

2022 EMPLOYER PARTICIPATION DETAILS

EMPLOYER / ORGANISATION DETAILS	
Organisation Name:	Services Australia
Sector:	Public/Government: Federal
Employer Size (within Australia):	Number of employees within Australia: >= 8,001
Regional Employers	Is your head office in Regional Australia: No
Global Employers	Do you have international offices: No Is your head office in Australia: Yes
Contact Person for the Index: <i>This is the person we should contact if we have any questions. Email results will also be sent to this person.</i>	Name: s22 Position Title: Director, Inclusion and Diversity Postal address (including postcode): s22 Phone number: s22 Email: s22

INTERNATIONAL WORKPLACE INDEX PARTICIPATION	
Do you participate in any other workplace equality indices globally?	Response: No

INDUSTRY BENCHMARKS
Participating employers will by default be benchmarked according to: <ul style="list-style-type: none"> • Sector: Public / Private / NFP / Higher Education • Government: Federal, State, Local • Employer Size • Awarded Tier Recognition • Global Employers
Response: The agency does not require benchmarking beyond standard industries.

DISCLOSURE RECOGNITION
<p>Please select participation identification level at which we can identify you (Name and Employer Tier only, no scores)</p> <p>We list employers annually that reach each of the employer recognition tiers within the AWEI, unless you choose to be anonymous. Some employers choose only to be identified should they reach a certain recognition tier.</p>
Response: The agency is happy to be identified regardless of employer tier reached.

ADDITIONAL AWARD SUBMISSIONS	
<p>Have you considered nominating someone for an LGBTQ Inclusion Award? Please list any other LGBTQ Inclusion Awards that you are submitting for this year within the AWEI. This provides us with a cross-check reference to ensure that all expected submissions are received.</p> <ul style="list-style-type: none"> • Consider nominating a group or individual for their extensive work in LGBTQ inclusion within your organisation • More than one nomination in each category may be received • Individual Nomination submission forms can be found here: http://www.pid-awei.com.au/submission-documents/ 	<p>Award Nomination Categories:</p> <ul style="list-style-type: none"> <input type="checkbox"/> CEO of the Year Award: (insert nominee name/s) <input type="checkbox"/> Executive Leadership Award: (insert nominee name/s) <input type="checkbox"/> External Media Campaign Award: (insert nominee name/s) <input type="checkbox"/> OUT Role Model Award: (insert nominee name/s) <input type="checkbox"/> Network Leader of the Year Award: (insert nominee name/s) <input type="checkbox"/> Sally Webster Ally Award: (insert nominee name/s) <input type="checkbox"/> Sapphire Inspire Award for LGBTQ Women: (insert nominee name/s)

NEGATIVE PRESS / COMPLAINTS DISCLOSURE
<ul style="list-style-type: none"> • We have received negative press that has impacted our reputation as an LGBTQ inclusive employer • Formal complaints were lodged against us for LGBTQ discrimination, bullying or harassment (Fair Work Ombudsman, Human Rights Commission, Sex Discrimination Act) • We understand that up to 25 points <i>may be</i> deducted from our score if we have received a significant amount of negative press regarding an anti-LGBTQ incident where our organisation was responsible and insufficient action was taken to rectify this <p>In relation to the above (maintaining required confidentiality), please broadly outline your course of action or response/outcomes of any complaints lodged:</p> <p>Response: Within this reporting period, the agency received one formal complaint alleging LGBTQ harassment and bullying. An investigation was commenced. Before the investigation concluded the complainant resigned from the agency and withdrew the complaint. The investigation was completed and concluded that the allegations were unsubstantiated.</p>

ACCURACY STATEMENT	
We confirm that at the time of submission, details provided for all questions identified within the three submission documents are true and accurate. We understand that should any claims be found to be false, points and rankings will be adjusted accordingly.	
Name of person signing off accuracy:	Adam dell'Aquila
Position within organisation:	National Manager, Leadership and Diversity Branch
Contact Email:	Adam.dell'Aquila@servicesaustralia.gov.au
Contact Phone:	s47F(1)

2022 STANDARD EMPLOYER AWEI

SECTION 1: STANDING SUBMISSION

This section pertains to LGBTQ inclusion within organisational policies and practice.

The Standing Submission includes:	
HR Policy & Diversity Practice:	Standard practices within HR Policies and explicit LGBTQ inclusion within them; including third party policies
LGBTQ Bullying / Harassment & Support:	Tracking and handling of potential incidents and support for LGBTQ employees, should this occur
Trans & Gender Diverse Inclusion:	Explicit policy inclusion for trans and gender diverse employees; including leave, forms, titles and dress codes
Strategic Focus:	Accountabilities and role responsibilities for HR and Executive staff; external / customer facing inclusion promotions

IMPORTANT NOTE:

If you have submitted an AWEI last year, **you may choose to carry over your point allocations within Section 1: Standing Submission only.**

- a) **If you wish to carry over your entire Standing Submission scores from last year, please leave Section 1: Standing Submission blank.**
(Recommended if you are satisfied with your previous scores and/or no further work has been done in this section.)
- (a) **If you leave any questions blank within this section, we will not change the score from last year.**

OR:

- (b) **If you wish to submit (or re-submit) for any question/s within Section 1: Standing Submission, please submit evidence for the individual question/s applicable.**
- (c) **If you submit evidence for any question, the evidence and score will be re-evaluated based only on the evidence supplied within this Submission (last year's evidence will not be referenced, so you must re-submit all evidence requested).**

Please provide the name and contact details of your Senior HR person:

Senior HR Person:	s22
Contact Details (email / phone):	s22

Should we require clarification/verification for any particular question within Section 1: Standing Submission, we will contact this individual. If this contact is not supplied, it may result in a loss of points for questions within this section.

For further support and clarification: Please download the [AWEI Scoring Guidelines](#) or refer to the [AWEI Tools and Support](#) webpage.

STANDING SUBMISSION: HR POLICY & DIVERSITY PRACTICE

<p>STANDING SUBMISSION: HR POLICY & DIVERSITY PRACTICE</p> <p>1. Removal of the terms: 'Sexual Preference' or 'Lifestyle Choice(s)'</p> <p>The agency elects to have its points carried over from the previous year for this question.</p>	<p>FOUNDATION</p> <p>Max. 2 points</p>
<p>We have conducted a review to ensure that any reference to 'sexual preference' or 'lifestyle choice' within our policy documentation, diversity references, on external facing websites and company intranet pages has been replaced with the words 'sexual orientation.'</p> <p><i>Please provide an outline of progress to date.</i></p>	
<p>STANDING SUBMISSION: HR POLICY & DIVERSITY PRACTICE</p> <p>2. LGBTQ Inclusivity within Policies and Benefits</p> <p>The agency elects to have its points carried over from the previous year for this question.</p>	<p>FOUNDATION</p> <p>Max. 2 points</p>
<p>On our policy intranet pages (or upfront within our policy documentation), we have made it explicitly clear that all policies are inclusive of LGBTQ employees and their families (where families are included within policies/benefits).</p> <p>Please provide a screenshot or insert attachment of where you state the explicit inclusion of LGBTQ employees (and families where relevant) within policies/benefits (please do NOT attach complete policies).</p>	
<p>STANDING SUBMISSION: HR POLICY & DIVERSITY PRACTICE</p> <p>3. New Parent Leave Inclusive of LGBTQ Families</p> <p>The agency elects to have its points carried over from the previous year for this question.</p>	<p>FOUNDATION</p> <p>Max. 3 points</p>
<p>On our policy pages (or upfront within our family policy documentation), we <i>explicitly communicate</i> that our New Parent Leave (or equivalent) includes those who have children via surrogacy, adoption and foster arrangements regardless of employee gender.</p> <p><i>For full points, please identify:</i></p> <ul style="list-style-type: none"> a) <i>If leave covers surrogacy and where the availability of this leave is explicitly communicated for LGBTQ families</i> b) <i>If leave covers adoption and where the availability of this leave is explicitly communicated for LGBTQ families</i> c) <i>If leave covers foster arrangement and where the availability of this leave is explicitly communicated for LGBTQ families</i> 	
<p>STANDING SUBMISSION: HR POLICY & DIVERSITY PRACTICE</p> <p>4. Travel Advice for Employees</p> <p>The agency elects to have its points carried over from the previous year for this question.</p>	<p>ADVANCED</p> <p>2 points</p>
<p>We have travel advice and support available to our LGBTQ employees or employees with LGBTQ dependents should they be required to travel for work (e.g. cultural context, safety, LGBTQ matters in other jurisdictions).</p> <p><i>Please provide a copy of travel advice available.</i></p>	

<p>STANDING SUBMISSION: HR POLICY & DIVERSITY PRACTICE</p> <p>5. Third Party Policies</p> <p>The agency elects to have its points carried over from the previous year for this question.</p>	<p>ADVANCED</p> <p>Max. 2 points</p>
<p>We have audited third party service providers to ensure they align with our non-discriminatory policies/procedures, inclusive of LGBTQ people and their families. Please select <u>all</u> that have been audited, evidence only required for <u>one</u>:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Superannuation <input type="checkbox"/> Death & TDP Benefits / Life Insurance <input type="checkbox"/> Travel Insurance <input type="checkbox"/> Healthcare (excluding EAP – Employee Assistance Programs – covered elsewhere) <p>Note: This question is about ensuring that the policies/procedures of your third party service providers are inclusive of LGBTQ people who use their services (i.e., your employees). This question is not about determining whether or your third party providers are inclusive of their own employees.</p> <p>Please select all that have been audited from the list above (clicking the check box will mark it as selected). Please also provide evidence for <u>one</u> of the above, showing explicitly where LGBTQ inclusivity is stated.</p>	
<p>STANDING SUBMISSION: HR POLICY & DIVERSITY PRACTICE</p> <p>6. LGBTQ Inclusive Domestic & Family Violence Policy</p> <p>The agency elects to have its points carried over from the previous year for this question.</p>	<p>ADVANCED</p> <p>Max. 5 points</p>
<p>We have a Domestic & Family Violence Policy (DFV) that covers the following:</p> <ol style="list-style-type: none"> a) specific challenges and unique types of violence faced by LGBTQ communities b) stated LGBTQ avenues of support c) a statement that the policy explicitly covers LGBTQ people, partners and their families (immediate and extended) <p>For full points, please provide evidence for all of the above. (Please only provide evidence specific to each of the above points, do not attach your entire policy.)</p>	
<p>STANDING SUBMISSION: HR POLICY & DIVERSITY PRACTICE</p> <p>7. Communications on LGBTQ Inclusive and Offensive Language</p> <p>The agency elects to have its points carried over from the previous year for this question.</p>	<p>ADVANCED</p> <p>Max. 4 points</p>
<p>We have developed targeted communications or public relations guides that outline how to reference LGBTQ communities in communications, articles, media, and/or advertising that:</p> <ul style="list-style-type: none"> • provide examples of both inclusive language AND language that is exclusive/offensive to LGBTQ people • are available to all employees within the organisation <p>For full points, please attach:</p> <ol style="list-style-type: none"> a) a copy of your guide that includes examples of both inclusive language AND exclusive/offensive to LGBTQ people b) details of how this guide is made available to employees 	

STANDING SUBMISSION: LGBTQ BULLYING/HARASSMENT & SUPPORT

<p>STANDING SUBMISSION: LGBTQ BULLYING/HARASSMENT & SUPPORT</p> <p>8. LGBTQ Training HR / Grievance Officers</p> <p>The agency elects to have its points carried over from the previous year for this question.</p>	<p>FOUNDATION</p> <p>Max. 3 points</p>
<p>We have an internal formal HR/Grievance process whereby LGBTQ people can request or engage with:</p> <ul style="list-style-type: none"> (a) someone specifically trained in LGBTQ Inclusion; OR (b) an ally who has a good understanding of LGBTQ sensitivities and potential areas of concern <p>For full points, please confirm:</p> <ul style="list-style-type: none"> (a) that all identified LGBTQ friendly Grievance Officers or first points of contact have either; undertaken LGBTQ awareness training <u>or</u> are experienced allies with a good understanding of sensitivities (b) where these LGBTQ aware/friendly grievance contact points can be located or requested for those seeking formal support 	
<p>STANDING SUBMISSION: LGBTQ BULLYING/HARASSMENT & SUPPORT</p> <p>9. Behavioural Examples of What Constitutes Bullying / Harassment</p> <p>The agency elects to have its points carried over from the previous year for this question.</p>	<p>INTERMEDIATE</p> <p>Max. 4 points</p>
<p>Documentation within our bullying and harassment policy/guidelines provide clear behavioural examples of what constitutes bullying/harassment in terms of sexual orientation, gender identity/expression AND examples of behaviour that constitutes bullying/harassment of intersex people.</p> <p>For full points, please provide evidence of behavioural examples given within your documentation in terms of:</p> <ul style="list-style-type: none"> (a) behaviour that constitutes bullying/harassment in regard to one's sexual orientation (b) behaviour that constitutes bullying/harassment of trans or gender diverse employees (c) behaviour that constitutes bullying/harassment of intersex people 	
<p>STANDING SUBMISSION: LGBTQ BULLYING/HARASSMENT & SUPPORT</p> <p>10. EAP Provider</p> <p>The agency elects to have its points carried over from the previous year for this question.</p>	<p>INTERMEDIATE</p> <p>Max. 3 points</p>
<p>We have either:</p> <ul style="list-style-type: none"> (a) identified individuals within our EAP provider who have received specific training in, or have considerable understanding of the challenges faced by LGBTQ individuals that we can refer our LGBTQ employees (b) received documentation that we believe demonstrates both the knowledge and expertise of our EAP provider to support LGBTQ people <p>and we have:</p> <ul style="list-style-type: none"> (c) <u>clearly communicated</u> this on our EAP Provider page and/or our LGBTQ intranet page <p>Please provide:</p> <ul style="list-style-type: none"> a) evidence of (a) <u>or</u> (b) above <u>and</u> b) where this has been communicated on an LGBTQ intranet page 	



