



**All In.**  
Human.  
Courageous.  
Brilliant.

**NDIA Inclusion  
and Diversity**

# **NDIA LGBTIQ+ Inclusion Plan 2021-23**

**ndis**

## Acknowledgement of Country

The National Disability Insurance Agency (NDIA) acknowledges the Traditional Custodians of Country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to Elders past, present and emerging.

## Contributors

The Agency would like to thank the assistance and input of the many contributors to the creation of this document, including the NDIA LGBTIQ+ Inclusion Plan Working Group, LGBTIQ+ staff, partners and Allies, and Pride in Diversity.

## Contact Us

The NDIA welcomes feedback on our LGBTIQ+ Inclusion Plan. For more information about the development of this publication, or to request an alternative format, contact us through [cultureandinclusion@ndis.gov.au](mailto:cultureandinclusion@ndis.gov.au).

## Living the Values

The Agency affirms its commitment to being an inclusive workplace through its values. Underpinning the values is the central focus of the Agency, making the difference to the lives of our participants of the Scheme.

Values are beacons for reinforcing the guiding principles of an organisation's culture, including what drives employee's priorities, actions and behaviours within the organisation.

In order to make the difference to the lives of our participants of the Scheme, our staff must live the values, and feel connected to the workplace by being supported and included to do their work.

Our staff are bound by the broader Australian Public Service (APS) values of being Impartial, Committed to Service, Accountable, Respectful, and Ethical.

The NDIS logo, consisting of the lowercase letters 'ndis' in a white, sans-serif font. A small green dot is positioned above the letter 'i'.

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## **NDIA LGBTIQ+ Inclusion Plan 2021-23**

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# Message from our LGBTIQA+ Champion



**Garth O'Brien**  
NDIA LGBTIQA+ Champion

As the Agency's SES LGBTIQA+ Champion, I am pleased to see the launch of the NDIA LGBTIQA+ Inclusion Plan. This document is an exciting development in the growing maturity of the Agency, particularly in its journey to be an inclusive workplace.

Through consultations with LGBTIQA+ staff, some of which I have been involved in, the Agency has listened and outlined actions to guide the Agency to be more rainbow friendly.

The LGBTIQA+ Inclusion Plan is a delivery on commitments outlined in the NDIA Inclusion and Diversity Framework.

It is important to recognise that the makeup of our Agency workforce is a reflection of the communities that we serve.

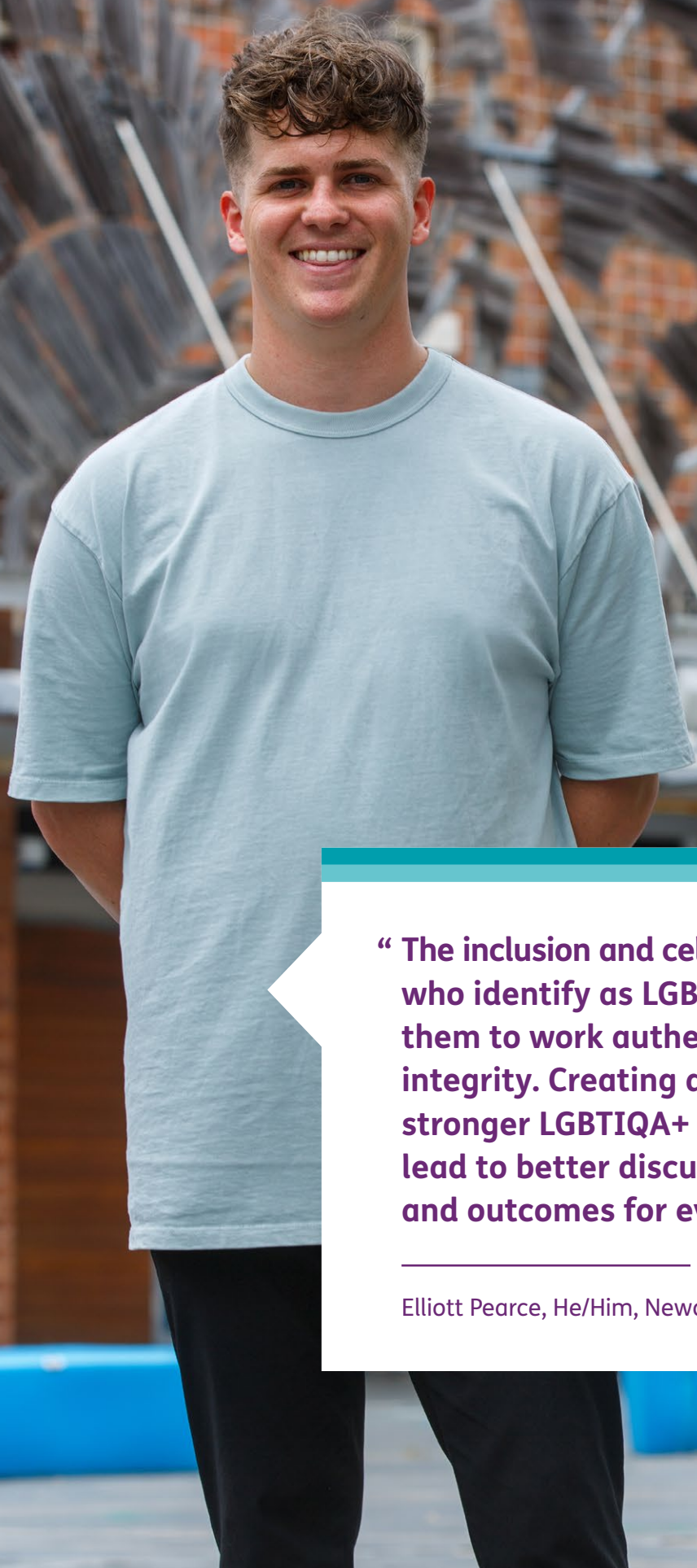
This means that among our workforce there are staff who identify as LGBTIQA+. Australia's reputation globally is one of a tolerant and diverse society. While there has been progress made in recent years in the recognition of LGBTIQA+ people, marriage equality as one example, there are still challenges and issues that remain.

