

Diversity and inclusion in the workplace and why it matters

Carers NSW is committed to providing a diverse and inclusive work environment which is supportive of difference and encourages full participation of all employees in contributing to the achievement of our business objectives. We recognise that the differences our people bring to the workplace add to its strength.

Diversity (as explained by the Diversity Council of Australia) refers to all the differences between people in how they identify in relation to their social or professional identity, for example: Aboriginal and/or Torres Strait Islander background, age, caring responsibilities, cultural background, disability status, gender, religious affiliation, sexual orientation, gender identity, intersex status, profession, education, and socio-economic background.

Inclusion refers to ensuring that current, future and potential employees and members have equal opportunity in the organisation without any barriers or obstacles as a result of the diversity characteristics mentioned above. Inclusion means embracing diversity and fostering a culture that values people's unique backgrounds, experience and perspectives. It also means creating a supportive environment in which people feel safe to be themselves and inspired to contribute to the Carers NSW vision.

Prioritising diversity and inclusion and placing it at the heart of everything we do is more than a legislative requirement. It is essential to supporting the success of Carers NSW to achieve our vision for an Australia that values and supports all carers in all their diversity. We understand the importance of promoting diversity in our content so we can reach, reflect and support all carers in NSW. We also understand the importance of reflecting all forms of diversity to remain relevant to successive generations and across all cultures. Creating a safe, respectful and inclusive place to work provides the foundation for our staff to successfully contribute to meeting the Carers NSW objectives. We also want an environment that enables our people to thrive and achieve their professional goals.

DIVERSITY AND INCLUSION PLAN 2023-2024

About the plan

The Carers NSW Diversity and Inclusion Plan 2023-2024 covers the two years from 1 January 2023 to 31 December 2024. It sets out our diversity and inclusion vision, our strategic goals and the steps we will take to realise this vision.

The plan will build on the progress Carers NSW has already made and details how we will embed the right behaviours and build a truly diverse and inclusive culture.

The aim of our diversity and inclusion plan is to create a workplace where every day, all our staff feel valued for what they bring and can bring “their whole selves to work” so that they will thrive and inspire others. Our plan is based on three focus areas:

- Integrate diversity into core business so that our diversity reflects and serves our work with diverse carers.
- Reflect diversity in our workforce so that Carers NSW builds and leverages a diverse and inclusive workforce, where all employees are able to participate and contribute to their full potential and employees are respected and valued.
- Engage and foster partnerships with diverse communities and engagement of external stakeholders.

This Plan applies to:

- Carers NSW Board of Directors
- All Carers NSW employees, contractors and volunteers
- Persons seeking employment with the organisation

Carers NSW will report on diversity outcomes in our Annual Report and this Plan will be in place for two years. Carers NSW will achieve its commitments by linking its objectives to these three focus areas.

DIVERSITY AND INCLUSION PLAN 2023-2024

Focus Area One

Integrate diversity into core business so that our diversity reflects and serves our work with carers.

INTEGRATE DIVERSITY AND INCLUSION INTO CORE BUSINESS				
Action	Program/Unit	Timeframe	Status	Success measure/ steps to deliver
Incorporate diversity principles into strategic directions and business planning processes.	Carers NSW Board and Management Team	2023		All strategic and business planning documents include diversity principles in core business.
Implement education and training on engaging with diverse groups	Human Resources (HR) and Education & Training (E&T)	2023 - 2024		Diversity Group administer survey annually for staff to assess learning needs 2 training sessions per annum conducted based on information received from the LNA.
Support the implementation of the Reconciliation Action Plan (RAP) in conjunction with the RAP working group	RAP Working Group	2023		All program/unit areas report outcomes to RAP working group using reporting template.
Ensure all Carers NSW offices are safe, accessible and inclusive to diverse people and groups	Executive Manager HR & Quality and/or Manager, Executive Support.	2023 - 2024		All offices are physically accessible. Acknowledgement and recognition of Carers NSW supporting diversity ie. Visible membership for PID/ DCA

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Focus Area Two

Reflect diversity in our workforce so that Carers NSW builds and leverages a diverse and inclusive workforce, all employees are able to participate and contribute to their full potential and employees are respected and valued.