<p>STANDING SUBMISSION: LGBTQ BULLYING/HARASSMENT & SUPPORT</p> <p>11. Tracking of Incidents</p> <p>The agency elects to have its points carried over from the previous year for this question.</p>	<p>ADVANCED</p> <p>Max. 4 points</p>
<p>We can provide evidence that shows:</p> <ul style="list-style-type: none"> (a) how we extract LGBTQ related instances from collected bullying/harassment data (b) the development of a process that is sensitive to LGBTQ disclosure enabling us to mediate and/or action incidents <p><i>For full points, please screenshot or provide evidence for <u>both</u> a) and b) above.</i></p>	

STANDING SUBMISSION: INCLUSION OF TRANS AND GENDER DIVERSE PEOPLE

<p>STANDING SUBMISSION: INCLUSION OF TRANS AND GENDER DIVERSE PEOPLE</p> <p>12. Gender Affirmation Policy and Process Documentation</p> <p>The agency elects to have its points carried over from the previous year for this question.</p>	<p>INTERMEDIATE</p> <p>Max. 5 points</p>
<p>We have a documented gender affirmation policy/process and documentation to support both; the employee(s) wishing to affirm their gender in the workplace AND their manager(s), peers and colleagues.</p> <p>Note: 'Gender affirmation' (above) is the ideal term for what has commonly been referred to as 'transitioning.'</p> <p>Please provide:</p> <ul style="list-style-type: none"> (a) a copy of this specific policy/process (b) detailed support documentation for employee(s) wishing to affirm their gender in the workplace (c) detailed support/educational documentation for managers peers and colleagues 	

<p>STANDING SUBMISSION: INCLUSION OF TRANS AND GENDER DIVERSE PEOPLE</p> <p>13. Dress Codes and Uniforms</p> <p>The agency elects to have its points carried over from the previous year for this question.</p>	<p>ADVANCED</p> <p>Max. 4 points</p>
<p>We have removed gendered language within organisational wide dress code policies and/or guidelines to empower all employees, including trans, gender diverse and non-binary employees to dress in a manner (or select uniforms) that best reflects who they are.</p> <p>Further contact details and information has also been provided for support, if required.</p> <p><i>For full points, policies or guidelines must:</i></p> <ul style="list-style-type: none"> a) state that all employees are supported to dress in a manner that best reflects their gender identity b) explicitly mentions trans, gender diverse and non-binary employees c) provide a support contact or further information on interpreting these guidelines, if required 	

<p>STANDING SUBMISSION: INCLUSION OF TRANS AND GENDER DIVERSE PEOPLE 14. Gender Affirmation Leave The agency elects to have its points carried over from the previous year for this question.</p>	<p>ADVANCED Max. 4 points</p>
<p>We have an internal policy that ensures <u>additional</u> paid leave is available for employees who require time away to undertake or physically manage their gender affirmation. Note: For full points, this leave must be in addition to the need to utilise annual leave, sick or generic personal leave. <i>For full points, please provide:</i></p> <ol style="list-style-type: none"> <i>evidence of a paid leave entitlement (over and above annual leave, sick or generic personal leave) for individuals currently affirming their gender</i> <i>a list of any supporting documentation required from the employee for you to enact this leave</i> <i>whether this leave availability is standard HR policy or solely dependent on the discretion of the manager.</i> 	

<p>STANDING SUBMISSION: INCLUSION OF TRANS AND GENDER DIVERSE PEOPLE 15. Gender Neutral Bathrooms and Facilities</p>	<p>ADVANCED Max. 4 points</p>
<p>We have (or are working towards) having 'Gender Neutral' or 'All Gender' bathrooms and/or facilities <u>with clear and visible signage</u> available to employees. Note: "Unisex" signage will not be given points for this question. We are seeking more inclusive language for inclusive signage. <i>If you already have gender neutral or all gender signage, please provide:</i></p> <ol style="list-style-type: none"> <i>evidence of a <u>communication</u> regarding where 'Gender Neutral' or 'All Gender' bathroom/facilities can be located</i> <i>evidence of clear and visible signage as it appears at your bathroom/facility locations</i> <p><i>If you are still making progress towards this, please:</i></p> <ol style="list-style-type: none"> <i>outline progress made and when you expect to have signage in place.</i> <p><i>If this is not possible for any reason, please provide:</i></p> <ol style="list-style-type: none"> <i>evidence of any research or work that you have done in this area</i> <i>any means by which you have been able to accommodate trans, gender diverse and non-binary employees</i> <p><i>*Please refer to the Evidence Guidelines regarding changes made to this question.*</i></p>	
<p>Response for 'If this is not possible for any reason': In 2021, we conducted research to investigate opportunities for gender-neutral facilities in our workplaces. This research concluded that there were multiple reasons preventing Services Australia from providing gender neutral facilities including the:</p> <ul style="list-style-type: none"> National Construction Code governing number and types of bathrooms required (which doesn't require gender neutral bathrooms for most buildings) current lease arrangements have non-negotiable restrictions prohibiting changes to signage on current gendered facilities. <p>Staff are advised that they can choose which bathrooms they can use. The provision of gender neutral bathrooms is being raised in the context of new property projects.</p> <p>Evidence: File SS15.1 contains a summary of the Gender-Neutral Bathrooms research, outlining the research outcomes, and includes recommendation for stronger messaging to staff about inclusive facilities. File SS15.2 contains redacted screenshots of how we have promoted our support for gender inclusive bathrooms including:</p>	<div style="text-align: center;">  SS15.1_Gender Neutral Bathrooms r </div> <div style="text-align: center;">  SS15.2_Redacted.pdf </div>

<ul style="list-style-type: none"> • not worrying about what bathrooms people use • information on our external website that outlines our support for TGD staff, including supporting their choice to use the building facilities they are comfortable with • staff being advised to 'not worry about what bathrooms people use' in the 'How to be an ally to transgender and gender diverse staff' information sheet and the 'How to support non-binary staff' section on the intranet. 	
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<p>STANDING SUBMISSION: INCLUSION OF TRANS AND GENDER DIVERSE PEOPLE</p> <p>16. (Forms) Non-Binary Gender Options for Employees</p> <p>The agency elects to have its points carried over from the previous year for this question.</p>	<p>ADVANCED Max. 2 points</p>
<p>We have audited and amended (or are in the process of auditing/amending) all internal documents and forms that collect gender information to include non-binary options and options for those who identify as trans or gender diverse (moving away from binary male/female, Mr. Ms., Mrs etc.).</p> <p>Note: Forms do not need to be paper or hard copy, forms may also include electronic or soft copy documents.</p> <p><i>For full points, please provide:</i></p> <ul style="list-style-type: none"> (a) a brief outline of progress of work to date (b) options provided within changed documents if changes have been made <p><i>OR (c) evidence that you do not collect or have removed gender options or gendered information on your forms</i></p>	

<p>STANDING SUBMISSION: INCLUSION OF TRANS AND GENDER DIVERSE PEOPLE</p> <p>17. (IT Systems) Non-Binary Gender Options for Employees</p> <p>The agency elects to have its points carried over from the previous year for this question.</p>	<p>ADVANCED Max. 2 points</p>
<p>We have audited and amended (or are in the process of amending) all relevant IT systems that collect gender information to include non-binary options and options for those who identify as trans or gender diverse (moving away from binary male/female, Mr. Ms., Mrs etc.).</p> <p><i>For full points, please provide:</i></p> <ul style="list-style-type: none"> • a brief outline of progress of work to date • options provided within systems if changes have been made <p><i>OR (c) evidence that you do not collect or have removed gender options or gendered information within your systems</i></p>	


<p>STANDING SUBMISSION: INCLUSION OF TRANS AND GENDER DIVERSE PEOPLE</p> <p>18. Trans and Gender Diverse Applicants</p> <p>The agency elects to have its points carried over from the previous year for this question.</p>	<p>ADVANCED Max. 6 points</p>
<p>For trans and gender diverse applicants, we have:</p> <ul style="list-style-type: none"> • Implemented processes to help reduce roadblocks/difficulties faced by trans and gender diverse people who are applying for jobs • <i>clearly communicated</i> a point of contact available for trans and gender diverse applicants throughout the recruitment process on relevant web pages or within application documentation 	

- provided documentation **accessible by applicants addressing concerns specific to trans and gender diverse people and make these available throughout the recruitment process**

For full points, evidence must be provided for all items above. Partial points will be given if all items are not evidenced.

STANDING SUBMISSION: STRATEGIC FOCUS

<p>STANDING SUBMISSION: STRATEGIC FOCUS 19. External Website LGBTQ Workplace Inclusion Promotion The agency elects to have its points carried over from the previous year for this question.</p>	<p>FOUNDATION Max. 2 points</p>
<p>We have promoted our focus and work on LGBTQ workplace inclusion on our <u>external</u> facing webpage (URL). <i>Please provide the URL of an external webpage that specifically promotes your inclusion work. (Points will not be given if we are unable to access this externally.)</i></p>	
<p>STANDING SUBMISSION: STRATEGIC FOCUS 20. HR / Diversity Professional Accountabilities The agency elects to have its points carried over from the previous year for this question.</p>	<p>INTERMEDIATE 2 points</p>
<p>We have at least one Diversity / HR professional whose job description, performance appraisal or work plan includes <u>specific and detailed</u> LGBTQ inclusion objectives/targets. Note: This is beyond a general reference to LGBTQ inclusion as an area of diversity. <i>Please provide evidence of such specific targets.</i></p>	
<p>STANDING SUBMISSION: STRATEGIC FOCUS 21. Executive Sponsor or LGBTQ Champion The agency elects to have its points carried over from the previous year for this question.</p>	<p>ADVANCED Max. 4 points</p>
<p>We have an Executive Sponsor located <u>within our Australian offices</u> with documented role expectations/accountabilities related to LGBTQ inclusion work and advocacy within the organisation. <i>For full points, please provide evidence of both:</i> a) <i>the documented role expectation/accountabilities</i> b) <i>the mechanism through which the Executive Sponsor reports or is made accountable for these</i></p>	
<p>STANDING SUBMISSION: STRATEGIC FOCUS 22. SENIOR MANAGEMENT DIVERSITY ACCOUNTABILITY</p>	<p>ADVANCED MAX. 4 POINTS</p>
<p>We include specific diversity and inclusion accountabilities, job goals or expected outcomes within senior management appraisals beyond generic company values addressing diversity/inclusion (this may or may not include LGBTQ specific accountabilities). Note: This is outside of network leadership and executive sponsor accountabilities - applies to all executive/senior leaders. <i>For full points, please:</i></p>	

<p>(a) confirm that there are diversity accountabilities (over and above general behavioural values) within senior management appraisals. (b) provide evidence (template example acceptable) or if highly confidential, please indicate the name of a senior HR person who can verify this:</p>	
<p>Response: The Services Australia Capability Framework lists the required capabilities for all staff of all classifications. There are two behavioural capabilities (Respect and Inspire), which relate to the agency's commitment to sustaining a professional, respectful and safe workplace where our people feel valued and inspired to reach their full potential. The Capability Framework is an integral part of the performance management process and sets out the performance expectations and accountabilities for staff. The Framework states that Executive Level 2 (EL2) leaders are required to 'Lead and transform workplace inclusion and diversity'.</p> <p>Evidence: File SS22.1 contains screenshots of the Individual Performance Agreement intranet page showing the resources section, which lists the Capability Framework, an overview of the Capability Framework and an excerpt of the EL2 Respect and Inspire behavioural capabilities. The General Manager, People Division, Michael Nelson may be contacted at Michael.Nelson@servicesaustralia.gov.au and s47F(1) to confirm.</p>	 SS22.1_Senior management accour

<p>STANDING SUBMISSION: STRATEGIC FOCUS 23. Customer-facing LGBTQ Inclusion The agency elects to have its points carried over from the previous year for this question.</p>	<p>ADVANCED Max. 3 points</p>
<p>We have evaluated (or are in the process of evaluating) the LGBTQ inclusivity of customer facing / service user processes. For full points, please: (a) clearly outline the extent of this work and progress made to date</p>	

<p>STANDING SUBMISSION: STRATEGIC FOCUS 24. Customers Information: Changing Gender Markers The agency elects to have its points carried over from the previous year for this question.</p>	<p>ADVANCED 3 points</p>
<p>We provide customers / service users with easily accessible information on how they can change their title (Mr, Ms, Mx), name and gender within our systems. For full points, please provide either: a) a copy of the customer/service user documentation that outlines the process for changing gender markers or a screenshot of that information. b) evidence that you do not collect or have removed gender options or gendered information in your systems</p>	

**** END OF SECTION 1: STANDING SUBMISSION ****

ANNUAL SUBMISSION

This part of the Submission (Sections 2 – 10) is only applicable to work carried out in the 2021 calendar year. Points will not be allocated for work carried out in 2022. All questions within the Annual Submission must be answered in order to obtain point allocation. No points are carried over within these sections.