All of our actions, words and behaviours have the potential to enhance the positive changes that are underway, and break down barriers for LGBTIQA+ people even further.

The LGBTIQA+ Inclusion Plan is a call to action for all of us.

In the same way that the Agency is committed to making the difference to the lives of our Scheme participants, let us continue to be conscious of all aspects of diversity, the intersectionality of individual identity, and commit to make the difference to all our staff who identify as LGBTIQA+, celebrating our diverse workforce.

I look forward to seeing the outcomes contained in the LGBTIQA+ Inclusion Plan drive positive change across the Agency.



**“ The inclusion and celebration of staff who identify as LGBTIQ+, supports them to work authentically and with integrity. Creating a workplace with stronger LGBTIQ+ inclusion will lead to better discussions, decisions, and outcomes for everyone.”**

---

Elliott Pearce, He/Him, Newcastle NSW

# Strategy Background

The NDIA is committed to the inclusion of everyone who works at, or comes in contact with, our Agency. The NDIA Inclusion and Diversity Framework, outlines the Agency's commitment to creating an inclusive and safe working environment, regardless of a person's identity.

One of the actions of the Inclusion and Diversity Framework is the development of this LGBTIQA+ Inclusion Plan.

As an Agency, we recognise that while we are moving towards a more inclusive workplace, there are still challenges faced by many segments of our workforce, including our LGBTIQA+ colleagues.

Some of these challenges stem from long held negative beliefs and attitudes from sections of society, which often results in our LGBTIQA+ workers not feeling comfortable to bring their whole selves to work each day. The Agency intends to break down barriers and challenge the status quo, through the actions outlined in this Inclusion Plan.

The Agency recognises there is complexity and great diversity within the LGBTIQA+ Community. To create an inclusive and culturally safe workplace, the Agency and staff must be aware and sensitive to all aspects of LGBTIQA+ identity.

## Our focus areas

We all have a shared responsibility to build, but also to maintain an inclusive workplace culture.

To achieve outcomes that will bring about positive change and drive inclusive practices, this Inclusion Plan centres on three focus areas, with a fourth detailing how we will measure and report on our progress. Each focus area contains a range of actions that seek to enhance the Agency's current inclusive practices and behaviours with regard to our LGBTIQA+ staff. The three focus areas are:



### Capability and Leadership



### Culturally Safe Workplace Culture



### Inclusive Policy and Practice





**“As a proud lesbian with a disability, I am very passionate about my visibility in the workplace and committed to the NDIA being a safe space where all LGBTIQA+ people feel included and accepted”**

---

Tenn Melody, She/Her,  
Melbourne VIC

# Strategic Alignment

In 2020, the NDIA launched its first [LGBTIQA+ Strategy \(external\)](#), an important document outlining how the Agency supports participants of the Scheme who identify as LGBTIQA+.

A range of actions contained in the LGBTIQA+ Strategy aim to improve how staff provide service to participants, and increase awareness and understanding of the needs of Scheme participants who identify as LGBTIQA+.

While the LGBTIQA+ Strategy is primarily focused on how the Agency will engage and support participants of the Scheme who identify as LGBTIQA+, this LGBTIQA+ Inclusion Plan outlines actions that the Agency will take to ensure that our staff who identify as LGBTIQA+ are equally supported.

In addition to the Inclusion and Diversity Framework there are other key internal and external documents that inform the contents of this Inclusion Plan. These include:

- [NDIA Corporate Plan 2021-25 \(external\)](#)
- [LGBTIQA+ Strategy \(external\)](#)
- [NDIA People Strategy 2022](#)
- [NDIA Health and Wellbeing Strategy 2019-21](#)
- [Pride in Diversity: Australian Workplace Equality Index \(AWEI\) \(external\)](#)
- [Pride in Diversity 'Let's Talk Gender: A closer look at gender diversity within the workplace' \(2016\) \(external\)](#)

These documents influence and shape how the Agency and the Scheme operates, how the Agency interacts with participants of the Scheme and importantly shapes a desirable workplace, where staff who work here feel valued.

## Agency Inclusion and Diversity Principles

The Inclusion and Diversity Principles are the fundamental aspiration of the Agency when it comes to being an inclusive workplace that celebrates diversity. The actions contained in the LGBTIQA+ Inclusion Plan aim to progress these principles.