REFLECT DIVERSITY AND INCLUSION IN OUR WORKFORCE				
Action	Program/Unit	Timeframe	Status	Success measure/steps to deliver
Actively encourage and support diversity at all levels of the organisation, including the Board, committees, staff, and volunteers	Management Team and HR	2023		Recruitment, employment and engagement processes actively encourage diversity.
Acknowledge and participate in events which reflect the diversity of Carers NSW workforce and carers	All Carers NSW employees and Carers NSW Board Diversity Group responsible for managing the calendar and event process	2023, 2024		Diversity events Calendar implemented. Update annually and promote events to all employees and via social media throughout the year. # and type of events participated in annually.
Collaboration and Consultation Opportunities for staff to contribute and provide feedback	All Carers NSW employees	2023, 2024		Opportunities to provide input and feedback into initiatives, procedures and policies, including during team meetings Working groups have a cross section of employees from various programs and locations Annual employee survey utilised as a feedback mechanism Examples of consultation and opportunities to provide feedback

REFLECT DIVERSITY AND INCLUSION IN OUR WORKFORCE

Action	Program/Unit	Timeframe	Status	Success measure/steps to deliver
<p>Communication</p> <p>Diversity initiatives are recorded and communicated to staff</p>	Diversity and Inclusion Group	2023, 2024		<p>Diversity Reporting Template completed by teams for monitoring actions that are fulfilled.</p> <p>Communicating information at all staff meetings</p>
Continue membership in Diversity Council of Australia (DCA) and utilise resources	Diversity and Inclusion Group	2023, 2024		<p># of DCA resources shared with staff annually</p> <p># of staff attending DCA webinars, training etc</p>
Continue membership of Pride in Diversity (PID), Australia's workplace program designed to assist employers with the inclusion of lesbian, gay, bisexual, transgender and intersex (LGBTQI+) employees.	Diversity and Inclusion Group	2023, 2024		<p># of PID resources shared with staff annually</p> <p># of staff attending PID webinars, training, conferences etc</p> <p>Identification of Carers NSW membership visually in offices i.e. reception or WHS noticeboards</p>
Carers NSW membership of Pride in Diversity and undertaking the Australian Workplace Equality Index Foundation assessment	Diversity and Inclusion Group	2024		Achieving Bronze Tier Status

DIVERSITY AND INCLUSION PLAN 2023-2024

Focus Area Three

Partnerships with diverse communities and engagement of external stakeholders

PARTNERSHIPS WITH DIVERSE COMMUNITIES AND ENGAGEMENT OF EXTERNAL STAKEHOLDERS				
Action	Program/Unit	Timeframe	Status	Success measure/ steps to deliver
Identify key stakeholders in community groups and organisations and build sustainable relationships in order to support carers from diverse communities. Plan to use SharePoint for sharing information and resources with staff.	Management Team, Program Managers	2023, 2024		Identified relationships built and maintained with stakeholders and teams provide reporting via the reporting template Calendar of significant dates posted on Sharepoint
Engage with service providers across Carer Gateway NSW 4 region to identify and support carers from diverse communities	Program Managers, Management Team and Gateway Team Leaders	2023, 2024		Identified relationships built and maintained with stakeholders and teams provide reporting via the reporting template in the Carer Gateway NSW 4 region
Participate in forums, interagency meetings, working groups and consultations that actively engage and address issues of carers from diverse communities.	Policy and Research, E&T and Program Managers.	2023, 2024		Identified attendance at forums, conferences and meetings and recorded on reporting template
Identify opportunities to target carers from diverse groups in Carer Representative recruitment activities.	Carer Representative Program Officer	2023		Evidence of recruitment processes to attract diverse carers