A reminder to read each question carefully and the specific evidence required, respectively.


- Each question asks for specific LGBTQ-explicit evidence. If inadequate or incomplete evidence is provided for any question, full points may not be obtained.
- If attaching evidence, please indicate the question number / title on the file name.
- Please ensure all evidence included in your submission or attached is legible. Pride in Diversity will not be responsible for documents that we cannot access or cannot read (if they have been copied or shared incorrectly).

For further support and clarification: Please download the [AWEI Scoring Guidelines](#) or refer to the [AWEI Tools and Support](#) webpage.



****Due to the Covid-19 pandemic and national/state-wide restrictions, social distancing and other related factors, we will be accepting any virtual or digital evidence for the questions within the Annual Submission.****



SECTION 2: STRATEGY & ACCOUNTABILITY


ANNUAL SUBMISSION: STRATEGY & ACCOUNTABILITY	FOUNDATION
1. External LGBTQ Expertise	Max. 2 points
<p>We have access to external LGBTQ support/expertise that we have called upon throughout the assessed year (this may include but is not limited to PID). <i>Please provide evidence of <u>one</u> such engagement throughout the assessed year, identifying who that was with.</i></p>	
<p>Response: Services Australia is an active member of Pride in Diversity, which has provided advice and assistance for our work in LGBTI+ inclusion during the year. Our Relationship Manager, ^{s47F(1)} has provided assistance throughout the year including a briefing on our AWEI results to HR personnel on 9 July 2021 at 11.00 am AEST.</p> <p>Evidence: File AS1 provides a screenshot of the Microsoft Teams calendar meeting when our Relationship Manager provided a briefing on our AWEI results.</p>	<div style="text-align: center;">  AS.1_Redacted.pdf </div>



ANNUAL SUBMISSION: STRATEGY & ACCOUNTABILITY 2. Documented LGBTQ Strategy	FOUNDATION Max. 3 points
<p>We have a documented LGBTQ component of an organisational diversity/inclusion/people strategy in place for the assessed year that includes <u>clearly defined</u> LGBTQ targets and/or action plans.</p> <p>Note: If your strategy contains all of this detailed information, this is sufficient. However, if your strategy is a high-level overarching strategy with little detail of what it is you are trying to achieve, responsibilities and timelines, then you will need to include an additional plan to cover this.</p> <p><i>Please provide a copy of the LGBTQ component of your strategy and clearly defined targets. If your strategy does not contain clearly defined LGBTQ targets, please provide any accompanying/supporting action plans that will show specific goals in this area.</i></p>	
<p>Response:</p> <p>The agency's Workplace Inclusion and Diversity Strategy 2019-23 (the Strategy) has a focus on LGBTI+ inclusion and includes a message from our Senior Executive LGBTI+ Ally. The theme of the Strategy is 'Every story counts' and the strategy is supported by videos which feature our staff. Two of the videos feature a staff member who identifies as LGBTI+, one of which is also featured on our website (viewable in YouTube). A key component of the Strategy is the Inclusion and Diversity Action Plan 2021 (Action Plan), which contains actions to help us achieve our vision of an inclusive and diverse workforce. Both the Strategy and Action Plan are supported by the Services Australia LGBTI+ Action Plan, which contains clear actions, timeframes and accountabilities for 2021.</p> <p>Evidence: File AS2 LGBTI+ Strategy evidence contains:</p> <ol style="list-style-type: none"> 1. the video on the agency's website discussing the importance of diversity and inclusion from an LGBTI+ staff member's perspective 2. extracts from pages 7 + 11 of the Workplace Inclusion and Diversity Strategy 2019-23, which highlights LGBTI+ as a focus area 3. an excerpt from the Services Australia LGBTI+ Action Plan 2021 4. an extract of the Action Plan, detailing LGBTI+ specific actions being focused on during 2021 including: <ol style="list-style-type: none"> a. establishing an agency Diversity Calendar to provide a unified approach to celebrating diversity events of significance across the agency b. establishing an inclusion campaign to promote what inclusive behaviour looks like, and the practices and behaviours staff can actively role model in the workplace c. continuing to promote the diversity that exists in the agency, by sharing the stories and experiences of staff through days of significance. 	<div data-bbox="1859 758 1915 813" style="text-align: center;">  </div> <p style="text-align: center;">File AS2 LGBTI+ Strategy evidence_R</p>



ANNUAL SUBMISSION: STRATEGY & ACCOUNTABILITY 3. LGBTQ Advisory Group	INTERMEDIATE Max. 4 points
<p>We have <i>established and promoted</i> an internal LGBTQ advisory group available across the organisation. Over the assessed year, please provide evidence where this advisory group has been consulted to either:</p> <ul style="list-style-type: none"> (a) discuss and work on areas identified as requiring change to be more inclusive of LGBTQ people, OR (b) provided subject matter expertise on request within the organisation <p>Note: This group may be leadership, your Employee Network, or a group within your organisation (separate to the Network) with distinct expertise in LGBTQ inclusion. The important thing is that this group is promoted across your organisation as having expertise in this space and that they are actively engaged in consulting back to the organisation.</p> <p>For full points, please provide:</p> <ul style="list-style-type: none"> a) evidence of any meetings or work undertaken by this group throughout the assessed year b) evidence of how this group's expertise or counsel is promoted across the organisation 	
<p>Response:</p> <ul style="list-style-type: none"> a) The agency has established an LGBTIQ+ Social Work Community of Practice, which provides professional leadership, promotion, staff support and consultation for vulnerable LGBTIQ+ service users. The group provides policy and service delivery advice, quality assurance feedback, and training, with a particular focus on suicide intervention, family and domestic violence, intersectional issues, young people without support, and the inclusion of LGBTIQ+ people in disaster response and recovery efforts. The group identifies key areas of focus, produces publications that raise awareness of LGBTIQ+ issues and needs, and supports the broader network. b) The LGBTIQ+ Social Work Community of Practice has developed an LGBTIQ Social Work Community of Practice SharePoint Site for use by social workers and other professionals within the agency to use in their own practice and to guide their support and consultations with other staff. The site provides practical resources such as the LGBTIQ+ Practice Bytes on topics including Risk of suicide or mental distress, Young people without support, Family and domestic violence and Disaster response and recovery. New resources on Intersecting identities were added this year. They are Aboriginal and Torres Strait Islander People, Cultural and Linguistic Diversity, Disability and Neurodiversity, Rural and Remote Communities and Faith, Religion and Spirituality. c) The LGBTIQ+ Social Work Community of Practice, and their resources, are promoted regularly on Yammer and in communications for days of LGBTI+ significance. In May 2021, two members of the LGBTIQ+ Social Work Community of Practice shared how their personal backgrounds and lived experiences guide them to help LGBTIQ+ customers feel supported, respected, and safe in a podcast. The Everyday progress is an internal podcast series that links the agency's principles with the progress occurring across the agency. <p>Evidence: File AS3 SW Community of Practice resources provides a screenshot of the resources available on the LGBTIQ Social Work Community of Practice SharePoint Site, and their promotion throughout 2021 and a screenshot of the podcast, promoted to all staff.</p>	<div data-bbox="1854 852 1912 906" data-label="Image"> </div> <p>AS3 SW_Community of Practice resources</p>

ANNUAL SUBMISSION: STRATEGY & ACCOUNTABILITY 4. LGBTQ Inclusion Reporting	INTERMEDIATE 2 points
<p>Within the assessed calendar year, we have published an external report on our Australian LGBTQ inclusion work. This may be within annual reports, CSR documentation or equivalent public facing documentation.</p> <p>Note: This report may include work prior to the assessed year, however the report must be published within 2021. This work must be a detailed report, beyond a reference to your LGBTQ inclusion work or existence of your LGTQ Network.</p> <p><i>Please provide evidence.</i></p>	
<p>Response:</p> <p>On 19 October 2021, the <u>Services Australian Annual Report 2020-21</u>, was published. It includes:</p> <ul style="list-style-type: none"> • our participation in the 2021 Australian Workplace Equality Index, achieving Gold Tier status • attracting almost 5000 staff to complete the AWEI staff survey • updating the parental leave policy to ensure it applies to staff who are sexuality and gender diverse, and their families • improvements to the recruitment process for TGD staff • implementing the Rainbow Roundtable, a forum to connect the LGBTI+ Senior Executive Ally with LGBTI+ staff • updating the Supporting gender diversity and affirmation guide in consultation with transgender and diverse staff • developing a Gender Affirmation Information Sheet, • launching the LGBTI+ resource hub and our continued support of the LGBTI+ staff network • introducing an Inclusive Behaviour Model for all staff and managers, to share information and to support LGBTI+ staff <p>Evidence: File AS4 contains a link to the Services Australia Annual Report 2020-21, and extracts of pages 173, 181 +182 of the <i>Services Australia Annual Report 2020-21</i>.</p>	<div style="text-align: center;">  AS4- LGBTI+ inclusion reporting. </div>
ANNUAL SUBMISSION: STRATEGY & ACCOUNTABILITY 5. Media Coverage	INTERMEDIATE 2 points
<p>Our work in LGBTQ inclusion has been covered by an independent source (not internally written or published) within the assessed calendar year.</p> <p>Note: This has to cover your LGBTQ inclusion work in detail and cannot be a brief mention of your organisation, recognised employee/individual or an award won.</p> <p><i>Please provide evidence of how your LGBTQ inclusion work has been recognised by an independent source: screenshot, URL, image or insert attachment.</i></p>	
<p>Response: The agency's efforts in LGBTI+ inclusion, culminating in achieving gold tier status in the 2021 Australian LGBTQ Inclusion Awards were covered in a media article by The Mandarin. The Mandarin is an independent news source, which focuses on the analysis and delivery of news covering Australia's Public Sector.</p> <p>Evidence: File AS5 The Mandarin article is a copy of the article, published on 10 June 2021, and written by Shannon Jenkins.</p>	<div style="text-align: center;">  AS5_The Mandarin article.pdf </div>

ANNUAL SUBMISSION: STRATEGY & ACCOUNTABILITY	ADVANCED
6. Strategic Work in Recruitment, Supplier Policy or Service Provision	Max. 3 points
<p>We have completed, updated or are making progress towards work within <u>one</u> of the following areas over the assessed calendar year:</p> <ol style="list-style-type: none"> LGBTQ targeted recruitment (targeting LGBTQ job seekers) LGBTQ supplier policy / promotion / resourcing / procurement policy (either seeking LGBTQ suppliers; or having a policy requiring suppliers to reflect your values around LGBTQ inclusion or attend training) LGBTQ marketing campaigns or service provision brochures/collateral specifically targeting LGBTQ populations or answering questions specific to this population <p>Please provide evidence for work within <u>one</u> of the requested areas within the assessed year. If you have completed work within more than one of the above areas within the assessed year or have already existing (and current work) within areas listed above, please add that to the ADDITIONAL WORK section at the end of this submission.</p>	
<p>Response: a) LGBTQ targeted recruitment (targeting LGBTQ job seekers)</p> <p>To attract LGBTI+ job applicants, Services Australia:</p> <ul style="list-style-type: none"> maintains a current profile on the Pride in Diversity LGBTI Inclusive employer's website and has a link to all vacancies on the Member Job Board maintained a profile which promoted our commitment to an LGBTI+ inclusive workplace on the graduate website, GradConnection (currently offline while new profile is being created) maintains a profile on the Services Australia website of an LGBTI+ staff member and former IAP apprentice, as part of the Indigenous Apprenticeships Program (IAP) advertising campaign promotes the employment support for LGBTI+ staff on our website publishes items on the agency's LinkedIn account to promote Services Australia as an LGBTI+ inclusive employer. <p>Evidence:</p> <ul style="list-style-type: none"> Link to Pride in Diversity Member Job board on the LGBTI Inclusive Employers website File AS6.2 GradConnection profile contains a screenshot of the agency's profile, promoting the agency's commitment to fostering LGBTI+ inclusive workplaces. Link to LinkedIn story Link to information about Employment support for LGBTI+ staff on website File AS6.1 ^{s22} story contains profile of LGBTI+ staff member promoting the Indigenous Apprenticeships Programs on the Services Australia website 	<div data-bbox="1859 790 1915 845" style="text-align: center;"></div> <p data-bbox="1809 853 1937 901" style="text-align: center;">AS6.1 ^{s22} story.pdf</p> <div data-bbox="1859 917 1915 973" style="text-align: center;"></div> <p data-bbox="1792 981 2004 1029" style="text-align: center;">AS6.2-GradConnect ion profile.pdf</p>

ANNUAL SUBMISSION: STRATEGY & ACCOUNTABILITY 7. Executive Leadership Representation	ADVANCED 2 points
<p>We currently have <u>openly LGBTQ identifying people</u> within our internal Diversity Council and/or within our Executive Leadership Team. Please provide details of the names and roles of openly LGBTQ identifying people within either your Diversity Council or Executive Team</p>	
<p>Response: During 2021, Nicky Bell held the position of National Manager, a Senior Executive position within the Debt and Integrity Projects Branch. Nicky is also a member of the Rainbow Roundtable.</p> <p>Evidence: File AS7 Executive leadership representation contains a redacted screenshot of a Yammer post from Nicky Bell.</p>	 AS7 Executive leadership represen

ANNUAL SUBMISSION: STRATEGY & ACCOUNTABILITY 8. LGBTQ Inclusion Promotion	ADVANCED Max. 4 points
<p>We can show evidence of promoting our commitment to LGBTQ inclusion in <u>up to two</u> of the following areas:</p> <ul style="list-style-type: none"> (a) pitching for business or contracts (b) engaging with potential clients/customers (c) applying for funding (d) engaging with strategic partners or key external stakeholders <p>Please provide evidence for <u>up to two</u> of the areas covered. Note: Partial points will be given for less than two areas of work evidenced. If you have completed work within more than two of the above areas within the assessed year or have already existing (and current work) within areas listed above, please add that to the ADDITIONAL WORK section at the end of this submission.</p>	
<p>Response:</p> <ul style="list-style-type: none"> • <u>Pitching for business</u> Services Australia manages the Indigenous Apprenticeships Program for the whole of Government. This includes advertising, assessment and placement of the apprentices for the 20 departments and agencies who participate. The 2021 IAP advertising campaign ran between 4-29 October and includes the story of a former apprentice, who identifies as LGBTI+. Through his story, the staff member reflects on his experience as an LGBTI+ Aboriginal person in the program and promotes the IAP as an LGBTI+ inclusive pathway for other LGBTI+ Aboriginal and Torres Strait Islander people, positioning Services Australia as an LGBTI+ inclusive employer to both prospective apprentices and other government departments. • <u>Engaging with strategic partners or key external stakeholders</u> Our Key strategic partners/external stakeholders are other Federal Government Departments. In March 2021, we engaged with a strategic partner, the Attorney-General's Department (AGD) to provide guidance on their draft Gender Affirmation Policy. This contact 	 AS8.1 Pitching for business evidence.p  AS8.2 Engaging with AGD-redacted.



