

OUR FRAMEWORK FOR DIVERSITY AND INCLUSION UPDATE 2016

ONE WORKFORCE **all communities**

OUR FRAMEWORK

Our goal is to have a working environment where our differences are valued and we provide equal opportunities for all our employees—not only because it is the right thing to do, but because it is vital to the success of our business.

Diversity and Inclusion makes us:

stronger

Everyone benefits from diversity and inclusion. When you feel supported and included in the workplace, you are happier and more productive.

smarter

Diversity also leads to more innovative solutions as we each bring with us unique insights and experience.

closer to our customers

Diversity and inclusion will allow us to better understand and meet the needs of diverse Queensland communities.

OUR APPROACH

The Department's approach to Diversity and Inclusion is to grow together as an organisation, with each employee embracing individuality and having opportunities for development and job satisfaction. Our focus will be on employee engagement to reflect the diversity within our organisation and to understand and focus on issues and opportunities relevant to our employees. Each one of us will work together to foster an inclusive culture, help identify and deploy initiatives and participate in learning and networking opportunities that help us all succeed.



Chris Pfeffer

'When we look ahead, we can be ready to support our staff'

OUR COMMITMENT

To demonstrate our commitment as personal and positional leaders, DEWS has devised a statement of commitment for leaders across the department to ensure all employees understand expectations around diversity and inclusion and how to apply these to their work. It is also intended that the DEWS Statement of Commitment to Diversity and Inclusion will enable the department to meet Sections 22 and 23 of the *Multicultural Recognition Act 2016* by allowing DEWS employees to understand how to translate the Multicultural Queensland Charter into day-to-day activities.

DEWS Diversity and Inclusion Statement of Commitment

As leaders in DEWS we will do all we can to celebrate, value and promote diversity in our workplace and community.

- We will ensure our workplace has an inclusive culture where diversity is valued and respected.
- We will provide services which cater for all Queenslanders and ensure everyone has equal access to our services.
- We will actively seek to engage and involve people of diversity in the delivery of all of our services, particularly when developing policies, or undertaking regulatory functions.
- We will look for new ways to talk to diverse customers and cater for their information needs.

The DEWS Statement of Commitment will be implemented through annual Code of Conduct training and employee Performance and Development Assessments.

MILESTONES AND ACHIEVEMENTS

Launched in November 2016, our framework for Diversity and Inclusion has instigated a number of reforms and initiatives across our organisation:

STAGE ONE

UNDERSTANDING & AWARENESS (NOV 2015-FEB 2016)

- My Story -Your Story personalised diversity and inclusion and created an awareness that diversity and inclusion affects and benefits all of us.
- The DEWS D&I Survey allowed us to understand staff experiences, insights and views and to develop focus areas for 2016.
- Agile Working was launched, removing mandatory timesheets and opening up all positions to the possibility of flexibility.
- The department's Reward and Recognition program celebrated individual success.

STAGE TWO

EXPLORE (FEB 2015-SEPTEMBER 2016)

- The Department's Leadership Program lay the foundations and Leaders working flexibly led by example.
- The D&I Council was formed to give staff a voice in identify barriers and solutions.
- The Parents and Carers Network was established and a range of information and tools developed to increase and support workforce participation.
- A consistent approach to higher duties was announced and short-term opportunities (including 'sprints') were identified to open up opportunity for all.
- Open dialogue commenced through Join the Conversation pieces which feature regularly in DEWSLetter.
- Our work towards the CEO Challenge put the spotlight on domestic violence in the workplace.
- We implemented Mental Health Awareness and Unconscious Bias Training and trialed Mental Health apps.
- We established a Customer Engagement Consultative Committee to explore how we could better engage with a diverse Queensland community.
- The department is represented on Whole-of-Government working groups and develops action plans to support the Queensland Government's social objectives (eg Women's Strategy, Youth Strategy, Seniors Strategy).

STAGE THREE

ACHIEVE (OCTOBER 2016-EARLY 2017)

- Complete roll-out of mobile technology and monitor the successfulness and takeup of mobility and productivity.
- Deliver a recruitment strategy for the department focusing on ATSI, persons with a disability and youth as well as removing any bias during the recruitment of leadership positions.
- Identify LGBTIQ and disability champions for the department with representation on the D&I Council.
- Provide access to peer support networks for LGBTIQ people, celebrate events and open up dialogue across the department and the sector.
- Focus on boarding and ensuring new employees have access to information about the DEWS D&I program and our commitment to diversity and inclusion.
- Implement the DEWS Diversity and Inclusion Statement of Commitment across the department.
- Understand changing cultural attitudes by undertaking the annual D&I survey.

STAGE FOUR

INVOLVE AND EMBED (MID 2017 ONWARDS)

- Look outside the department for new ways to talk to and involve diverse Queensland customers.
- Monitor, maintain and progress the department's workforce diversity targets as well as cultural targets measured through staff surveys.
- Use culture, technology, leadership and ways of working to increase diversity, mobility and productivity.
- Ensure peer support networks provide value and support to staff. Refocus where necessary.
- Devise inclusive strategies which allow the department and workforce to participate in achieving the Queensland Government's social priorities.
- Celebrate success, involvement and significant events for a diverse Queensland community.