1

### **We are an employer of choice for workplace inclusion and diversity**

Support solutions that overcome barriers in the workplace and be visible in our community as an employer who values our people

2

### **Our workplace systems, structure and processes accommodate and celebrate diversity.**

Encourage diverse representation in policy making, program management and decision-making forums

3

### **We foster a workforce that is fully informed about and committed to inclusion and diversity.**

Diversity and inclusion practices are integrated into Agency activities, to be part of our Agency DNA

4

### **We maintain a balanced working environment and ensure the wellbeing of our people.**

Support a healthy workforce, offering a range of initiatives supporting health and wellbeing





## Our Agency Commitment

We commit to fostering a culturally safe and supportive workplace, where we celebrate and embrace individual diversity of identity and intersectionality, welcome LGBTIQ+ people, and work together to support our diverse participants.

We commit to increasing representation of LGBTIQ+ staff.

While the Inclusion and Diversity Principles remain the fundamental aspiration across all diversity groups, it is important to clearly outline the Agency's commitment to its LGBTIQ+ staff.

We understand that individual identity is often complex, and is intersectional, meaning a person's identity can be fluid, or made up of multiple aspects.

A culturally safe workplace is one where LGBTIQ+ awareness and understanding is demonstrated overtly through things like displaying LGBTIQ+ friendly resources, regular organisation wide communications, and having supports in place,

such as an active LGBTIQ+ and Allies Employee Network. It can also include less overt things like the policies and practices that are in place, and taking a zero tolerance stance for behaviours not in keeping with the Agency's Values and the Positive and Productive Workplace Policy.

# LGBTIQA+ Diversity Snapshot

For many who identify as LGBTIQA+ being out at work to all, to some, or a few can be confronting or difficult. Fears over stigmatisation, misunderstanding, discrimination, or bullying and harassment all contribute to some of the reasons why people who identify as LGBTIQA+ may not feel comfortable to be their whole selves at work.

For some individuals, sharing their LGBTIQA+ identity is regarded as something workplaces should not be concerned with.

Across Australia, there is limited access to reliable data to inform the proportion of people who identify as LGBTIQA+. In 2019, the Australian Bureau of Statistics (ABS) stated that a little over half a million people, or 2.7 per cent of Australians, identified as being gay, lesbian or bisexual .

The NDIA recognises and respects everyone's right to choose to share any part of their identity with their colleagues or workplace.

Based on information shared in the annual Australian Public Service (APS) census, in 2021, eight per cent of the NDIA workforce identify as LGBTIQA+.

By comparison, the representation of LGBTIQA+ staff across the whole APS in 2019 was 4.8 per cent (State of the Service report 2019-20) .

The NDIA Inclusion and Diversity Framework, and now this Inclusion Plan, sets an objective to increase representation in our workforce of LGBTIQA+ people beyond six per cent, while still respecting individual decisions to be comfortable in sharing aspects of their lives with colleagues and human resource information systems.

However, beyond meeting a target, at the Agency's core is the importance of creating a workplace where inclusion underpins how we operate so that staff, participants, and others who come into contact with the Agency, interact within a culturally safe LGBTIQA+ environment.

**To be consistent across a range of existing documents within the Agency, and for inclusion in documents yet to be created, the Agency has adopted LGBTIQA+: Lesbian, Gay, Bisexual, Transgender, Intersex, Queer, Asexual, Plus as the accepted term.**

**Using the plus at the end acknowledges that there are many other variations in the spectrum of LGBTIQA+ identity.**





**“ Achieving an LGBTIQA+ inclusive culture isn’t only about holding rainbow events or running campaigns. It’s about feeling empowered to bring our authentic self to the workplace and educate our peers by simply having a conversation about life.”**

---

Daniel Argento, He/Him,  
Melbourne VIC



# Consultation Overview

The NDIA consulted with a variety of internal and external stakeholders in order to obtain a broad spectrum of thoughts, ideas and opinions to inform the content of this inclusion plan.

The consultation process was conducted over many months, with feedback being obtained from a range of sources including:

- Pride in Diversity
- All staff and partner LGBTIQA+ survey
- LGBTIQA+ Inclusion Plan Working Group
- Community Engagement and Communications Branch
- Staff and partner focus groups

During consultations, the Agency heard that the key concerns expressed by our LGBTIQA+ staff centred on challenges relating to feelings that there is a lack of understanding about gender identity or sexual orientation, followed closely by concerns of stigmatisation and phobias\* (homophobia/transphobia etc.). Consultations also revealed concerns around discrimination/harassment relating to development and career progression, and the lack of existing HR policies supporting LGBTIQA+ people.

We also heard from many staff about day to day challenges, including navigating conversations about their LGBTIQA+ identity, or their partners, if they were not out at work, assumptions made by colleagues regarding identity, and use of non-inclusive language, such as misuse of pronouns.

Making heteronormative^ assumptions - the assumption that heterosexuality is the norm and that everyone is heterosexual - about an individual's identity through incorrect use of

pronouns (for example, he, she, him, her, ze, hir, them, they) can cause stress and hurt, and increase the feeling of not being understood and valued.

The language we use is a powerful tool for building inclusion (or exclusion) at work. It is important to use language that creates a culture in which everyone can feel valued, respected, and one of the team (included). It is also important to acknowledge that language is constantly evolving.

We also learnt that LGBTIQA+ identity is often non-binary#, and for some in the LGBTIQA+ community their identity can be fluid or ever changing. During consultations it was emphasised that colleagues of staff who identify as LGBTIQA+ should be mindful of not making assumptions, not ask intrusive questions, and acknowledge honest mistakes and see them as opportunities to learn and educate.