<p>was followed up in June 2021, when we provided the AGD contact with a copy of our revised Supporting gender diversity and affirmation guide. We have also engaged with the AFP LGBTIQ+ Staff and Allies network (3 November 2021) on participating in the AWEI and the National Disability Insurance Agency (19 November 2021) to provide assistance about gender affirmation.</p> <p>Evidence:</p> <ol style="list-style-type: none"> 1. File AS8. 1 includes the link to the Indigenous Apprenticeships Program article featuring ^{s22} on our Website, and a PDF version of the article. 2. File AS8.2 Engaging with AGD includes a redacted screenshot of the email confirming engagement with AGD. 3. File AS8.2 Engaging with AFP show the details of the meeting with the AFP LGBTIQ+ and Allies network. 4. File AS8.2 Engaging with NDIS shows the details of the meeting with NDIS HR staff and follow up emails. 	 <p>AS8.2 Engaging with AFP.pdf</p>  <p>AS8.2 Engaging with NDIS.pdf</p>
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SECTION 3: LGBTQ EMPLOYEE NETWORKS / RESOURCE GROUPS



Please note: Different terms are used for internal networks (including Ally/Champion Networks, Resource Groups, Employee Network Groups, Employee Action Groups, etc.). For the purpose of consistency within this submission, when referring to such networks or equivalent, the terminology used within this section will be *Employee Network*.

If you have an outstanding Network Leader who has performed above and beyond the expectations of their role and significantly impacted LGBTQ inclusion within your workplace, please consider nominating them for the [Network Leader of the Year Award](#). (This nomination is open to anyone who has a formal role within the employee network leadership group.)


<p>ANNUAL SUBMISSION: LGBTQ EMPLOYEE NETWORKS / RESOURCE GROUPS</p> <p>9. LGBTQ Employee Network</p>	<p>FOUNDATION Max. 2 points</p>
<p>Within the assessed calendar year, we have <i>either</i>:</p> <ul style="list-style-type: none"> • made progress towards the launch or establishment of an LGBTQ employee network • an established LGBTQ employee network with a clearly documented charter/purpose or remit <p><i>If you are in the process of creating a network, please evidence progress made within the assessed year.</i></p> <p><i>If you have an existing network, please provide a copy of the network's charter/purpose.</i></p>	

<p>Response to an established LGBTQ employee network with a clearly documented charter/purpose or remit</p> <p>The agency has an established LGBTI+ Staff Network, called the Rainbow Connection. Hosted on Yammer, the Rainbow Connection provides a confidential forum for LGBTI+ staff and their allies to connect with each other, share ideas, express their views and talk about their experiences in a safe environment. The purpose of the Rainbow Connection is documented on Yammer, and in the Rainbow Connection and Rainbow Roundtable Charter, which is published on the LGBTI+ Hub, and available to all staff.</p> <p>Evidence:</p> <p>File AS9.1 shows the information about the Rainbow Connection and Rainbow Roundtable on the LGBTI+ Hub. File AS9.2 provides the Rainbow Connection and Rainbow Roundtable Charter.</p>	 <p>AS9.1 Information about Rainbow Con</p>  <p>AS9 2.pdf</p>
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<p>ANNUAL SUBMISSION: LGBTQ EMPLOYEE NETWORKS / RESOURCE GROUPS</p> <p>10. Network Leadership Structure</p>	<p>FOUNDATION</p> <p>Max. 3 points</p>
<p>Our employee network has a clearly articulated leadership structure with:</p> <ul style="list-style-type: none"> • clear roles and/or responsibilities for those involved • an HR or Diversity representative as part of the leadership structure <p><i>For full points, please provide:</i></p> <p>a) a copy of your network leadership structure clearly articulating role accountabilities</p> <p>b) evidence that you have HR or diversity representation within the leadership</p>	
<p>Response:</p> <ul style="list-style-type: none"> • We have clear governance arrangements for the Rainbow Roundtable, which provides a communication channel between our Senior LGBTI+ Ally, the Inclusion and Diversity team (HR) and staff who are active in LGBTI+ inclusion. In the charter, we outline the roles and accountabilities for the members of the Rainbow Roundtable. It is published on the intranet on the LGBTI+ Hub, and accessible to all agency staff. • There are representatives from the Inclusion and Diversity team (HR), who are part of the leadership structure of the Rainbow Roundtable. <p>Evidence:</p> <p>File AS10.1 provides the Rainbow Connection and Rainbow Roundtable Charter that is published on our LGBTI+ Hub. This document shows the roles and responsibilities for members of the Rainbow Roundtable. The Inclusion and Diversity team (HR) representatives have the role of Secretariat.</p> <p>File AS10.2 shows location of charter in the LGBTI+ Hub.</p>	 <p>File AS10.1 Rainbow Connectio</p>  <p>AS10.2 Location of charter in LGBTI+ Hu</p>

11. Network Strategy / Work Plan	Max. 3 points
<p>Please supply your Network strategy OR define the components of your organisation's LGBTQ inclusion strategy <u>that your Network is responsible for</u>, including Network specific actions plans/timelines and progress reports throughout the assessed year.</p> <p><i>For full points, please provide all of the following:</i></p> <ul style="list-style-type: none"> <i>(a) any components of the LGBTQ inclusion strategy that your Network is responsible for</i> <i>(b) a copy of Network action plans and timelines utilised</i> <i>(c) a copy of the latest Network progress report</i> 	
<p>Response: The Rainbow Roundtable developed an action plan for 2021. The actions in the plan are a subset of the 2021 Services Australia LGBTI+ Action Plan.</p> <p>Evidence: File AS11 provides the action plan, accountabilities, timelines, and a report on the outcomes achieved in 2021.</p>	 AS11.pdf
ANNUAL SUBMISSION: LGBTQ EMPLOYEE NETWORKS / RESOURCE GROUPS	INTERMEDIATE
12. Orientation / On-boarding	Max. 2 points
<p>Our network is actively involved in orientation, on-boarding or the welcoming of new hires within the organisation. If orientation is strictly online, our network has sought means to introduce new hires to the network and welcome them to the organisation.</p> <p><i>For full points, please provide:</i></p> <ul style="list-style-type: none"> <i>• evidence of when this last occurred</i> <i>• the degree of network involvement/participation</i> 	
<p>Response:</p> <p>The agency has an intranet page created specifically to welcome new staff to the agency. On this page, we introduce new starters to the LGBTI+ staff network, and other relevant information including our support for staff to wear business clothes that express their gender identity.</p> <p>Members of the Rainbow Connection and LGBTI+ community, ^{s22} and ^{s22} addressed the new 2021 graduate intake and Indigenous Apprentices in introduction sessions. Both ^{s22} and ^{s22} shared their stories with the groups, and talked about the importance of LGBTI+ inclusion in Services Australia and introduced the LGBTI+ staff network, the Rainbow Connection.</p> <p>The Rainbow Connection published an article in the new graduate newsletter welcoming the new graduates and inviting them to join the LGBTI+ staff network, the Rainbow Connection.</p> <p>The Rainbow Roundtable members agreed that a welcome new starter email template sent on behalf of the Rainbow Connection would have greater opportunity to reach new starters. The welcome email template is located in the resources section of the LGBTI+ Hub. Members of the Rainbow Connection send the email to new staff in their business areas.</p> <p>Evidence: File AS12 contains:</p> <ul style="list-style-type: none"> <i>• a screenshot of the 'New to the agency' intranet page, where the Rainbow Connection staff network is introduced,</i> 	 AS12_Redacted.pdf

<ul style="list-style-type: none"> • the Graduate newsletter article, • a copy of the new starter email template created, and an excerpt of the Rainbow Roundtable meeting minutes, where creating the email was agreed to • screenshot of the welcome email template located in the LGBTI+ Hub • a redacted screenshot of the new starter email that was sent out by a Rainbow Connection member. 	
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<p>ANNUAL SUBMISSION: LGBTQ EMPLOYEE NETWORKS / RESOURCE GROUPS 13. Strategy and Goals</p>	<p>INTERMEDIATE 2 points</p>
<p>Our network leads have objectives that are assessed annually within performance discussions, relating specifically to performance within that role (as opposed to generic cultural, diversity or value statements). <i>Please provide evidence of specific KPI's in relation to a network lead role being incorporated within formal performance/assessment discussions.</i></p>	
<p>Response and evidence: During 2021, our network's leads had objectives relating to their roles in place through Individual Performance Agreements. File AS13_Redacted is an excerpt from the 2020/2021 financial year Individual Performance Agreement of the Co-Chair of the Rainbow Roundtable.</p>	<p> AS13.pdf</p>

<p>ANNUAL SUBMISSION: LGBTQ EMPLOYEE NETWORKS / RESOURCE GROUPS 14. Sustainability Plan</p>	<p>INTERMEDIATE Max. 2 points</p>
<p>Our network has a documented sustainability plan (over and above a leadership structure and/or a succession plan) that will help ensure the longevity and continuity of the network. <i>Please provide:</i></p> <ol style="list-style-type: none"> <i>an outline of what considerations were considered in the development of the plan</i> <i>a copy of the plan</i> 	
<p>Response The agency is committed to maintaining the established diversity networks, which includes the Rainbow Connection, our LGBTI+ employee Network and the Rainbow Roundtable, the LGBTI+ forum, which connects our employee network with Senior leaders within the agency. This is documented in the agency's Inclusion and Diversity Strategy 2019-23. In addition, the agency has developed the Rainbow Connection Sustainability Plan. The following considerations were made in the development of the plan:</p>	

- Services Australia (the agency) recognises the value of enabling staff to connect with one another and contribute to inclusion and diversity activities and strategies. This value is embedded in the strategic commitments in our Inclusion and Diversity Strategy 2019-23 (the Strategy). Connection is a key focus area in the Strategy. A key measure of our success is having healthy, vibrant staff networks that continue to grow. The Inclusion and Diversity Action Plan 2019-20 committed to establishing diversity roundtable forums connecting staff with Senior Diversity Champions.
- All new staff are advised about the existence of the LGBTI+ staff network, the Rainbow Connection, in the mandatory induction program. The Rainbow Connection is also promoted in agency wide communications such as those for days of significance. The Senior Executive LGBTI+ Ally regularly promotes the Rainbow Connection.
- As the agency is large, with more than 30,000 staff in over 400 locations nationwide, digital platforms such as Yammer, Microsoft Teams and the agency's digital news and messaging services are used to promote the network, their activities and provide the opportunity for staff to be actively involved. This also ensures that staff who work flexibly and in regional locations can be involved.
- The Inclusion and Diversity Team play a leading role in maintaining the Rainbow Connection by:
 - posting items of interest on Yammer
 - asking for feedback
 - conducting polls
 - responding to posts.
- The Rainbow Roundtable, made up of the members of the Rainbow Connection, the Senior Executive LGBTI+ Ally and Human Resources also, plays an important role in maintaining the Rainbow Connection by linking the network with the Senior Executive and Human Resources

Evidence:

File AS14 is a copy of the Rainbow Connection and Rainbow Roundtable Sustainability Plan. The considerations are on page 1 and the Sustainability Plan in on page 2.



