and Torres Strait Islander Employment Strategy by the end of 2020, and close out existing strategy

Deliver on actions contained in the NDIA Innovate Reconciliation Action Plan 2019-21 (RAP)

Support and enhance the existing Aboriginal and Torres Strait Islander Employee Network

Maintain connection with Reconciliation Australia

Providing cultural awareness training to our workforce

Demonstrate strong leadership in supporting inclusion of Aboriginal and Torres Strait Islander peoples

Providing a culturally safe workplace for Aboriginal and Torres Strait Islander peoples

People from Culturally and Linguistically Diverse backgrounds

Australia's population is made up of a large proportion of people from a diverse range of cultural and linguistic backgrounds. Around 27 per cent of Australia's population were born overseas, and 49 per cent of migrants speak a language other than English at home.

Objectives

Increase representation of people from culturally and linguistically diverse backgrounds beyond the current 16.5 per cent

Improve NDIA as an employer of choice for CaLD people

Increase representation of cultural diversity within the leadership of the Agency

Approach

Develop a Culturally and Linguistically Diverse (CaLD) Peoples Inclusion Plan at the end of 2021

Establish a CaLD Champion

Ensuring that Employee Assistance Program (EAP) providers are culturally competent

Maintain membership with the Diversity Council of Australia (DCA)

Awareness of unconscious bias included in diversity related training content

Establish a CaLD employee network to support staff who identify as being from a culturally and linguistically diverse background

Provide a culturally safe workplace for all Culturally and Linguistically Diverse peoples

Mature-Age and Inter-generational workforce

Australia has an ageing population, and people are living longer than ever before. This translates into potentially supporting older Australians for longer in the make-up of our workforce, which will result in a broader spectrum of age and generations being present in the Agency. Mature-age workers are those who are 45 years of age and above.

Objectives

Increase support for mature-age workers to remain in the workforce for longer if they wish to

Improve opportunities for skilling and re-skilling of our workforce across generations

Increase how the Agency is perceived as an inclusive workplace

Approach

Develop a Mature-Age and Inter-Generational Workforce Inclusion Plan by late 2022

Establish an Mature-Age and Inter-Generational Workforce Champion

Establish a Mature-Age and Inter-Generational Workforce employee network

Demonstrate strong leadership in supporting the broad age range of our workforce

Work to remove unconscious bias around ageism in the workplace

LGBTIQA+ people

The Agency is committed to the inclusion of everyone within the workplace, regardless of their gender identity, gender expression, biological sex, sexual orientation or attraction. To achieve this the Agency seeks to create a workplace where we all feel comfortable to be who we want to be and able to bring our true selves to work.

We acknowledge that there is great variation of what is acceptable when using abbreviations to include everyone when referring to LGBTIQA+ people and community. Language is a powerful tool for building inclusion (or exclusion) at work. The way we speak to each other creates a culture in which everyone can feel valued, respected, and one of the team (included). The Agency has adopted LGBTIQA+ as the accepted term. Using the plus at the end acknowledges that there are many other variations that can follow after.

Objectives

Increase representation of LGBTIQA+ employees beyond six per cent

Improve NDIA as an employer of choice for LGBTIQA+ people

Increase how the Agency is perceived as an inclusive workplace

Approach

Develop an LGBTIQA+ Inclusion Plan in 2020

Establish an LGBTIQA+ Champion

Establish an LGBTIQA+ employee network

Maintain membership with Pride in Diversity

Demonstrate strong leadership in supporting LGBTIQA+ inclusion

Develop policy and inclusive language guides to improve culture of LGBTIQA+ acceptance and support

Provide a culturally safe workplace for all LGBTIQA+ people

Responsible and Accountable

There is legislation that sets out the expectations of the Government and the community about providing a fair, inclusive and productive public service and society. Listed below are some of the Acts of Parliament that guide societal expectations:

Federal/Commonwealth

- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- The Racial Hatred Act 1995
- The Workplace Gender Equality Act 2012
- The Fair Work Act 2009 and National Employment Standards (NES)

Australian Capital Territory

- Discrimination Act 1991
- Human Rights Act 2004 (ACT)

New South Wales

- Anti-Discrimination Act 1977
- Multicultural NSW Act 2000

Northern Territory

- Anti-Discrimination Act 1996

Queensland

- Anti-Discrimination Act 1991
- Queensland Multicultural Recognition Act 2016

South Australia

- Equal Opportunity Act 1984
- South Australian Multicultural and Ethnic Affairs Commission Act 1980
- Racial Vilification Act 1996

Tasmania

- Anti-Discrimination Act 1998

Victoria

- Equal Opportunity Act 2010
- Multicultural Victoria Act 2011
- Charter of Human Rights and Responsibilities Act 2006
- Racial and Religious Tolerance Act 2001

Western Australia

- Equal Opportunity Act 1984

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1. Australian Public Service Commission (APSC) 2019 Employee Engagement Census
2. Diversity Council of Australia, DCA-Suncorp Inclusion@Work Index 2019-2020: Mapping the State of Inclusion in the Australian Workforce full report, Sydney
3. Australian Bureau of Statistics (ABS), Disability, Ageing, and Carers, Australia: Summary of Findings, 2015.
4. Australian Bureau of Statistics (ABS), [Disability, Ageing, and Carers, Australia: Summary of Findings, 2018.](#)
5. Australian Bureau of Statistics (ABS), General Social Survey, 2014.
6. Australian Bureau of Statistics (ABS), [Australian Census of Population and Housing, 2016.](#)
7. Australian Bureau of Statistics (ABS), Australian Census of Population and Housing, 2011.
8. APS data from – APS Employee Engagement Census. APSC data from – APSC State of the Service Report.
2019 data – Australian Public Service Commission (APSC) – State of the Service Report 2018 – 19, APS Employment Data 31 December 2019 release, [Table 80 all employees base classification diversity group and gender.](#)
2018 data – Australian Public Service Commission (APSC) – State of the Service Report 2017 – 18, APS Employment Data 31 December 2018 release, [Table 73 all employees base classification by diversity group and gender.](#)
9. NDIS Corporate Plan 2020-24

Australian Public Service (APSC) Strategies

The Australian Public Service Commission (APSC) has developed strategies applicable to all Government Agencies with respect to approaches to inclusion and diversity practices. These strategies help inform and guide actions of Government Agencies, including the NDIA:

- [APS Disability Employment Strategy](#)
- [Commonwealth Aboriginal and Torres Strait Islander Workforce Strategy 2020-24](#)
- [APS Gender Equality Strategy](#)



Are you **All In** for a Brilliant Future?

Contact us

The NDIA welcomes feedback on our Inclusion and Diversity Framework. For more information about the development of this publication, or to request an alternative format, contact us through cultureandinclusion@ndis.gov.au