**Feedback highlighted that although awareness of some identities within the LGBTIQA+ community have become more widely recognised (gay/lesbian), that for other identities (intersex/trans and others) they are less understood. This Inclusion Plan provides an opportunity through the plan actions to educate and improve perceptions of all LGBTIQA+ diversity.**

**“The NDIA has created a welcoming and inclusive culture. Being able to bring my whole self to work, has allowed me to be more engaged and productive in the workplace”**

Jess Finnegan Kelly, She/Her, Wollongong NSW





# LGBTIQA+ Survey Findings

The NDIA consulted with a variety of internal and external stakeholders in order to obtain a broad spectrum of thoughts, ideas and opinions to inform the content of this inclusion plan.

In 2020, the Agency surveyed its workforce as part of consultations. The questions asked in the survey were wide ranging and provided insights into not only LGBTIQA+ identity, but also perceptions of NDIA as a workplace.

The survey attracted 416 responses, from a broad cross section of our workforce:

- 43.5 per cent were ongoing APS employees
- 13.9 per cent were non-ongoing APS employees
- 20.7 per cent were external labour hire workers
- 21.9 per cent were NDIS Partners in the Community

Responses to the survey relating to workplace bullying and harassment revealed 15.4 per cent of respondents stated that they had experienced or witnessed bullying, harassment, ignorant or hurtful comments because of their LGBTIQA+ identity or orientation. Around 67 per cent did not report the behaviour, with the most common reason for not doing so being that the perpetrator was more senior to them.

While a large majority of respondents (83.6 per cent) were either extremely satisfied (41.8 per cent) or somewhat satisfied (41.8 per cent) that the NDIA has a welcoming and inclusive culture, the Agency recognises that there are still many opportunities to improve inclusive practices, in order to create an LGBTIQA+ safe workplace.

## Intersectionality of identity



**85.1%**

Identified as an Ally of the LGBTIQA+ community



**3.9%**

Identified as Aboriginal or Torres Strait Islander



**19.5%**

Identified as a person with Disability



**14.7%**

Culturally and Linguistically Diverse background (CaLD)

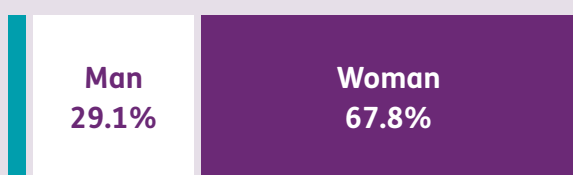


**30.1%**

Stated that they had carer responsibilities



## Gender identity



### Other 3.1%

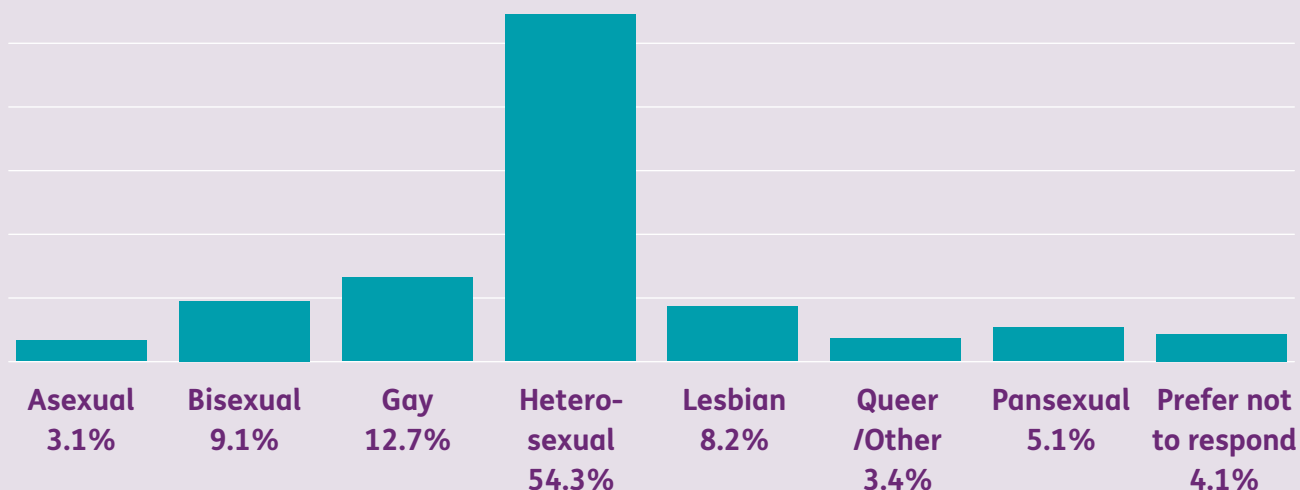
Identified as: Non-binary, Agender, Genderqueer, Sistergirl, Brotherboy, or "Not specified"

## Out at work

For respondents who identified with a sexual orientation other than heterosexual, to what extent they were out at work?

- **Not out at all** – 20.0 %
- **Out to a select few** – 19.5 %
- **Out to most** – 20.0 %
- **Out to Everyone** – 36.3 %
- **Prefer not to respond** – 4.2 %

## Sexual orientation



## Transgender history or experience



8.4% of respondents identified Transgender history or experience. Of those 48.6% nominated their history or experience related to a family member/ themselves, and 51.4% related to a friend.

# Our Achievements at the NDIA

The Agency prides itself on being an inclusive workplace. Multiple business areas within the Agency are dedicated to ensuring that participants, their carers and families receive consistent and outstanding service, recognising that each participant's journey is unique.