AS14_Sustainability
plan.pdf

ANNUAL SUBMISSION: LGBTQ EMPLOYEE NETWORKS / RESOURCE GROUPS
15. Allies of Trans and Gender Diverse People
ADVANCED
Max. 3 points

The network has undertaken one of the following within the assessed year:

- a) actively distributed, promoted or developed information on how to be an ally to trans and gender diverse employees
- b) worked with trans and gender diverse employees or community members to develop targeted inclusion initiatives profiling trans and gender diverse speakers or role models

Note: This is over and above work on LGBTQ calendar Days of Significance.

Points will be given for one of the above.

(a) If you have selected (a), please provide a copy of the information provided

(b) If you have selected (b), please provide details and evidence of this work

If you have undertaken work for both, please include the second piece of work under ADDITIONAL WORK at the end of this submission. Please do not duplicate any evidence already submitted for events around LGBTQ Days of Significance. Points will not be allocated twice for the same event.

Response for a) actively distributed, promoted or developed information on how to be an ally to trans and gender diverse employees

The Services Australia 'How to be an ally to transgender and gender diverse people' information sheet, is permanently available to all staff in the resources section of the LGBTI+ Intranet Hub. In addition to promoting this resource, Rainbow Connection members have also provided information to staff, about including personal pronouns in signature blocks and using gender neutral language.

The 'How to be an ally to transgender and gender diverse people' was promoted widely this year by TGD staff in communications published including:

- News hub article announcing AWEI result, featuring ^{s22} Co-Chair of the Rainbow Roundtable
- Yammer Post on Non-binary Day.

Evidence:

File AS15 contains a redacted copy of the news hub article, where information about how to be an ally to trans and gender diverse people was promoted to all staff, and a copy of the information sheet **how to be an ally to trans and gender diverse employees**.



AS15. how to be an ally to TGD people.p

ANNUAL SUBMISSION: LGBTQ EMPLOYEE NETWORKS / RESOURCE GROUPS

16. Visibility of LGBTQ Women

ADVANCED
Max. 3 points

Throughout the assessed year, our network has ***either***:



- (a) developed and made progress against an active strategy with targets in place to increase the visibility of LGBTQ women; or
- (b) **undertaken and documented activity** throughout the year to increase visibility of LGBTQ women and out role models


Points will be given for ***one*** of the above.


a) If you have selected (a), please enclose a copy of any plan developed along with a report of progress made

b) If you have selected (b), please provide an outline of all activity taken to specifically increase the visibility and participation of LGBTQ women

If you have undertaken work for both, please include the second piece of work under ADDITIONAL WORK at the end of this submission.

<p>Response:</p> <p>a) Last year, the agency’s LGBTI+ consultative forum, the Rainbow Roundtable conducted a project to understand how comfortable LGBTI+ women were to be themselves in the workplace. An action plan was developed and implemented. In 2021, the Rainbow Roundtable analysed the data from the 2021 LGBTI+ staff survey and considered new research. From this analysis, a new action plan was developed in an effort to address the finding that LGBTI+ women continue to be less comfortable to out at work than other members of the LGBTI+ community. The 2021 action plan was implemented.</p> <p>b) The action plan contained significant activity to raise the visibility of LGBTI+ women including:</p> <ul style="list-style-type: none"> • highlighting Senior Leadership support for a culture which is supportive of LGBTI+ women • publishing 7 items featuring a broad range of LGBTI+ women and women in rainbow families telling their stories in their own words • promoting: <ul style="list-style-type: none"> ○ the LGBTI+ staff network, the Rainbow Connection, ○ the inclusivity of our parenting polices, ○ opportunities to participate in safe events such as Sapphire. 	
<p>Evidence:</p> <p>a) File AS16 (a) contains the 2021 Raising the visibility of LGBTI+ women report and action plan</p> <p>b) File AS16 (b) contains a report on the action plan and evidence of the activities conducted.</p>	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  AS16 (a).docx </div> <div style="text-align: center;">  AS16 (b).pdf </div> </div>

<p>ANNUAL SUBMISSION: LGBTQ EMPLOYEE NETWORKS / RESOURCE GROUPS</p> <p>17. LGBTQ Intersectionality</p>	<p>ADVANCED</p> <p>3 points</p>
<p>Throughout the assessed calendar year, the network has provided opportunities for LGBTQ people of diverse groups to raise their visibility and/or to share their stories across the organisation:</p> <p>Please provide evidence for one of the following:</p> <p>(a) LGBTQ and Aboriginal, Torres Strait Islander or Indigenous</p> <p>(b) LGBTQ and a person of faith</p> <p>(c) LGBTQ and of another diverse group (i.e. CALD, of mature age, living with disability, etc.)</p> <p><i>Please provide evidence for <u>one</u> of the selected groups above.</i></p> <p><i>If you have undertaken above-and-beyond work for more than one of the groups mentioned above, please include evidence of work in the ADDITIONAL WORK section at the end of this submission.</i></p>	
<p>Response: For NAIDOC week in 2021, we shared a story on Yammer featuring a gay, Indigenous staff member. The staff member talks about the challenges he faced growing up. The post was well received, with over 150 staff member ‘likes’ and comments.</p> <p>Evidence: File AS17.1 contains a copy of the Yammer post.</p>	 AS17.1_N week post- ^{s22}

ANNUAL SUBMISSION: LGBTQ EMPLOYEE NETWORKS / RESOURCE GROUPS 18. Intersex Allies	ADVANCED Max. 4 points
<p>As Intersex Allies, the network has completed two of the following within the assessed calendar year:</p> <ul style="list-style-type: none"> (a) communicated what the organisation has been or is currently doing to be more inclusive of Intersex people while acknowledging that Intersex status is about variations of sex characteristics, not gender identity or sexual orientation (b) held organisation-wide educational events where Intersex people have spoken (c) distributed current and accurate information on Intersex inclusion or awareness raising across the organisation (d) shared articles, books, movies, documentaries, presentations about Intersex from intersex perspectives (e) sought and gained permission from intersex organisations such as IHRA to share relevant content on social media or LGBTQ network / diversity page (f) developed a network initiative or working group with Intersex representation to help determine how the organisation or network can be more inclusive of Intersex people (over and above including Intersex awareness within LGBTQ inclusivity training). (g) signed up to The Darlington Statement <p><i>Please provide evidence for up to TWO of the selected actions above.</i> <i>Please provide evidence for <u>up to two</u> of the areas covered. Note: Partial points will be given for less than two areas of work evidenced.</i> <i>If you have completed work within more than two of the above areas within the assessed year or have already existing (and current work) within areas listed above, please add that to the ADDITIONAL WORK section at the end of this submission.</i></p>	
<p>Response to C and D: The agency provided current and accurate information to raise intersex awareness, and shared information from intersex perspectives in posts in the All Company Yammer Group for Intersex Awareness Day on 26 October 2021 and Intersex Day of Solidarity on Monday 8 November 2021. To show support for The Darlington Statement, we shared an excerpt of the Statement in our post to recognise Intersex Day of Solidarity, and suggested staff visit the IHRA website to learn more about the experience of intersex people and The Darlington Statement. We also shared a link to the My Body, My Choice campaign, being run by IHRA and Equality Australia. Within the LGBTI+ Hub, we include an accurate definition of intersex on the LGBTI+ terminology page, and provide links to relevant intersex resources on the LGBTI+ resources page.</p>	
<p>Evidence: File AS18 shows redacted screenshots of the two Intersex Yammer posts, a screenshot of the LGBTI+ terminology page, a screenshot of intersex resources located within the LGBTI+ Hub, and a screenshot of the LGBTI+ Staff and manager support intranet page, where we share information about how to support intersex people.</p>	 AS18_Redacted.pdf

ANNUAL SUBMISSION: LGBTQ EMPLOYEE NETWORKS / RESOURCE GROUPS 19. Broader Inclusion	ADVANCED Max. 3 points
<p>Within the assessed calendar year, the network has <i>planned, targeted and tracked both activity and progress</i> within <u>one</u> of the following areas:</p> <ul style="list-style-type: none"> (a) work to extend and increase network engagement and inclusion within regional offices (b) increasing LGBTQ presence or leadership within other internal diversity networks or working groups (i.e. women, parents, cross-cultural) 	

Points will be allocated for one of the above. If you have completed work in more than one of the above stated areas, please include evidence of work in the ADDITIONAL WORK section at the end of this submission.

(a) If you have selected (a), please provide a list of activities/work conducted/completed to increase inclusion within regional offices and progress to date

(b) If you have selected (b), please provide evidence of activity or LGBTQ representation across other diversity networks

Response: a) work to extend and increase network engagement and inclusion within regional offices

The Rainbow Roundtable analysed our 2021 AWEI survey results to understand the experience of LGBTI+ staff in regional offices. The research identified our greatest opportunities to increase LGBTI+ inclusion in regional offices were to:

- support local leaders to create LGBTI+ inclusion by providing practical guidance and demonstrate Senior Leadership support
- show senior leadership support for LGBTI+ inclusion in the regions
- increase awareness and engagement with LGBTI+ inclusion by increasing membership of the staff LGBTI+ network, the Rainbow Connection,
- promote safe workspaces by encouraging visibility of inclusion symbols
- encourage involvement in community events
- raise awareness and knowledge by promoting digital resources
- promote a safe workspace by encouraging staff to be LGBTI+ allies.

The research was compiled into a report with an action plan to address the findings.

On National Coming Out Day, the Senior LGBTI+ Ally sent all managers, including those in the regions, targeted information to help them create LGBTI+ inclusion.

Evidence:

File AS19.1_LGBTI+_Regions_Research_Plan contains the research report, key findings and action plan to address the findings.

File AS19.2_Report contains a redacted report against the action plan and evidence of the actions taken in 2021.



AS19.1_LGBTI+_Reg AS19.2_Report_Red
ions_Research_Plan. acted.pdf



ANNUAL SUBMISSION: LGBTQ EMPLOYEE NETWORKS / RESOURCE GROUPS

20. Network Reporting


**ADVANCED
Max. 4 points**

Within the assessed calendar year, we produced:


- a network specific report on progress against network targets, in addition to
- one of the following areas of performance:
 - a) additional advice provided to the organisation throughout the year
 - b) areas of significant contribution
 - c) areas of future focus
 - d) annual progress tracking against the AWEI

<p>Note: This question is about your network having produced its own report. This question is not regarding general inclusion or a brief mention of your network in organisational reports.</p> <p>Please provide evidence for both (a) and (b). If you have undertaken above-and-beyond work for more than one of the areas mentioned above, please include evidence of work in the ADDITIONAL WORK section at the end of this submission.</p>	
<p>Response:</p> <p>The Rainbow Roundtable produced an annual report on their action plan. Key achievements of the Rainbow Roundtable in 2021 were:</p> <ul style="list-style-type: none"> • conducting the ‘How to improve the experience of LGBTI+ customer’ innovation challenge (significant area of contribution). The Innovation Challenge is a structured digital platform where staff can suggest ideas for improvement on a particular topic. The Challenge was widely promoted. It achieved 60 ideas. The ideas are being assessed by subject matter experts. Some ideas have already been supported. • conducting research and implementing strategies to improve LGBTI+ inclusion in the regions • monitoring the implementation of activities to address the AWEI. 	
<p>Evidence: File AS20.1 contains the Rainbow Roundtable network report. File AS20.2 shows an agenda item to update the Roundtable on progress on implementing actions to address the AWEI</p>	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  AS20.1 Network report.pdf </div> <div style="text-align: center;">  AS20.2 Roundtable agenda item_Redact </div> </div>


SECTION 4: VISIBILITY OF INCLUSION

ANNUAL SUBMISSION: 2021 VISIBILITY OF INCLUSION 21. Days of Significance	FOUNDATION Max. 2 points
<p>Within the assessed calendar year, we have celebrated and promoted LGBTQ Days of Significance across the organisation while providing and/or educating employees with an understanding of why these dates are important.</p> <p><i>For full points, please provide:</i></p> <p>a) <i>a list of LGBTQ Days of Significance celebrated throughout the assessed year</i></p> <p>b) <i>a brief description of each event, detailing how you promoted an understanding of why the day is significant</i></p>	
<p>Response:</p> <p>File AS21 outlines two of the Days of significance, IDAHOBIT and International Bisexuality Day that we promoted across the agency in 2021, a description of each event and how we promoted their importance. Other Days of Significance celebrated during 2021 have been included as Additional Work.</p>	 AS21 Days of Significance_Redact


