

## Diversity & Inclusion Action Plan Initiatives

CATEGORIES	YEAR	INITIATIVES	DETAILS	TIMEFRAME	STATUS
<b>Aboriginal Peoples<sup>1</sup></b> Address barriers to employment and progression whilst providing both a supportive and inclusive workplace.	2019/2020	Cultural Capability Training	We will provide access to an online learning program that enhances employees cultural awareness, understanding and competence.	April 2020	Completed
	2019/2020	Analyse current Aboriginal Peoples employee data	We will regularly review employee data at the quarterly Diversity & Inclusion Forum and Executive meetings, to ensure informed decision making and determine initiatives or priority areas.	December 2019	Completed (Ongoing)
	2019/2020	Protocols for Welcome to Country and Acknowledgement of Country	We will establish <a href="#">A Guide to Aboriginal Protocols pamphlet</a> and a wallet insert so employees can learn about and conduct an Acknowledgment or Welcome to Country at all formal Ombudsman meetings.	October 2019	Completed
	2019/2020	Procurement Strategy	We will revise the procurement strategy to include alignment to the <a href="#">NSW Government Aboriginal Procurement Policy 2021</a> and consideration of supplier diversity.	February 2021	Completed
	2021	<a href="#">Aboriginal Employment Strategy</a>	We will develop a strategy that will detail workplace solutions to remove barriers for Aboriginal peoples to working in our office.	December 2021	In progress
	2021	<a href="#">Aboriginal Employment Development Program</a>	We will leverage the Public Service Commission's Aboriginal Employment Development Program to create a talent pipeline and growth in Aboriginal peoples employment representation within the NSW Ombudsman's Office.	August 2021	In progress
	2021	<a href="#">Career Trackers (Internship)</a>	We will engage with CareerTrackers to link pre-professional Indigenous university students with internship opportunities within the NSW Ombudsman's Office. Annual involvement will be dependent on budget and availability of suitable work.	November 2020	Completed (Ongoing)
	2021	<a href="#">PSC Leadership Academy</a>	We will engage with executive to nominate high potential and performing employees for the <a href="#">PSC leadership programs</a> . Including the Aboriginal career and leadership development program.	October 2021	In progress
	2022	Workforce Strategy	We will develop a workforce strategy that incorporates diversity and inclusion initiatives, including nominating identified roles across the organisation.	June 2022	In progress
<b>Gender Equity</b> Address discrimination on the basis of gender and remove barriers to equal participation internally and externally.	2019/2020	Lactation Room	We will establish a Lactation room located on L23, for a quiet space with chair, privacy and locked door for women to use.	October 2019	Completed (Ongoing)
	2019/2020	International Woman's Day event participation	We will celebrate International Women's Day with participation in an event. Annual celebration of International Women's Day will be considered as part of the Diversity & Inclusion Forums development of an annual calendar of diversity and inclusion related events.	March 2020	Completed

<sup>1</sup> 1 In this document Aboriginal refers to the First Nations peoples who reside on the land in New South Wales, and includes, where applicable, Torres Strait Islander peoples as well.