Equally, the Agency seeks to have a workplace where our staff are safe, supported, and comfortable in being themselves at work.

To date, the Agency has continued to change and adapt to the growth of the Scheme and its workforce, and has been in operation through significant cultural and societal changes, even as they relate to LGBTIQA+ people. The passing of amendments to the Marriage Act to increase marriage equality as one example.

Some of the LGBTIQA+ Strategy actions achieved so far include:

- The NDIA completed an audit using the 'LGBTI Inclusive Practice Audit Tool' in March 2021
- Making the 'Celebrating Diversity: LGBTIQA+' online training mandatory in December 2020.
- Developed an LGBTIQA+ Communication and Engagement Plan, the most recent of which was finalised in November 2020
- Work is progressing to improve NDIA's understanding of and report on LGBTIQA+ people's experience of the NDIS
- Principles for inclusive writing and communication are now in place with external and internal documents under ongoing review to ensure alignment to the principles

The Agency has established an LGBTIQA+ and Allies Employee Network to provide a forum for staff who identify as LGBTIQA+ and Allies to connect, support each other, and assist in providing advice and guidance to the Agency on matters that relate to LGBTIQA+ people.

In 2020, the Agency appointed its first SES LGBTIQA+ Champion. The role of the LGBTIQA+ Champion is to advocate, promote awareness of, and champion LGBTIQA+ matters for our staff and participants.

The Agency actively engages and participates in recognising key LGBTIQA+ Awareness Days across the calendar year. This is done internally, through campaigns that provide staff and partners with resources, information and support to recognise dates such as:

- 17 May - International Day Against Homophobia, Biphobia, Intersexism and Transphobia (IDAHOBIT)
- 28 August – Wear it Purple

Externally the Agency has represented itself with involvement in:

- Mardi Gras Festival, 2017, 2018, 2019
- IDAHOBIT, 2019
- Wear it Purple, 2019
- Geelong Rainbow Festival Fair Day, 2020
- ChillOut Festival, 2020



**Mardi Gras Fair Day,  
Sydney, 2019**



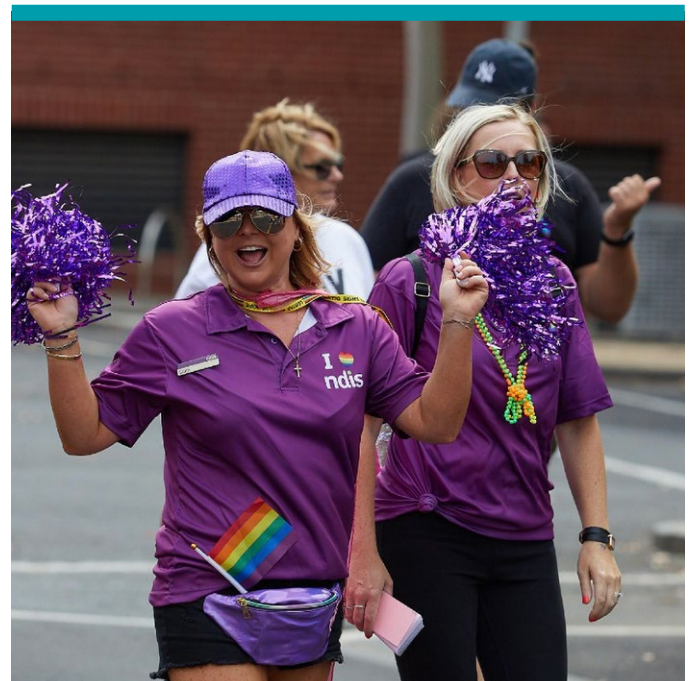
**Mardi Gras Fair Day,  
Sydney, 2020**



**Love and Diversity Festival,  
Sydney, 2019**



**Pride Festival, Daylesford, 2019**



**Pride Festival, Geelong, 2019**





# Capability and Leadership

The desire and will exists for the Agency to become an inclusive employer of choice for everyone, regardless of their identity.

However, this does not just happen. The Agency is committed to ensuring that all staff are supported along their journey to be culturally intelligent, tolerant and accepting of all diversity, including LGBTIQA+ awareness and understanding. That is why the Agency is investing in building the capability of its staff. Actions contained in this focus area will assist in raising awareness, understanding and leadership capability.

Importantly, it recognises that positive change comes from authentic and values driven leadership.

During workforce consultation, our staff strongly identified the importance of having senior leadership demonstrate understanding and capability in role modelling inclusive practices and behaviours, particularly in regards to LGBTIQA+ people and the community.