ANNUAL SUBMISSION: 2021 VISIBILITY OF INCLUSION 22. Visibility in the Workplace	FOUNDATION Max. 3 points
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<p>We actively encourage and provide a means by which employees can indicate their commitment to LGBTQ workplace inclusion through the use of: ALLY email signatures, lanyards, personal pronouns, virtual backgrounds, etc.</p> <p><i>Please provide:</i></p> <ol style="list-style-type: none"> <i>a list of options available to employees through which they can visually indicate that they are an ally or supporter of LGBTQ inclusion</i> <i>a couple of photos showing active support and visibility of these options within/around/throughout the workplace</i> <p>Response: Staff are encouraged to show their support for LGBTI+ inclusion by:</p> <ol style="list-style-type: none"> displaying the LGBTI+ Ally poster or LGBTI+ symbols at their desk using their profile on the Directory to promote their membership of the Rainbow Connection and their personal pronouns including their personal pronouns in the email signature block wearing rainbow and/or pronoun pins. <p>Evidence: File AS22 shows redacted photos of visible symbols in the workplace including corporate directory profile, staff signature block displaying pronouns, pride pin displayed on a building pass and coaster at workstation.</p>	 <p>ASQ22-Visibility-in-the-workplace_Redacted</p>
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<p>ANNUAL SUBMISSION: 2021 VISIBILITY OF INCLUSION</p> <p>23. Ally / Champion Reference Guides</p>	<p>INTERMEDIATE Max. 3 points</p>
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<p>We provide Ally/LGBTQ Champion Reference Guides or materials on how to be an effective ally and/or an active champion for LGBTQ inclusion within the workplace.</p> <p><i>Please provide</i></p> <ol style="list-style-type: none"> <i>copy of this guide or an outline of the content covered within the guide</i> <i>information regarding how it is distributed or where this guide can be found</i> <p>Response:</p> <ul style="list-style-type: none"> There is content about how to be an LGBTI+ Ally on the LGBTI+ intranet hub. The content is supported by a list of additional resources staff can access for more information. The additional resources include the Pride in Diversity publication <i>Engaging Allies for change</i>, Intersex Human Rights Australia publication <i>Intersex for Allies</i> the PFLAG guide <i>How to be a straight Ally</i> and our own agency produced guide <i>How to be an ally to transgender and gender diverse staff</i>. The content explains why it is important to have LGBTI+ Allies as well as the practical actions allies can take to support LGBTI+ inclusion. The content and resources are available to all staff on the LGBTI+ hub on the intranet. The LGBTI+ Hub is often promoted in communications. <p>Evidence: File AS23 contains screenshots of the LGBTI+ Ally intranet content and resources page where the LGBTI+ ally resources are found, and Yammer posts showing the LGBTI+ Hub being promoted.</p>	 <p>AS23_Ally reference guides_Redacted.pdf</p>
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<p>ANNUAL SUBMISSION: 2021 VISIBILITY OF INCLUSION</p>	<p>INTERMEDIATE</p>
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24. Individual LGBTQ Inclusion Work Recognition	2 points
<p>Leadership has formally recognised and communicated across the organisation the work of employee/s, regarding their <u>internal</u> contribution in LGBTQ inclusion within the workplace.</p> <p>Note: This excludes PID communications around AWEI Awards – but can include your leadership’s formal <u>internal</u> recognition of the contribution made by employees.</p> <p><i>Please provide evidence of the <u>organisation-wide communication of this recognition.</u></i></p>	
<p>Response: Our Chief Executive Officer, Rebecca Skinner formally recognised our Senior Executive LGBTI+ Ally, Jen Rufati and the Co-Chair of the Rainbow Roundtable along with other members of the Rainbow Roundtable for their continued advice to help shape LGBTI+ policies for inclusion in an email sent to all staff on 5th July 2021. The update is also published on the front page of the intranet.</p> <p>Evidence: File AS24 is a redacted excerpt of the email acknowledging Jen Rufati and ^{s22} .</p>	 AS24-Formal recognition_Redacted

ANNUAL SUBMISSION: 2021 VISIBILITY OF INCLUSION		INTERMEDIATE
25. Confidential Contacts	2 points	
<p>We have an LGBTQ intranet page that clearly identifies LGBTQ people or allies who can be contacted for a <u>confidential</u> and informal discussion regarding being an LGBTQ employee within the organisation. This is over and above any HR or grievance contacts and <u>confidentiality must be assured.</u></p> <p><i>Please provide a screenshot of where this information is provided. If the contact is not clearly communicated as CONFIDENTIAL, full points will not be awarded.</i></p>		
<p>Response and evidence: During 2021, confidential contacts were listed on the Rainbow Connection (LGBTI+ Staff Network) and Rainbow Roundtable intranet page. Staff who click on the listed name, are provided with the contact details of someone outside of HR who is available for a confidential, safe and supportive conversation. ‘Clicks’ on this content are NOT tracked. File AS25 contains a redacted screenshot of the intranet page where the confidential contacts are promoted.</p>	 AS25_Confidential contacts.pdf	

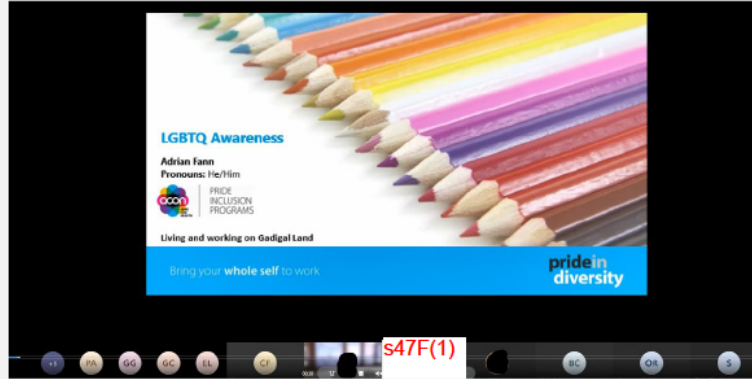
ANNUAL SUBMISSION: 2021 VISIBILITY OF INCLUSION		INTERMEDIATE
26. Communication of LGBTQ Support Information	Max. 2 points	
<p>As the initial source of information for LGBTQ employees, our LGBTQ intranet page <u>clearly articulates:</u></p> <ol style="list-style-type: none"> a) the process for formally reporting workplace LGBTQ bullying/harassment b) available LGBTQ friendly support (should this occur) <p><i>For full points, please:</i></p> <ol style="list-style-type: none"> a) provide a screenshot of where this information is communicated on the network or LGBTQ diversity page. b) clearly show LGBTQ friendly support avenues and where this information 		

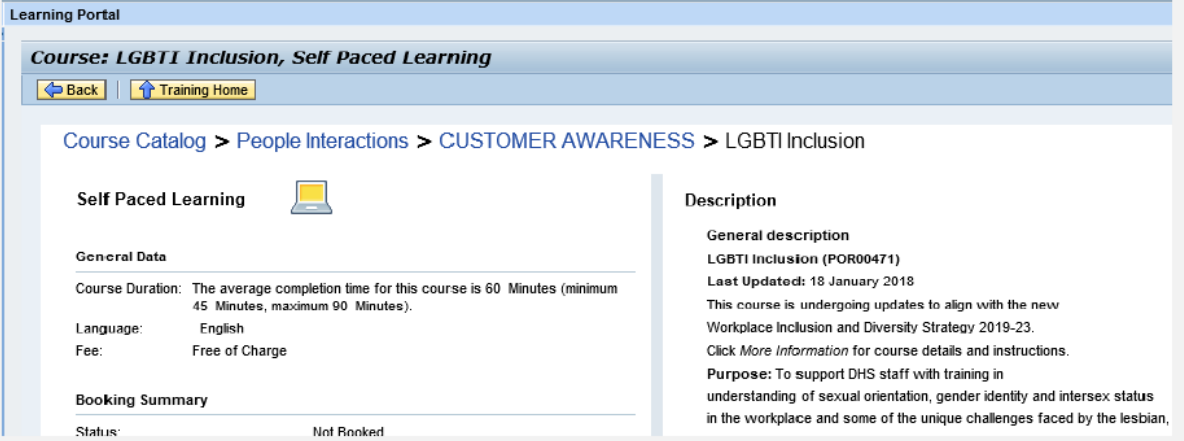

<p>Response:</p> <ul style="list-style-type: none"> a) Our LGBTI+ hub describes how to address negative behaviours if you experience them including the agency’s triage approach. The LGBTI+ hub provides links to more information about the support that is available for people experiencing workplace bullying or sexual harassment including the Workplace bullying and LGBTI+ staff information sheet. b) The availability of an experienced LGBTI+ friendly person staff can contact about their concerns is also promoted on this page. <p>Evidence: File AS26 has a redacted screenshot of the information that is provided on the LGBTI+ Staff and manager support section of the LGBTI+ hub.</p>	 AS26-Communication of LGBTI+ supp
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ANNUAL SUBMISSION: 2021 VISIBILITY OF INCLUSION		ADVANCED
27. LGBTQ Social Media Streams		2 points
<p>We have internal LGBTQ social media streams or any other means by which we can engage staff in conversations and post items of interest in regard to our inclusion work (may include but is not limited to Yammer, Twitter, Facebook, SharePoint). <i>Please provide screenshot evidence of such posts and/or conversations on your social media streams.</i></p>		
<p>Response: We have a vibrant, interactive internal Yammer Group (The Rainbow Connection) for LGBTI+ staff and allies. This group has been intentionally set up as a closed group, so that staff can engage in <u>confidential</u> discussions in a safe environment, however all membership requests are accepted. We also use the ‘All staff’ Yammer Group to communicate and post items of interest to promote our LGBTI+ inclusion work and Days of Significance. The Rainbow Connection members are actively involved in sharing stories and expressing their opinions through the Yammer Group.</p> <p>Evidence: File AS27 has redacted screenshots of the Rainbow Connection staff network on Yammer, posts shared to the ‘All Company’ Yammer group and member posts shared within the Rainbow Connection group in Yammer.</p>	 AS27 Yammer group posts_Redacted.pdf	


SECTION 5: TRAINING, AWARENESS & PROFESSIONAL DEVELOPMENT

Please do not include compliance training covering anti-discrimination policies or training within events. Both of these are covered elsewhere.

ANNUAL SUBMISSION: 2021 TRAINING, AWARENESS & PROFESSIONAL DEVELOPMENT		FOUNDATION 2 points
28. Face-to-Face Training		
We have made face-to-face LGBTQ Awareness / Inclusion / Ally Training available to all employees within the assessed calendar year. This would include any interactive training conducted via internet technologies (i.e. WebEx, Zoom, Teams, etc).		
Name of Trainer or Provider:	s47F(1) (PiD)	<input checked="" type="checkbox"/> Our trainer is accredited by or from Pride in Diversity
Length of training:	1.5 hours	
Date/s:	8 July 2021	
Number of attendees that will have gone through this training:	15 attendees	
Evidence of training undertaken (one piece required):	<p>Screenshot of the invitation sent or where training has been communicated.</p> <p>Training was scheduled through Microsoft Teams. Below is a screenshot of the presentation, which was recorded on 8 July 2021.</p> 	
Copy of presentation or outline of training covered:	Not required, delivered by Pride in Diversity	

ANNUAL SUBMISSION: 2021 TRAINING, AWARENESS & PROFESSIONAL DEVELOPMENT		FOUNDATION
29. Online Training		2 points
We have LGBTQ online training modules or pre-recorded content that can be accessed by employees throughout the assessed calendar year.		
Name of Online Training or Video:	LGBTQ Awareness	
Length of the LGBTQ component within the video/training	Approximately 45 minutes	
Where employees can access this training :	<p><i>Please provide screenshot of where this training is accessed.</i></p> 	
Tracking:	<p><i>To provide evidence of training being accessed, please identify:</i></p> <ul style="list-style-type: none"> • <i>how participation numbers are tracked</i> <p>Our Learning Management System records who completes the module.</p> <ul style="list-style-type: none"> • <i>approximate number of people accessing this training throughout the assessed year</i> <p>Between 1 January 2021 -31 November 2021, 554 staff completed the LGBTI+ Inclusion eLearning module.</p>	
Copy of the module or a brief outline of it's LGBTQ content.	<p>The eLearning product covers the importance of LGBTI+ inclusion, the impact of exclusion and discrimination, the benefits of LGBTI+ inclusion, how to support LGBTI+ inclusion, and the resources available to support LGBTI+ inclusion. File Q29 AS provides the course description from the Learning Management System.</p>  <p>AS29-Online training.pdf</p>	

ANNUAL SUBMISSION: 2021 TRAINING, AWARENESS & PROFESSIONAL DEVELOPMENT 30. Professional Development for LGBTQ Employees	ADVANCED Max. 2 points
<p>Outside of the Pride in Practice Conference within the assessed calendar year, we have <i>either</i>:</p> <p>(a) <i>provided LGBTQ employees with LGBTQ specific leadership training, internally or externally (excludes conferences unless specifically dedicated to LGBTQ leadership development)</i></p> <p>(b) <i>put processes in place to ensure that there is LGBTQ representation within talent development programs.</i></p> <p><i>Please provide evidence for the <u>one</u> selected item above. If you can provide both, please add the second item to the ADDITIONAL WORK section at the end of this submission.</i></p>	
<p>Response and evidence: Throughout 2021, we promoted the following LGBTI+ leadership training:</p> <ul style="list-style-type: none"> • Matt Cooksey, an LGBTIQ Leadership coach, and his free resources that are designed to help LGBTI+ people discover their passions, values and talents and to design a plan to live by them, • Recruitment and Career Advancement panel discussion by Pride in Diversity’s Sapphire Initiative • Out for Australia –Out for Success and Out for Your Brand workshops, and Mentoring Program. <p>File AS30 has a screenshot of the Yammer posts, promoting the training opportunities.</p>	 AS30_Professional development_Redac
ANNUAL SUBMISSION: 2021 TRAINING, AWARENESS & PROFESSIONAL DEVELOPMENT 31. LGBTQ Inclusion Training Plan	ADVANCED Max. 4 points
<p>We have a training plan in place to specifically address LGBTQ inclusion and/or awareness training for all employees.</p> <p><i>Please provide both:</i></p> <ul style="list-style-type: none"> • <i>a copy of the training plan designed to create greater awareness of LGBTQ inclusivity</i> • <i>outlined progress made against that plan</i> 	
<p>Response and evidence: The agency has an LGBTI+ training plan, which is available to all staff on the LGBTI+ Resources and products intranet page. The plan sets out the learning pathway for LGBTI+ inclusion.</p> <ul style="list-style-type: none"> • File AS31.1 contains the LGBTI+ training plan, and a screenshot of the training plan location on the intranet. • File AS31.2 is the LGBTI+ training plan report, which outlines the progress made in 2021. 	 AS31.1 Training Plan and location.p  AS31.2_LGBTI training plan report


ANNUAL SUBMISSION: 2021 TRAINING, AWARENESS & PROFESSIONAL DEVELOPMENT 32. LGBTQ Conferences, Seminars and Events	ADVANCED 2 points
<p>Within the assessed calendar year, we have provided opportunities for employees to attend <u>external</u> dedicated LGBTQ conferences, seminars or events. Note: This may include but is not limited to the Pride in Practice Conference, Regional Reach or Sapphire Events, or external LGBTQ panel events. This does not include roundtables or social networking events. <i>Please provide evidence.</i></p>	
<p>Response: This year, we purchased a ticket to the 2021 Pride in Practice online Conference. Two staff attended the virtual sessions.</p> <p>Evidence: File AS32 contains a screen shot of the Invoice number, confirming ticket purchase.</p>	 <p>AS32_PiP Conference_Redacte</p>




SECTION 6: EXECUTIVE LEADERSHIP & ENGAGEMENT

Please note: Different titles are used when referring to the most senior executive. For the purpose of consistency within submission, in defining CEO or Equivalent, we are referring to the most senior executive in your organisation within Australia.