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	2019/2020	Analysis of gender representation across workforce cohorts	We will regularly review employee data at the quarterly Diversity & Inclusion Forum and Executive meetings, to ensure informed decision making and determine initiatives or priority areas.	December 2019	Completed (Ongoing)
	2019/2020	<a href="#">PSC Leadership Academy</a>	We will engage with executive to nominate high potential and performing employees for the <a href="#">PSC leadership programs</a> . Including the senior leadership programs, focussing on women in leadership roles within the organisation.	October 2021	In progress
	2021	Flexible Working Framework	We will review flexible working arrangement in consultation with the Diversity & Inclusion Forum, Work, Health & Safety Committee and Union to update the framework for flexible working.	December 2021	In progress
	2022	Internal mentoring program for high potential women	We will develop a program to match experienced high potential and performing women in the organisation with others in office to support them in their development through either coaching or mentoring.	2022	Not Started
	2022	Workplace Gender Equality Agency (WGEA) citation	We will join the Employer of Choice for Gender Equality (EOCGE) citation recognition program designed to encourage, recognise and promote organisations' active commitment to achieving gender equality in workplaces.	2022	Not Started
<b>Disability</b> Meet the needs of employees with disability and increase accessibility in our workplace.	2019/2020	AND Access and Inclusion Index	We will conduct a self-assessment against the AND Access and Inclusion Index to identify areas of improvement to inform development of initiatives.	November 2020	Completed
	2019/2020	<a href="#">Stepping Into (Internship)</a>	We will engage Stepping into to match university students with disability with internship opportunities within the NSW Ombudsman's Office. Annual involvement will be dependent on budget and availability of suitable work.	December 2020	Completed (Ongoing)
	2019/2020	<a href="#">Australian Network for Disability (Bronze) Membership</a>	We will continue to support the Australian Network for Disability (AND) through bronze membership, which includes basic level access to AND resources, services and expertise, including a regular weekly news bulletin, factsheets and reports, and roundtable networking opportunities.	February 2020	Completed (Ongoing)
	2021	Workplace Adjustment Training	We will provide training to managers and other key staff to ensure they understand what they can change to a work process, practice, procedure or environment that enables an employee with disability to perform their job in a way that minimises the impact of their disability.	August 2021	In progress
	2021	Recruitment practices and reasonable adjustment processes	We will review recruitment practices and reasonable adjustment processes, including development of support material for hiring managers.	August 2021	In progress
	2022	ICT strategy	We will enhance the ICT Strategy to ensure accessibility issues are considered when procuring new systems (per web content accessibility standards).	2022	Not Started
<b>Cultural &amp; Linguistic Diversity</b> Provide an inclusive and diverse workplace that embraces diverse culture, perspectives and experiences to improve services.	2019/2020	Quiet reflection and prayer room	We will establish a Quiet reflection and prayer room located on L26, for a quiet space with chair, privacy and locked door for use for prayer or as a quiet space. .	April 2021	In progress
	2019/2020	Analyse current CALD employee data	We will regularly review employee data at the quarterly Diversity & Inclusion Forum and Executive meetings, to ensure informed decision making and determine initiatives or priority areas.	December 2019	Completed (Ongoing)
	2021	Community Language Allowance Scheme (CLAS)	We will review employees who are accredited interpreters or translators (including AUSLAN interpreters), update our register and promote the service internally.	October 2021	In progress
<b>All Diversity Groups</b> Provide a collaborative, supportive, and respectful environment to increase the participation and	2019/2020	Diversity & Inclusion Forum	We will establish a forum to represent employees and leaders and provide governance to drive project outcomes contained in the Diversity & Inclusion Framework.	October 2019	Completed
	2019/2020	Self identification of employee EEO data	We will regularly review employee data at the quarterly Diversity & Inclusion Forum and Executive meetings, to ensure informed decision making and determine initiatives or priority areas.	December 2019	Completed (Ongoing)

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contribution of all employees from all diversity groups including (but not limited to) Carers, LGBTIQ, young people and mature workers.	2019/2020	Calendar of events celebrating Diversity & Inclusion	We will develop a calendar of cultural events celebrating and reinforcing our commitment to Diversity and Inclusion in consultation with Diversity & Inclusion Forum.	January (Annually)	Completed (Ongoing)
	2019/2020	Inclusion Training Program (SBS E-learning – 7 modules)	We will implement an online cultural capability training program for all employees, that enhances employee diversity and cultural awareness, understanding and competence.	April 2020	Completed
	2019/2020	<a href="#">Diversity &amp; Inclusion intranet page</a>	We will establish an intranet page for information, resources and support on Diversity & Inclusion.	April 2020	Completed
	2019/2020	Internal employee diversity networks	We will promote internal employee diversity networks through the Diversity & Inclusion Forum.	October 2019	Completed (Ongoing)
	2019/2020	IPAA CEO & Young Professionals Breakfast participation	We will celebrate young professionals with participation in an event.	March 2021 (postponed due to COVID-19)	Completed
	2021	NSW Public Sector Graduate Program	We will investigate participation in <a href="#">NSW Public Sector Graduate Program</a> . Participation will be dependent on budget and availability of suitable work.	June 2021	In progress
	2021	Flexible Working Framework	We will review flexible working arrangement in consultation with the Diversity & Inclusion Forum, Work, Health & Safety Committee and Union to update the framework for flexible working.	December 2021	In progress
	2022	Workforce Strategy	We will develop a workforce strategy that incorporates diversity and inclusion initiatives, supported by a Recruitment & Selection Framework with guidance and support materials for inclusive recruitment practices.	June 2022	In progress