**We all have a shared responsibility to build, but also to maintain an inclusive workplace culture.**



 Actions	 Outcome	 Timeline
<b>1.1 Identify and continue to promote a visible and active Agency SES LGBTIQA+ Champion for LGBTIQA+ inclusion *</b>	<ul style="list-style-type: none"> <li>Provides confidence to NDIA workforce that LGBTIQA+ inclusion is a priority; visible diversity in leadership</li> </ul>	Current and Ongoing
<b>1.2 CEO and/or SES LGBTIQA+ Champion advocates and provides regular communications amongst Agency stakeholders on LGBTIQA+ inclusion activities and importance to NDIA*</b>	<ul style="list-style-type: none"> <li>Provides confidence to NDIA workforce that LGBTIQA+ inclusion is a priority;</li> <li>LGBTIQA+ inclusion is discussed at Agency forums at all levels e.g.. Executive Leadership Team (ELT)/ Senior Leadership Team (SLG) meetings and via internal channels</li> </ul>	Current and Ongoing
<b>1.3 Organisational LGBTIQA+ awareness is raised through mandatory training for all staff that is continually reviewed and improved</b>	<ul style="list-style-type: none"> <li>Provides confidence to NDIA staff that the Agency maintains relevant contemporary content and language in line with continually changing community expectations</li> </ul>	Current and Ongoing
<b>1.4 All leaders are provided with LGBTIQA+ resources to better manage and support LGBTIQA+ staff. e.g. Leaders Toolkit, policies, Welcome to NDIA</b>	<ul style="list-style-type: none"> <li>Leaders with direct reports provided with enhanced resources, training and guidance to better support LGBTIQA+ staff in their teams, builds leadership capability, trust and staff confidence</li> </ul>	Q2 FY 2022-23
<b>1.5 Peer Support Officers receive LGBTIQA+ training to confidently support LGBTIQA+ staff *</b>	<ul style="list-style-type: none"> <li>Build LGBTIQA+ support capability internally, and build staff confidence in support structure</li> </ul>	Q1 FY 2022-23

\* Action item relates to evidence criteria contained in Australian Workplace Equality Index (AWEI)



## LGBTIQA+ Inclusion Plan Focus Area 2




# Culturally Safe Workplace Culture

A culturally safe workplace for LGBTIQA+ people is one where all who work at, or come into contact with our Agency, are welcomed and accepted for who they are, regardless of their identity, where inclusive language, policy and practice is consistent, and where there are visible signs of the Agency's efforts to be inclusive.




Culture consists of both visible and non-visible elements. In order to create a culturally safe workplace for LGBTIQA+ people, we must make conscious efforts to influence all elements of

culture in order to lead the way in LGBTIQA+ inclusion. Most importantly, this means consulting regularly with LGBTIQA+ staff, listening to what they have to say about their experiences, to inform how we can continue to improve and build a supportive workplace.

The actions contained in this section assist in driving and shaping the Agency's workplace culture around LGBTIQA+ inclusion.

 Actions	 Outcome	 Timeline
<b>2.1 Maintain an LGBTIQA+ Employee and Allies Network with clear leadership structure to actively raise awareness and promote LGBTIQA+ Inclusion and Ally ship*</b>	<ul style="list-style-type: none"><li>• Positive employee experience, used as advisory group to Agency, staff have an opportunity to share their experience and drive actions and have impact</li><li>• Educate and improve capability for staff and partners on LGBTIQA+ inclusion and positive and effective Ally ship</li></ul>	Q1 FY 2022-23
<b>2.2 LGBTIQA+ Employee and Allies Network actively promoted in on-boarding and induction when welcoming new starters to the NDIA, and included in management programs and leadership resources*</b>	<ul style="list-style-type: none"><li>• Positive employee experience and increase employee retention</li><li>• Showcase diversity of our workforce to new starters</li></ul>	Q2 FY 2021-22



 Actions	 Outcome	 Timeline
<p><b>2.3 Enhance LGBTIQA+ visibility and inclusion within the Agency through regular communications, internal forums and annual celebrations of key awareness days.</b></p> <p>e.g. IDAHOBIT, Wear it Purple, staff stories, messaging from SES LGBTIQA+ Champion*</p>	<ul style="list-style-type: none"> <li>• Agency visibly demonstrates its commitment to LGBTIQA+ inclusion and supporting LGBTIQA+ staff</li> <li>• Opportunity for LGBTIQA+ people and those of diverse groups to raise their visibility and share their stories across the Agency</li> <li>• Broader awareness of intersectionality of staff across the Agency, such as: PwD, First Nations, CALD and more</li> <li>• Provides a safe space and supports meaningful discussions (employee voice) for LGBTIQA+ staff</li> </ul>	<p>Current and Ongoing</p>
<p><b>2.4 Create an Agency Rainbow Value Statement</b></p>	<ul style="list-style-type: none"> <li>• Agency clearly demonstrates commitment to the inclusion and support of all LGBTIQA+ staff, partners, participants, their families and carers</li> </ul>	<p>Q4 FY 2021-22</p>
<p><b>2.5 Ensure NDIA workplaces are LGBTIQA+ friendly e.g. display LGBTIQA+ rainbow signage, ensure inclusive design principles underpin future planning and development to support gender diverse and LGBTIQA+ staff*</b></p>	<ul style="list-style-type: none"> <li>• Positive reinforcement for staff, partners, participants, families and carers that Agency is LGBTIQA+ inclusive</li> </ul>	<p>Q3 FY 2022-23</p>
<p><b>2.6 Build relationships and maintain regular liaison with LGBTIQA+ peak bodies to ensure Agency adopts contemporary LGBTIQA+ inclusion best practice*</b></p>	<ul style="list-style-type: none"> <li>• Membership with Pride in Diversity ensures Agency is aligned with current industry benchmarks, advice and LGBTIQA+ matters</li> </ul>	<p>Current and Ongoing</p>

\* Action item relates to evidence criteria contained in Australian Workplace Equality Index (AWEI)






## LGBTIQ+ Inclusion Plan Focus Area 3




# Inclusive Policy and Practice

Inclusive policy relates to the types of documents that provide guidance from which NDIA staff can maintain consistent practice.