If you have a CEO or equivalent, or Senior Leader/Executive highly active in promoting and supporting LGBTQ inclusion (as an LGBTQ individual or an ally), please consider nominating them for the following Awards (where applicable):

- [Executive Leadership Award](#)
- [CEO of the Year Award](#)

ANNUAL SUBMISSION: 2021 EXECUTIVE LEADERSHIP & ENGAGEMENT 33. Executive Sponsor or Champion	INTERMEDIATE Max. 2 points
<p>We have a visible and active Executive Sponsor or Senior Champion for LGBTQ inclusion who has both:</p> <ul style="list-style-type: none"> • contributed to the LGBTQ strategy • is engaged in tracking performance progress against the strategy throughout the year <p><i>For full points, please provide evidence for all parts to this question:</i></p> <ol style="list-style-type: none"> specific contribution to the strategy level of engagement, tracking progress against the strategy <p><i>Note: The simplest way to provide evidence for this question would be for the Executive Sponsor to sign a statement answering both questions.</i></p>	
<p>Response: We have a visible and active Senior Executive LGBTI+ Ally (Ally) who contributed to the development of the Inclusion and Diversity Strategy and the LGBTI+ Action Plan. The Ally has been engaged in tracking performance against the 2021 LGBTI+ Action Plan.</p> <p>Evidence: A signed statement from the Senior Executive LGBTI+ Ally outlining their involvement and monitoring of the strategy is attached in file AS33.</p>	 AS 33.pdf
ANNUAL SUBMISSION: 2021 EXECUTIVE LEADERSHIP & ENGAGEMENT 34. Executive Advocacy	ADVANCED 2 points
<p>Within the assessed calendar year, Senior Executive(s) within our organisation have:</p> <ul style="list-style-type: none"> • advocated for LGBTQ inclusion at an executive level <i>externally</i> amongst peers • advocated for LGBTQ inclusion at an executive level <i>internally</i> amongst peers; or • attended <i>at least two</i> of the Pride in Diversity Executive Allies Forums within the assessed year <p><i>Please provide evidence for <u>one</u> of the above.</i></p> <p><i>If you can provide evidence for two or more of the above, please add the additional item/s to the ADDITIONAL WORK section at the end of this submission.</i></p>	
<p>Response: advocating for LGBTQ inclusion at an executive level <i>internally</i> amongst peers</p> <ol style="list-style-type: none"> Our Senior Executive LGBTI+ Ally, Jennifer Rufati advocated for LGBTI+ inclusion internally amongst her peers by emailing Senior Executive Service (SES) Managers on 7 October 2021, sharing with her colleagues information about the role leadership has in driving LGBTI+ inclusion, and ways they can help create a more LGBTI+ inclusive workplace. 	

<ol style="list-style-type: none"> 2. SES managers from one division came together to discuss some of the difficulties faced by the LGBTI+ community, and why it's so important to be inclusive and respectful of LGBTI+ people in the workplace. This recorded discussion was shared with staff in their division for Wear It Purple Day 3. The Chief Operating Officer emailed all SES Managers with information about the importance of staff having their say in the AWEI LGBTI+ Inclusion survey, and encouraged the SES to promote participating in the survey to all staff. 4. On 3 December 2021, our Senior Ally emailed all of her peers, providing them with a report on the work to progress LGBTI+ inclusion for the year and thanking them for their contributions and support. 	
<p>Evidence: File AS34 contains a redacted screenshot of Jen's email, a screenshot of the SES divisional discussion, and a redacted excerpt from the COO email to all SES. File AS34 (2) contains the email the Senior Ally sent to her peers. File AS34 Report contains the annual report on the SA LGBTI+ Action Plan.</p>	<div style="text-align: center;">  File AS 34_Senior Executive Advocacy.t </div> <div style="text-align: center;">  AS34 (2).pdf </div> <div style="text-align: center;">  AS 34 Report.pptx </div>


ANNUAL SUBMISSION: 2021 EXECUTIVE LEADERSHIP & ENGAGEMENT	ADVANCED
35. CEO or Equivalent Communications	2 points
<p>Within the assessed calendar year, our CEO or equivalent has sent formal communications to all employees comprehensively discussing progress made in LGBTQ inclusion work and its importance to the organisation. This may be CEO communications prioritised on intranet pages or within a CEO newsletter (beyond social media, award announcements only).</p> <p><i>Please provide the most comprehensive communication sent out by your CEO (or equivalent) to all employees in regard to your work in LGBTQ inclusion.</i></p>	


<p>Response: In March 2021, our CEO Rebecca Skinner emailed all staff explaining the importance of the AWEI staff survey and encouraging them to participate This message was also available through the agency news hub.</p> <p>For IDAHOBIT 2021, our CEO Rebecca Skinner emailed all staff, encouraging them to take action to support their LGBTI+ colleagues. This message was also available through the agency news hub. In December, in her end of year video, the CEO reflected on the agency’s achievements in 2021, which included obtaining Gold tier status in the Australian LGBTQ Inclusion Awards.</p> <p>Evidence: File AS35 shows an excerpt of the CEO’s all staff messages encouraging participation in Pride in Diversity LGBTI+ workplace inclusion survey, an excerpt of the IDAHOBIT message and a screenshot of the video, where the award was mentioned.</p>	 AS35_CEO communications.pdf
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ANNUAL SUBMISSION: 2021 EXECUTIVE LEADERSHIP & ENGAGEMENT 36. CEO or Equivalent Speaking at Events	ADVANCED 2 points
<p>Our CEO or equivalent has spoken at LGBTQ events held by our organisation, either internally or externally. <i>For full points, all of the following must be provided:</i></p> <ul style="list-style-type: none"> a) <i>evidence of the individual speaking at the event and approximate duration of speech</i> b) <i>brief outline of event purpose and typical audience</i> c) <i>approximate attendee numbers</i> 	

SECTION 7: DATA COLLECTION & REPORTING


ANNUAL SUBMISSION: 2021 DATA COLLECTION & REPORTING 37. Employee Data Analysis	INTERMEDIATE Max. 3 points
<p>Within our annual engagement, pulse or diversity surveys, either for the assessed calendar year or year prior, we have:</p> <ul style="list-style-type: none"> • included questions in regard to one’s sexual orientation, gender identity or whether or not someone is intersex, AND • analysed and reported on LGBTQ engagement data alongside other diversity demographics or overall population statistics <p><i>For full points, please provide:</i></p> <ul style="list-style-type: none"> a) <i>details of when that data was last collected</i> b) <i>a copy of the questions used to identify LGBTQ population</i> c) <i>an overview of comparative findings or analysis as compared to other internal populations</i> 	
Response:	

<ul style="list-style-type: none"> • Staff can self-identify as LGBTI+ in the agency’s HR system. Providing this data is voluntary. Staff are encouraged to record their data on commencement with Services Australia. Each year a campaign is conducted to encourage staff to update their personal details including their diversity data. This data is collected on an ongoing basis and a report is provided each month. • The engagement data collected in the November 2020 APS Census has been analysed and compared to other diversity demographics and overall population statistics in the Diversity Dashboard. <p>Evidence: File AS37 shows where staff can identify as LGBTI+ in the agency’s HR system and the analysis of this data compared to other diversity demographics and overall population statistics.</p>	 <p>AS37_LGBTI+ Engagement analysis</p>
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ANNUAL SUBMISSION: 2021 DATA COLLECTION & REPORTING		ADVANCED
<p>38. LGBTQ Analysis</p> <p>Within the assessed calendar year (or year prior), we have specifically asked, investigated or assessed <u>one</u> of the following:</p> <ol style="list-style-type: none"> if LGBTQ employees are directly or indirectly disadvantaged at any stage during the recruitment process if LGBTQ employees are directly or indirectly disadvantaged in talent management processes or career progression if there are discrepancies in attrition rates between LGBTQ and non-LGBTQ employees if within gender aggregated data, we include non-binary employees and if not a proposed plan of action if internal engagement or AWEI Survey data show any “most in need” areas to focus on, resulting in a plan of action <p><i>Please provide evidence for <u>one</u> of the above, including a plan of action where stipulated. Points will be given for one of the above. If you have done work in more than one of the above areas within the assessed year, or year prior, please add such work to the ADDITIONAL WORK section at the end of this submission.</i></p>	<p>3 points</p>	
<p>Response: ‘if internal engagement or AWEI Survey data show any “most in need” areas to focus on, resulting in a plan of action’</p> <p>The agency’s AWEI survey results were analysed to determine our “most in need” areas to focus. From this analysis, we formed a plan of action. The action plan is being implemented.</p> <p>Evidence: File AS38 shows the analysis conducted, the areas of focus we identified and the action plan developed to address ‘most in need’ areas.</p>	 <p>File AS38_2021 LGBTI Staff Survey ar</p>	

SECTION 8: COMMUNITY ENGAGEMENT

Please note: For this Submission, we will be accepting evidence only regarding one such event/instance for each question within this section, respectively (as opposed to two). If you have more than one example to evidence for the questions within this section, please *please add the additional item/s to the ADDITIONAL WORK section at the end of this submission.*

ANNUAL SUBMISSION: 2021 COMMUNITY ENGAGEMENT 39. Employer Branded Participation at Community Events	INTERMEDIATE 2 points
<p>Within the assessed calendar year, we held stalls at LGBTQ community events or participated in pride parades under our employer/company branding. (This may include online community events with <i>prominent</i> employer branding.)</p> <p>Note: This must be a targeted branding exercise, over and above employees wearing corporate t-shirts but not contributing formally to the event.</p> <p><i>Please provide evidence of branding displayed at one such community event, including online community events.</i></p>	
ANNUAL SUBMISSION: 2021 COMMUNITY ENGAGEMENT 40. Pro-Bono or Financial Support: LGBTQ Charities/Organisations	INTERMEDIATE 2 points
<p>Throughout the assessed calendar year, we have provided pro-bono or financial support to LGBTQ charities/community groups. (This includes sponsorships of events, publications or pro-bono accommodation/venue support. Fundraising is covered in Q41.)</p> <p><i>Please provide evidence of one such instance.</i></p>	
ANNUAL SUBMISSION: 2021 COMMUNITY ENGAGEMENT 41. Fundraising	INTERMEDIATE 2 points
<p>Throughout the assessed calendar year, we have engaged in fundraising for LGBTQ charities / communities / groups. (This may include the support of any LGBTQ charity groups within workplace giving programs.)</p> <p><i>Please provide evidence of one such instance. (This can be a letter of appreciation, certificate, receipts or confirmation of funds raised issued by the charity/group.)</i></p>	
<p>Response and evidence:</p> <p>For IDAHOBIT 2021, a team raised \$367.57 for Minus18, a not-for-profit LGBTI+ community group. Led by young people, Minus18 is leading change, building social inclusion, and advocating for an Australia where all young people are safe, empowered, and surrounded by people that support them.</p>	 AS41 Fundraising.pdf

SECTION 9: SURVEY

ANNUAL SUBMISSION: OPTIONAL SURVEY PARTICIPATION	OPTIONAL
42. Survey Participation	2 points
<p><input checked="" type="checkbox"/> We are participating in the 2022 AWEI Survey. Please note:</p> <ul style="list-style-type: none"> • Partial points will not be given. Full points will only be obtained for the following: <ul style="list-style-type: none"> ○ Medium Employers (501 – 2000 employees): if 50 or more survey responses are collected ○ Large Employers (2001 – 8000 employees): if 100 or more survey responses are collected ○ Significant Employers (8001 or more employees): if 200 or more survey responses are collected <p><i>Please note: the more respondents you have, the more substantial data you will receive. The purpose of the AWEI Survey is to provide you with significant information on the impact of your inclusion initiatives and allow you to benchmark against the national dataset.</i></p>	


SECTION 10: ADDITIONAL WORK







This section allows you to describe and provide evidence for any additional work completed throughout the assessed calendar year:






- that has not already been included within this index submission
- that you believe is significantly over and above what a particular question or index topic is looking for









(a) IMPORTANT: PLEASE COMBINE ALL RELATED INDEX WORK INTO ONE ROW. For example, if you wish to claim for significant training, list all LGBTQ training within one row under the Item Name of "Training." Only 1 point is available for all work pertaining to a particular topic/area – PLEASE do not split similar areas of index activity over multiple rows.

