What's the value of Diversity and Inclusion in the workforce?

Session outline

- Why diversity and inclusion matters?

- What are their benefits to organisations?

- Developing employee lifecycle capabilities to become more inclusive

- Increasing your D&I organisational maturity

What is Diversity?

Who makes up our workforce?

- **15%** of Australia's workforce is Health Care and Social Assistance industry

- **85%+** of Australia's welfare workforce in 2020 identified as female

- **2.3%** of the welfare workforce in 2020 identified as Aboriginal or Torres Strait Islander

- **4.5%** workers in the welfare workforce had postgraduate degrees

- **13%** had Bachelor's degrees

- **17%** had a skilled vocational qualification/s

FROM
200
COUNTRIES

200
LANGUAGES
SPOKEN AT HOME

1 IN **4**
BORN OVERSEAS

50+
INDIGENOUS
LANGUAGES SPOKEN

11 IN **100**
OF DIVERSE SEXUAL ORIENTATION,
SEX OR GENDER IDENTITY

AUSTRALIA'S CHANGING COMMUNITY
24 MILLION PEOPLE

2.2% PER YEAR
INDIGENOUS
POPULATION GROWTH

3.5 MILLION
HEARING IMPAIRED

4.2 MILLION
WITH DISABILITIES

Whiteboard

What are the top reasons for creating a diverse workplace?

10 benefits of a diverse workplace

1) Turnover

2) Reputation

3) Work Satisfaction

4) Mental Health

5) Less discrimination

6) Effectivity

7) Innovation

8) Customer Service

9) Productivity

10) Opportunity

Online Poll

Is having a diverse
workforce enough?
_____

a) yes   b) no   c) not sure

Is having a diverse workforce enough?

Opportunities to Develop a Robust D&I Program

Recruitment & Selection

- Ensure diversity targets are considered before advertising

- Ensure pitch for the campaign is aligned with the D&I program

- Ensure advertising campaigns are accessible to all potential applicants

- Reduce barriers to applications

- Consider alternatives to the classic interview

Onboarding

- Begin education on D&I culture from the outset

- Ensure employees undertake necessary training

- Ensure employees understand their rights and responsibilities

- Encourage employee participation in D&I program, make champions and encourage ownership

Attendance & Development

- Celebrate D&I and individual contributions to inclusiveness

- Make D&I something each employee owns in the role

- Ensure a robust training and development program is in place for D&I, with an allocated yearly budget and ownership

Retention

- Call out and reward behaviors that reinforce the D&I program

- Ensure promotion systems reflect D&I stated values, use workforce data to drive discussion

- Challenge conscious and unconscious bias in leadership

Exit

- Conduct exit surveys

- Assess reasons for leaving; was psychological, cultural safety a concern?

- Routinely review workforce exit data to ensure strategic D&I trends are addressed

Breakout rooms

If you could remove the greatest challenge of D&I in your workplace, what would it be and how would it add value to the business?