Through consistent practice, all staff can grow their understanding and be clear on how to support their LGBTIQ+ colleagues, and build an inclusive workplace culture.

Actions contained within this section seek to align the Agency with best practice for LGBTIQ+ inclusion, and provide comprehensive guidance in the form of policies, associated Agency documents and inclusive language reforms that benefit everyone.

 Actions	 Outcome	 Timeline
<b>3.1 Ensure Agency Employee Assistance Program (EAP) provider demonstrates knowledge and expertise in supporting LGBTIQ+ staff*</b>	<ul style="list-style-type: none"><li>• EAP provider demonstrates knowledge and expertise to support LGBTIQ+ people is clearly communicated</li><li>• Staff have confidence that they will be supported when they contact EAP</li></ul>	Current and Ongoing
<b>3.2 Review and ensure policies, practices and guides are LGBTIQ+ inclusive</b>	<ul style="list-style-type: none"><li>• Ensuring Agency products use inclusive language and removal of heteronormative and gendered language builds staff confidence, retention and support</li><li>• Build confidence and provides staff better opportunity to identify in accordance with their particular identity and feel supported to do so</li></ul>	Q2 FY 2022-23

 Actions	 Outcome	 Timeline
<b>3.3 NDIS website contains clear information about Agency's LGBTIQA+ inclusion initiatives and activities*</b>	<ul style="list-style-type: none"> <li>• Attracts and provides confidence to LGBTIQA+ candidates that the Agency is an inclusive employer of choice</li> <li>• Supports staff across lifecycle, improved employee experience</li> </ul>	Q1 FY 2021-22
<b>3.4 Review Agency branding and style guidelines to ensure it supports LGBTIQA+ inclusion</b>  e.g. inclusive language, inclusive email signature options such as sharing pronouns, rainbow banner	<ul style="list-style-type: none"> <li>• Positive reinforcement for staff, partners, participants, families and carers that Agency is LGBTIQA+ inclusive</li> <li>• Supports Agency staff and Partners to share information about personal identity</li> </ul>	Q1 FY 2022-23
<b>3.5 Develop information and advice to support transgender and gender diverse staff, including resources for staff and managers regarding leave entitlements for staff to undertake/manage their gender affirmation*</b>	<ul style="list-style-type: none"> <li>• Staff who identify as transgender and gender diverse feel supported and confident to take appropriate leave for gender affirmation</li> <li>• Increase manager capability and confidence to support staff</li> </ul>	Q4 FY 2022-23

\* Action item relates to evidence criteria contained in Australian Workplace Equality Index (AWEI)









## LGBTIQA+ Inclusion Plan Reporting

# How we will measure and report

It is important to measure progress towards making genuine positive change in creating an organisational culture that is inclusive and supportive of LGBTIQA+ people. Culture consists of both visible and non-visible. The Agency will monitor, and report against the action items in the LGBTIQA+ Inclusion Plan on a six monthly basis to ELT and to other stakeholders as required.

 Actions	 Outcome	 Business Area Responsible	 Timeline
<b>4.1 Plan progress reported to the to the Executive Leadership Team (ELT)</b>	<ul style="list-style-type: none"><li>• Provide ELT with confidence that the Agency is advancing its inclusive practice regarding LGBTIQA+ people</li></ul>	People and Culture Division SES LGBTIQA+ Champion	Six monthly: Q1 and Q3 2021 - 2023

To measure success we will access a variety of sources to track our performance against including:

- APS Census Results
- Annual Inclusion and Diversity staff survey
- Internal action progress reporting
- Diversity training completion rates
- Employment target measures
- Diversity data across the Agency – HR information systems reflect increased sharing of diversity information by staff who identify as LGBTIQA+

The actions in this inclusion plan will establish the foundations for the Agency to participate in the [Australian Workplace Equality Index \(AWEI\) \(external\)](#) and [Rainbow Tick Accreditation \(external\)](#) benchmarking processes.

The AWEI is the definitive national benchmark on LGBTIQA+ workplace inclusion and comprises the largest and only national employee survey designed to gauge the overall impact of inclusion initiatives on organisational culture. The Index drives best practice in Australia and sets a comparative benchmark for Australian employers across all sectors.

Source	Success Measure	Target
Census	Staff identifying as LGBTIQA+	> 6 per cent
Census	Staff identifying as LGBTIQA+ across leadership levels	6 per cent
HR Systems	Staff identifying as LGBTIQA+	6 per cent
LEAP	LGBTIQA+ Mandatory learning	< 5 per cent overdue

Source	Questions	2021 Agency Census Results	2021 LGBTIQA+ Census Results*
Census	Engagement Index	74 per cent	72 per cent
Census	I would recommend my Agency as a good place to work	57 per cent	51 per cent
Census	Wellbeing Index	66 per cent	61 per cent
Census	My Agency does a good job promoting health and wellbeing	58 per cent	47 per cent
Census	I think my Agency cares about my health and wellbeing	52 per cent	42 per cent
Census	Experience discrimination in the workplace (per cent no)	88 per cent	82 per cent
Census	Subjected to harassment and bullying (per cent no)	80 per cent	75 per cent
Census	My Agency provides a safe work environment	79 per cent	71 per cent

\*Target for all these scores is to ensure they reflect Agency overall results

# Glossary of Terms

Understanding meaning helps to build inclusion. The more respectful and understanding we are in the language we use, the better we all will be in ensuring everyone feels comfortable.