(b) Please add additional rows regarding different areas of work, as necessary. **Note: A maximum of 15 points (15 items) may be obtained in this section. Should you submit more than this, you will still only be eligible for the same Maximum points.**

ANNUAL SUBMISSION: ADDITIONAL WORK	ADDITIONAL
43. ADDITIONAL WORK	Max. 15 points
<p>Item 1: Workplace Giving Program</p> <p>The agency's Workplace Giving Program enables staff to set up donations to charities directly through their payroll. In reviewing the list of nominated charities, it became apparent no LGBTI+ charities were listed. After reviewing the agency's charity and fundraising policy to understand the criteria, we conducted research to locate a potential charity. We contacted Minus 18 Foundation to let them know of our desire, and after they provided some additional information, we submitted a request to add them to the nominated list. In July 2021, we were advised that all criteria had been met, and as a result, Minus18 Foundation was added to the nominated list. This was announced to staff, and an email was also sent to Minus18, to let them know of our success.</p> <p>Attached as evidence is a screen shot of the Workplace Giving Program intranet page, the Nominated charity list, with Minus18 listed, and a Yammer post sent to staff to announce their listing.</p>	 AS43.1_Workplace Giving Program list_

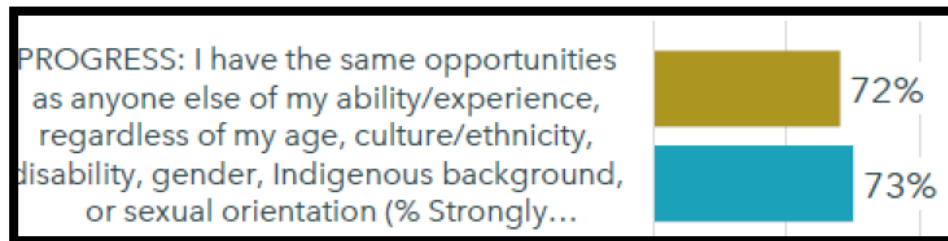
Item 2: Corporate Wardrobe project	<p>The agency will introduce a new corporate wardrobe in 2022. We completed a research project to find out what options could be included in the Corporate Wardrobe to better enable staff to express their gender identity. The project used various information sources including a survey which was conducted to learn more about staff views on the proposed changes.</p> <p>File AS43.1 contains a copy of the Corporate Wardrobe research paper, presented to the Corporate Wardrobe team in July 2021. File AS43.2 -email shows where it was emailed to the Corporate Wardrobe team and their response.</p>	 AS43.1_Corporate Wardrobe Research  AS43.2_Corporate Wardrobe Research
Item 3 AS6: service provision specifically targeting LGBTQ populations	<p>In 2021, we made significant improvements to the Digital Assistants for our 3 main services, enabling LGBTI+ customers to receive information about:</p> <ul style="list-style-type: none"> • choosing to use their preferred name or courtesy title (or not use one at all), • how to update their gender marker and/or sex markers and • the Australian Government Guidelines on the Recognition of Sex and Gender. <p>Attached as evidence in File AS43.3 are screen shots of the Digital Assistant responses to LGBTI+ customer enquiries.</p>	 AS43.3_service provision for LGBTI+
Item 4: Innovation Challenge	<p>In October 2021, we ran an Innovation Challenge, which focused on generating ideas to improve the experience of our LGBTI+ customers when interacting with the agency. The Innovation Challenge is a digital platform for engaging with all staff and collecting ideas on specific topics.</p> <p>The Innovation Challenge was promoted to all staff on Yammer, and via emails. Sixty individual ideas were submitted, generating 2862 staff votes and over 200 comments. These are ideas are now being reviewed by business area subject matter experts, to assess their viability.</p> <p>Attached as evidence are redacted screenshots of the Innovation Challenge.</p>	 AS43.4-Innovation Challenge.pdf
Item 5: AS8 Engaging with potential customers	<p>On 17 May 2021, the agency published a story for IDAHOBIT on the Service Australia Facebook account. The story features Geoff, a gay man, who shared his memories of when the World Health Organisation removed homosexuality from the classification of diseased and health related problems. Posting the story on the agency's social media accounts demonstrates the agency's focus on LGBTI+ inclusion to potential customers.</p> <p>Attached as evidence is a copy of the IDAHOBIT Facebook story.</p>	 AS43.5_LGBTI+ Inclusion-engaging
Item 6: SS18 TGD applicants	<p>This year, the agency has continued to focus on improving the experience of TGD applicants during our recruitment process. The changes made during 2021 include:</p> <ul style="list-style-type: none"> • adding Mx as a title option in the application template, enabling non-binary people to select a title that better reflects their gender identity 	 AS43.6.Reducing barriers for TGD app

	<ul style="list-style-type: none"> enhanced wording on Employment support for LGBTI+ staff web page, including promoting AWEI Tier results, and clear information about support for TGD applicants removal of the mandatory pre-engagement medical step for all ongoing engagements. We now have an online declaration for applicants to complete. The removal of the mandatory medical examination from our recruitment process is a significant reduction to barriers faced by TGD applicants, who will no longer have to worry about a medical examination. 	
Item 7: Inclusive Behaviour Model	<p>Following a pilot in Hobart, in September 2021, the agency published our Inclusive Behaviour Model (IBM) which aims to help staff and managers develop the skills and capabilities needed to show inclusiveness in the workplace. The IBM has training topics linked to the 7 core inclusive behaviours staff are encouraged to display at work. The IBM contains LGBTI+ specific training material and resources.</p> <p>Attached as evidence in File AS43.7_IBM are screenshots of some of the Inclusive Behaviour pages with targeted LGBTI+ information, and a screenshot of an activity within the 'Introduction to inclusive behaviours eLearning content'.</p>	 AS43.7_IBM.pdf
Item 8: AS21: Days of Significance	<p>Attached is a list of events of significance we communicated to staff during 2021, in addition to the two key events listed in AS21.</p>	 AS43.8_Days of Significance.pdf
Item 9: AS41 fundraising	<p>For Wear It Purple Day 2021, a Brisbane based team raised \$203.55 for Wear it Purple Incorporated. Attached as evidence in File AS43.9_Fundraising is a redacted copy of the receipt.</p>	 AS43.9_Fundraising .pdf
Item 10: AS24 Individual LGBTQ Inclusion Work Recognition	<p>A staff member was recognised in the Inspirational Leadership category in Services Australian 2021 Pinnacle Achievement Awards. The Pinnacle Achievement Awards, part of the National Awards and Honours Program, are the agency's primary awards.</p> <p>The staff member was highly commended. The citation reads that that he 'exemplifies professional leadership in his role as a social worker, and is a passionate advocate for diversity and inclusion. A pioneering member of our LGBTI+ Community of Practice he collaborates across the agency to build capability to improve the customer experience and outcomes for LGBTI+ customers.'</p> <p>Staff are encouraged to attend the award event and the results are widely promoted. The Pinnacle Award winners were promoted in the CEO Update, which is emailed to all staff and published on the front page of the intranet.</p> <p>File AS43.10a Pinnacle Award shows where the award is published on the intranet, and the staff member recognised. File AS43.10b shows the CEO update, which summarises the award, and provides a link to the full ceremony recording.</p>	 AS43.10a_Pinnacle Awards.pdf  AS43.10b_Pinnacle Award recognition Cl

Item 11: AS17 LGBTQ Intersectionality	<p>In addition to the post we shared during NAIDOC week, we also shared two other stories of staff with intersectional identities during 2021. Bili, who identifies as bisexual, and is a migrant from Macedonia, and Kimmy, a mature aged lesbian. Attached as evidence in File AS43.11_Intersectionality are redacted screenshots of the Yammer posts, featuring their stories.</p>	 AS43.11_Intersectionality.pdf
Item 12: Supporting gender diversity and affirmation guide	<p>In March 2021, interested members of the Rainbow Connection (staff network) volunteered to form a working party aimed at improving our Supporting gender affirmation guide. The working party (staff who identified as TGD and allies) reviewed the guide, and provided feedback. The updated guide has been published on the intranet and is regularly promoted to staff.</p> <p>File AS43.12 contains the revised Supporting gender diversity and affirmation guide.</p> <p>File AS34_Affirmation_Guide_Group shows the MS Teams group where the working party provided their input.</p>	 AS43.12_supporting-gender-affirmatio  AS43_Affirmation_Guide_Group.pdf
Item 13: APS Census analysis	<p>The agency's results in the 2021 APS Census were analysed to understand the experiences of LGBTIQ+ staff in our workforce. A report, including an action plan to address the findings, was developed and tabled at the Rainbow Roundtable meeting on 9 November 2021.</p> <p>File AS43.13 LGBTIQ+ Census 2021 contains the report and action plan.</p> <p>File AS43_LGBTIQ+_Census_Agenda shows where the report was discussed at the Rainbow Roundtable meeting.</p>	 AS43.13_LGBTIQ+ Census2021.pptx  AS43_LGBTIQ+_Census_Agenda.pdf
Item 14: Work with vulnerable customers	<p>The agency's LGBTIQ+ Social Work Services Branch has developed a new LGBTIQ+ Professional Development Plan (Plan). The Plan aims to improve the quality of professional practice with LGBTIQ+ people and communities. The Plan consists of 6 learning modules. The Modules have been piloted this year prior to release next year. More than 40 staff have taken part in this testing phase.</p> <p>File AS43.14a_SW PD Package contains an overview of the Plan and File AS43.14b_Pilot shows an MS Teams invitation to one delivery of the pilot.</p>	 AS43.14a_SW PD Package.pdf  AS43.14b_Pilot_Redacted.pdf
Item 15: CEO external promotion of AWEI results	<p>As Services Australia achieved Gold Tier recognition, the CEO published a statement on the Pride in Diversity website. File AS43.15 contains a screenshot of the statement on the CEO's statement on the Pride in Diversity website.</p>	 AS43.15_CEO statement.pdf
Item 16: DCA Inclusion@work	<p>Services Australia participated in the Diversity Council of Australia's <i>Inclusion@Work Member Index</i>, which has enabled us to measure diversity and inclusion in our workforce, and compare our results to a National Benchmark. The index collects information about the experiences of LGBTIQ+ staff and compares it with the experience of other staff. For example, it compares the proportion of LGBTIQ+ staff who have experienced discrimination and/or harassment in the past year with other diverse staff.</p>	



Our agency results show that 72% of diverse staff report having the same opportunities as anyone else of my ability/experience, regardless of age, culture/ethnicity, disability, gender, Indigenous identity or sexual orientation compared to 73% of all staff.



The agency met the assessment criteria and have been deemed to be an Inclusive Employer 2021-2022. We promoted this achievement on [LinkedIn](#) on 10 December. The LinkedIn post promotes the inclusivity of our Parental leave policy and the work we've done to improve the experience of transgender and gender diverse job applicants.



AS43
Inclusion@Work Inc

AWEI 2022 SUBMISSION DATES

We can accept AWEI submissions between Monday 10th January – 5pm Friday 11th February 2022 (or midnight Saturday 12th February 2022 for large file transfer URL).

- (a) No later than 5pm, Friday 11th February 2022 for hand-delivered, couriered or mailed submissions (hard copies, USB, etc).
- (b) Deadline for large file transfer program URL (including but not limited to Dropbox, Google Docs, Parcel Post, SharePoint or any other internally approved large file transfer system) midnight Saturday 12th February 2022
- (c) **Important: File attachments within emails will not be accepted. Pride in Diversity will take no responsibility for attachments sent via email.**
- (d) All file transfers and access to various systems must be sent to AWEI@prideindiversity.com.au; with a copy to dthough@acon.org.au
- (e) Please ensure all evidence included in your submission or attached is legible. Pride in Diversity will not be responsible for documents that we cannot access or cannot read (if they have been copied or shared incorrectly).

IMPORTANT INFORMATION FOR SUBMITTERS

Please ensure that you have signed up to the following newsletter – this will ensure that you receive all relevant information and updates in terms of the up and coming AWEI period. [Click here](#) to sign up or go to: <http://eepurl.com/tT7vf>

OPTIONAL AWEI EMPLOYEE SURVEY

Participating in the optional AWEI Employee Survey? You will be able to [request your unique survey URL](#) as of 1st July 2021. You will receive this link when the survey goes live on Monday 1st November 2021 and will remain open until the close of submissions on Friday 11th February 2022.

Participation in the survey allows you to balance the results of your AWEI with the views and lived experiences of your employees. While survey data is linked to your organisation enabling us to provide you with a comprehensive high-level analysis of responses, individual respondent data is not collected.

INDIVIDUAL AWARD NOMINATIONS

Please consider nominating your colleagues, networks, etc. for an LGBTQ Inclusion Award. Award categories can be found within the Participation Details of this Submission or on the AWEI website: <https://www.pid-awei.com.au/awardnominationforms/>