The 3 levels of D&I maturity

3 WHO WE ARE

2 MODEL BEHAVIOUR
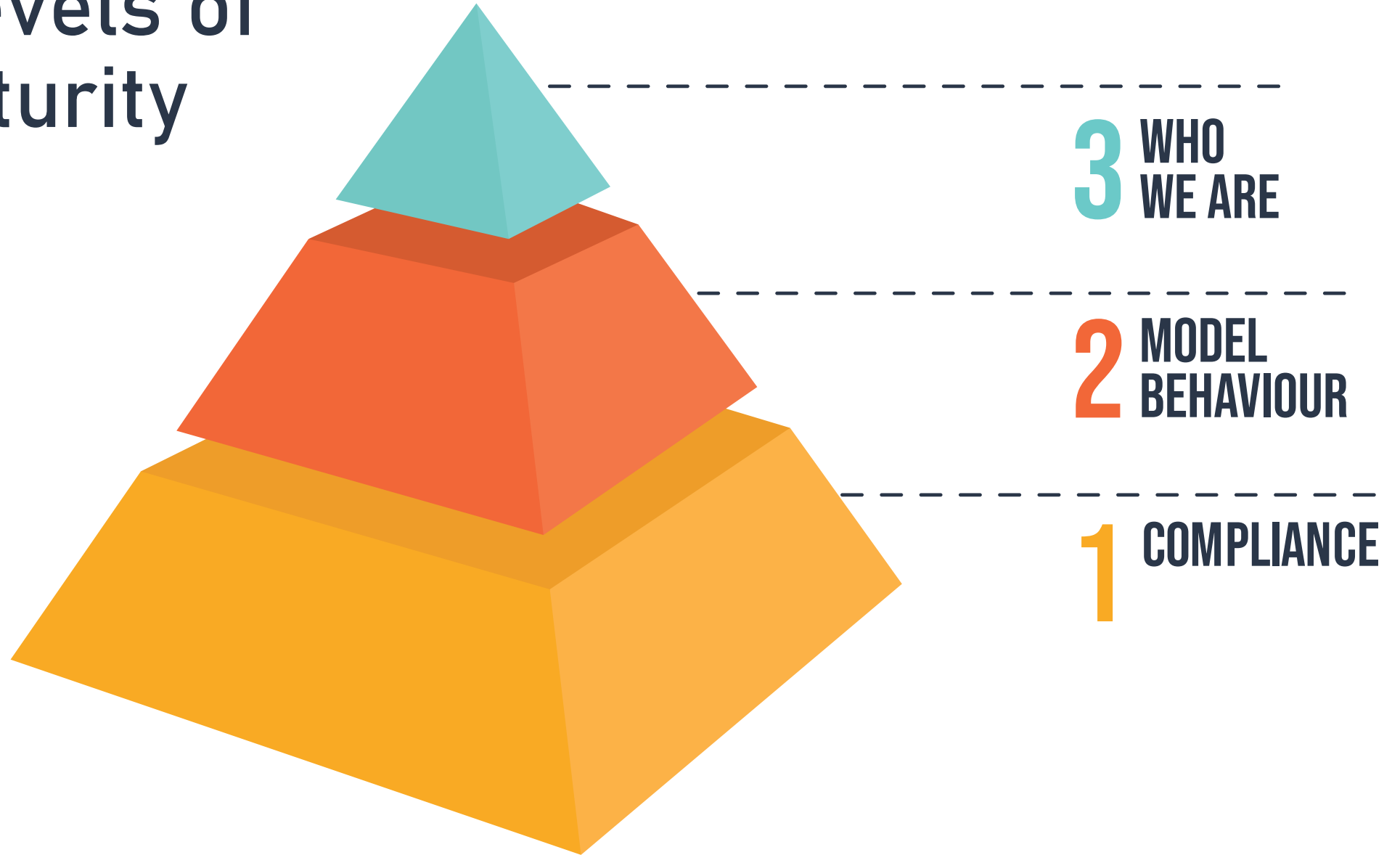
1 COMPLIANCE

Compliance

- ✓ Attempt to stay within the law

- ✓ Is regulatory compliant

- ✓ Maintain risk management

- ✓ Have basic policies covering discrimination and harassment

Rate the ones you agree with most

When do organisations come unstuck?

✓ When the law
is not clear

✓ When leadership or
management changes

✓ When new challenges
such as flexible work,
hybrid work,
accessibility etc. arise

✓ When there is displayed
incongruence or
oversight of stated
policies

✓ When things get
too hard (e.g. COVID)

Rate the ones you agree with most

Model Behaviour

✓ Develops or integrates D&I into organisational strategy

✓ Conducts events that promote D&I

✓ Ensures targets are well crafted

✓ Ensures accountability of delivery, generally by HR

✓ Address conscious/unconscious bias

✓ Has leadership buy-in

Rate the ones you agree with most

Why do organisations come unstuck?

✓ **When the laws/regulations change, it is slow to keep up**

✓ **When work outcomes conflict with policy**

✓ **When leadership or management changes and waters down efforts or pivots**

✓ **When industrial implications are challenged or become complex**

Rate the ones you agree with most

Who we are

- ✓ Places a diversity and inclusion lens across every business practice

- ✓ Puts D&I at the forefront of designing policies and practices

- ✓ Attempts to understand and include the 'lived experience' of all employees

- ✓ D&I is not owned by the HR department, rather by everyone

Rate the ones you agree with most

Unintended outcomes

- ✓ D&I may become a tool for internal politics, doing D&I from a place of recognition

- ✓ Can become overzealous with messaging and create a melting pot (of group think) not a mosaic (constellation of people and ideas)

Rate the ones you agree with most

Online Poll

At which level of D&I maturity do you feel your organization is at?

_____

a) Level 1   b) Level 2   c) Level 3

Thank you

Join us in our upcoming series

" Supporting Diversity in the Workforce "

Next sessions will take a deep dive into:

- **Developing a HR strategy**
- **Maintaining the shift – monitoring, tweaking & reflecting**
- **Attracting and retaining candidates**