Some definitions have been provided for guidance. These have been obtained from a Pride in Diversity publication, '[Let's Talk Gender: A closer look at gender diversity within the workplace](#)'.

## **Affirmed Gender**

The gender to which one identifies, which may or may not match the individual's gender at birth.

## **Agender**

A term which can be literally translated as "without gender". Those who identify as agender, do not typically identify as male, or female or any other gender.

## **Bigender**

Two genders, or double gender. Bigender people may experience two gender identities at the same time or at different times. Typically bigender identities are male and female, but may also include non-binary identities. May also include a tendency to move between masculine and feminine gender-typed behaviour depending on context, expressing a distinctly male persona and a distinctly female persona.

## **Bisexual**

A person who is emotionally, sexually attracted persons of the same and opposite sex.

## **Cis or Cisgender**

A term used to describe when a person's gender identity matches social expectations for their sex assigned at birth; the opposite of transgender. It is unclear how this term relates to people with intersex variations, if at all.

## **Family**

In this definitions list, family may include biological family or family of choice. Due to possibly having experienced rejection from their biological families, some LGBTIQA+ people may form core relationship links with others who they may refer to as their 'family of choice'. This is similar to many other people's relationships with their biological family.

## **Gay**

A person whose primary emotional and sexual attraction is towards people of the same sex. The term is most commonly applied to males, although some females use this term.

## **Gender**

Gender is part of a person's personal and social identity. It refers to the way a person feels, presents and is recognised within the community. A person's gender expression refers to outward social markers, including their name, outward appearance, mannerisms and dress.

## **Gender Diverse**

An umbrella word for people with diverse or non-conforming gender identities. Sometimes used in preference to the term transgender. Intersex should not be conflated with gender diverse.

## **Gender Fluid**

A gender identity that varies over time. A gender fluid person may feel like a mix of genders, but more male on some days, female on others.

## **Gender Identity / Gender Expression**

Gender identity, and related appearance or mannerisms or other gender related characteristics of a person. This includes the way people express or present their gender. It recognises that a person may identify as a man, woman, both, neither or otherwise. Intersex people have a range of gender identities, just like non-intersex people.



## **Genderqueer**

Most commonly used when someone feels that their gender identity does not fit into the socially constructed norms associated with their biological sex.

## **^Heteronormative**

The assumption that heterosexuality is the norm and that everyone is heterosexual.

## **Intersex**

A simple and least stigmatising term for a broad range of congenital physical traits or variations that lie between stereotypical ideals of male and female. Intersex people are born with physical, hormonal or genetic features that are neither wholly female nor wholly male, or a combination of female and male.

## **Intersex Status**

An attribute in the Commonwealth of Australia Sex Discrimination Act 1984, as amended in 2013. The attribute is defined in physical terms. It is deliberately separate from attributes of sex, gender identity, sexual orientation and disability.

The Act contains exemptions relating to competitive sport and recognition of non-binary identities. No specific religious exemptions were intended, due to the physical, innate characteristics of intersex.

## **Lesbian**

An individual who identifies as a woman and is sexually and/or romantically attracted to other people who identify as women. Both cis and transgender women may identify as lesbians.

## **Misgendering**

Describing or addressing someone using personal pronouns or other language that does not match a person's gender identity. Deliberate misgendering constitutes bullying/ harassment and needs to be addressed as such. For people with intersex variations, this may include a presumption that they have a non-binary gender identity, just as much as an assumption that they are a man, or a woman.

## **#Non-binary**

Someone with a gender identity other than man or woman; there are a diverse range of non-binary gender identities. Some intersex people and some trans people have non-binary gender identities.

## **Pansexual**

Pansexuality, or omnisexuality, is the sexual, romantic or emotional attraction towards people regardless of their sex or gender identity. Pansexual people may refer to themselves as gender-blind, asserting that gender and sex are not determining factors in their romantic or sexual attraction to others.

## **\*Phobia**

An extreme or irrational fear of or aversion to something e.g. homophobia is the dislike of or prejudice against people that are gay.

## **Queer**

An umbrella term for a wide range of non-conforming gender identities and sexual orientations.

## **Same-sex Attracted**

Attraction towards people of one's own gender. The term has been used particularly in the context of young people whose sexual identity is not fixed, but who do experience sexual feelings towards people of their own sex.

## **Sex**

Refers to the chromosomal, gonadal, and anatomical characteristics associated with biological sex.

## **Sexual Orientation**

A person's sexual orientation towards persons of the same sex, persons of a different sex, persons of the same sex and persons of a different sex, or persons of neither sex. Intersex persons have diverse sexual orientations.

## **Transgender or Trans**

A person who identifies their gender as different to what was assumed at birth may consider themselves transgender or trans. A trans person might identify as male or female, or as non-binary (and relate to terms such as gender fluid, genderqueer, bigender etc.) Some women might use terms such as trans woman or Male-to-Female (MtF) and some men might use terms such as trans man or Female to Male Trans (FtM) to describe their lived experience, others do not. Additionally, Indigenous trans women might identify as Sistergirl, Indigenous trans men as Brotherboy.



### **Contact us**

The NDIA welcomes feedback on our NDIA LGBTIQ+ Inclusion Plan 2021-23. For more information about the development of this publication, or to request an alternative format, contact us through [CULTUREANDINCLUSION@ndis.gov.au](mailto:CULTUREANDINCLUSION@ndis.gov.au)