FOUNDATION ACTIVITIES 2016–2017

Strategically recruit

- Interrupt bias during recruitment
- Increase our diversity with a particular focus on ATSI, people with a disability and youth
- Identify both short and long-term recruitment opportunities where there are clear business benefits

Shift Culture and Mindsets

- Open up the conversation in the workplace, showcase success (Join the conversation), Lunchtime panels, Information from peer support networks
- Demonstrate business benefits -make sure you start with performance and accountability
- Undertake and analyse data from staff surveys

Peer Support

- Provide peer support networks to groups who could benefit -e.g. parents and carers, LGBTIQ, persons with a disability
- Provide information and support to those where workforce participation may be challenging -e.g. parents and carers
- Openly support priority issues for the government, community and workforce such as domestic violence and gender equality

Ensure equality of opportunity

- Monitor staff perceptions of equality of opportunity across the organisation, particularly for higher duties, selection of projects and recruitment/promotion
- Develop initiatives that create opportunities and assist staff in taking advantage of them (e.g. sprint opportunities)

Focus on Technology

- Look for technological advances, such as mobile technology, which open up opportunities for increased workforce participation
- Ensure our ICT, business tools and systems support Agile Working, Inclusion and Diversity.

Demonstrate Leadership Commitment

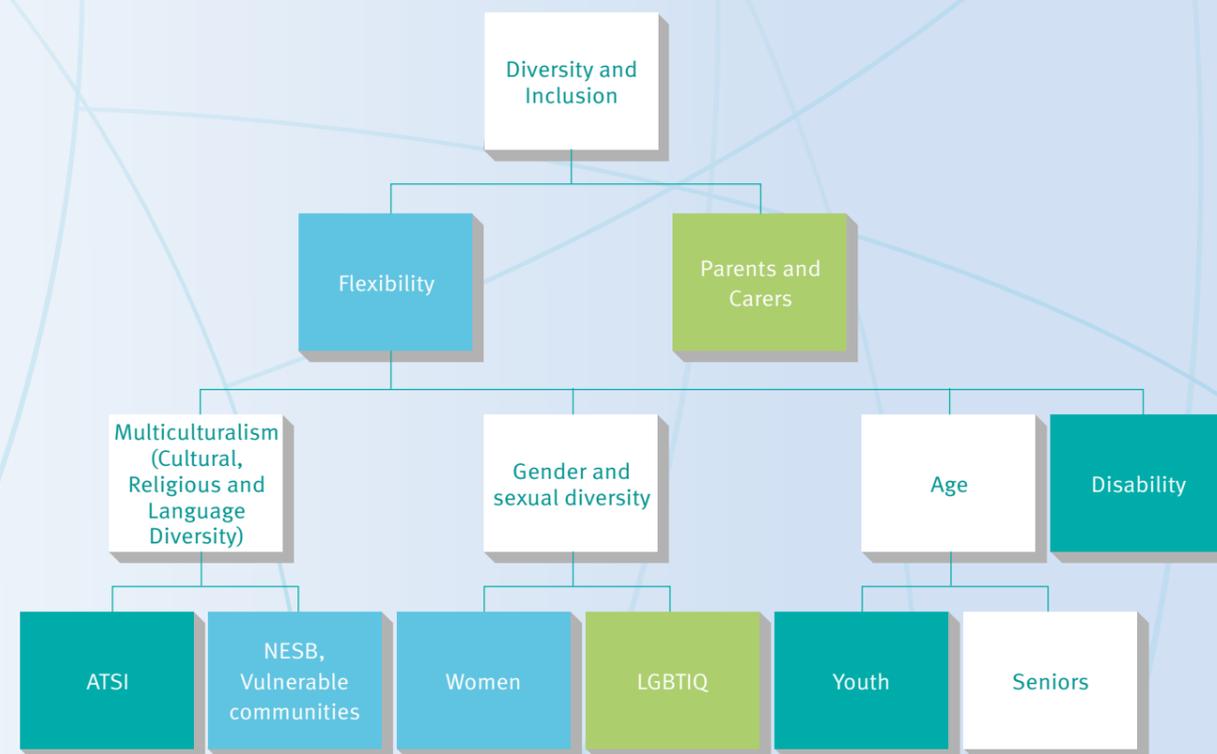
- Ensure all leaders across the organisation value and promote diversity across our workplace and what we deliver for our community

IMPACT ZONES 2016–2017

The DEWS Diversity and Inclusion Council will devise and prioritise 'impact zones' where targeted activity could greatly assist in accelerating the desired change in our diversity and inclusivity as well as removing barriers to change.

The DEWS Diversity and Inclusion Council regularly monitors the department's progress towards achieving desired outcomes through the department's D&I dashboard. Progress made towards both qualitative and quantitative performance measures will accordingly change the level and type of activity in each impact zone. Current predictions for 2016–17 are as follows:

- Targeted recruitment areas
- Areas of focus for peer support and cultural intervention
- Manage and monitor workforce diversity and acceptance



GOVERNANCE

The Department's Diversity and Inclusion Council is responsible for overseeing the work program to ensure the framework's milestones and foundation activities are delivered and desired outcomes realised. The Council will perform these activities on behalf of the Executive Management Team (EMT) and provide advice and recommendations to EMT for consideration and approval. The Council will also provide a 'dashboard' report to EMT encompassing key performance and business-related indicators.



www.dews.qld.gov.au
ONE WORKFORCE **all communities**