



## Frequently Asked Questions

# About the Inclusive Employer Index

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Is your organisation as inclusive as you think? Would you like to assess and benchmark the state of inclusion in your workplace?

We invite your organisation to participate in this year's **Inclusive Employer Index to measure diversity and inclusion in your workplace.**

The Inclusive Employer Index is part of DCA's [Inclusion@Work research series](#), aimed at mapping and tracking the state of inclusion in the Australian workforce and in leading diversity and inclusion (D&I) employers, for workers from a range of demographic backgrounds (e.g., Aboriginal and/or Torres Strait Islander peoples, age, cultural background, disability status, gender, sexual orientation).

## Benefits of participating

### Analytical Benefits

By taking part in the Index, you will have the opportunity to measure diversity and inclusion in your workforce, understand the impact of inclusion, and compare findings against benchmarks. Specifically, you will access data points for the:

1. **diversity** of your workforce across a number of measures
2. **workplace inclusion and exclusion** experiences of your employees
3. **impact of workplace inclusion** on team and employee outcomes
4. 3 survey questions required for any organisation applying for the [Workplace Gender Equality Agency's Employer of Choice for Gender Equality Citation](#).

Participation also includes access to benchmarks to compare your diversity and inclusion results with a DCA Member Benchmark, and an Australian Workforce Benchmark, derived from a nationally representative survey of 3000 workers in Australia.

### Branding Benefits: Profiling as an *Inclusive Employer 2023-2024*

Organisations that participate in the Inclusive Employer Index are eligible to be assessed as an *Inclusive Employer 2023-2024*. Organisations deemed Inclusive Employers will be publicly promoted by DCA on its website and able to use associated communications and materials (e.g., email signature logos, social media tiles, etc.). [See our list of current and past Inclusive Employers.](#)

### Can we participate if we are just starting on our Diversity & Inclusion journey?

DCA encourages as many organisations as possible to participate in the Inclusive Employer Index so the invitation is open to all organisations, whether they have no diversity & inclusion initiatives in place or have had initiatives in place for many years.

## Survey content

### What do the Index survey questions cover?

The survey has been developed and refined over 3 iterations (first in 2017, then in 2019 & 2021) in consultation with an expert panel of practitioners and academics, and covers three broad areas:

- 1. Experience of workplace inclusion and exclusion:** including inclusion within an immediate team, with managers, and within the inclusive organisational climate, as well as inclusive behaviours, exclusionary behaviours, and employee awareness and support of organisational D&I activity.
- 2. Diversity demographics:** including Aboriginal and/or Torres Strait Islander background, age, caring responsibilities, country of birth, cultural background, disability status, gender identity, multilingual ability, religious affiliation, and sexual orientation.
- 3. Impact of inclusion:** across team effectiveness, innovation, customer service, discretionary effort, job satisfaction, and turnover intentions. The results of these questions are used to build a business case for D&I in your organisation.

### Can we access a copy of the full survey?

For intellectual property reasons, DCA is not able to share the full survey. However, DCA members can get a feel for the type of questions asked from our Inclusion@Work research series that uses the same survey questions ([see here](#)).

## Survey findings/results

### What findings will my organisation receive?

Your organisation can explore your results in 3 ways:

- 1. Online Interactive Dashboard:** DCA is partnered with Cultural Infusion to enable participating organisations to explore their findings interactively in an interactive dashboard. The dashboard displays results across three main sections:
  - **Diversity metrics:** a summary of your diversity data, benchmarked against the Australian Workforce and DCA Member benchmark
  - **Compare metrics:** displays how your employees responded to the inclusion and exclusion questions, and the impact of inclusion questions compared against the Australian Workforce and DCA Member Benchmarks.
  - **Inclusion and exclusion experiences x diversity metrics:** displays how your employees responded to the inclusion and exclusion questions across up to 9 diversity dimensions (i.e., Aboriginal and/or Torres Strait Islander background, age, caring status, cultural background, disability status, gender, language, LGBTIQ+ status, and religious affiliation). For example, how your employees with caring responsibilities answered compared to those without caring responsibilities.

Online dashboard findings can be accessed in the Online Interactive Dashboard until 31 December 2023.

### 2. PDF Report.

A brief review of some of your organisation's results, including:

- **Your diversity profile** compared to the Australian workforce and DCA Members
  - **Aggregated scores** for team inclusion, inclusive managers, and inclusive organisation, compared to the Australian workforce and DCA Members
  - **An individualised business case** for inclusion in your organisation, showing the impact of inclusion on your employee performance and wellbeing.
- 3. Exports.** For the period commencing 1 July 2023 to 31 December 2023 that you have access to the dashboard, you can download a selection of online dashboard findings in PDF or CSV form and/or take screen grabs.

## When will we receive our findings?

The majority of your results will be available in your online interactive dashboard live – that is, as employees fill in the survey you will begin to see your results. The PDF report of high-level findings will be available to your organisation within three months of the final close date of the Index survey in your workplace.

## What benchmarks are there?

All compare metrics, and many diversity metrics can be benchmarked in up to three ways:

- Australian Workforce Benchmark:** based on a nationally representative survey of 3000 workers in Australia.
- DCA Member Benchmark:** based on all employees from participating DCA Member organisations who took the survey.
- Industry Benchmark** from participating organisations in the same industry. Please note, this is only possible where there are three or more organisations participating in the industry.

## Is assistance with interpreting the findings available?

DCA will hold a one-hour WebEx workshop on how to approach reviewing findings, as well as a how to explore your data guide to assist making meaning of your data.

## Profiling as an Inclusive Employer 2023-2024

Organisations that administer the Inclusive Employer Index, if deemed eligible, are able to show their commitment to diversity and inclusion by displaying the *Inclusive Employer 2023-2024* logo.

To be deemed eligible as an *Inclusive Employer 2023-2024*, participating organisations must have administered the Inclusive Employer Index between 1st July and 30th September 2023, and:

- Invite at least 65% of their employees to participate
- Have a response rate of at least 20% of all survey tokens sent; and
- Show that they are active and committed to inclusion by achieving results that exceed the National Index Benchmark on at least five out of six of the following measures: (i) Awareness for D&I action; (ii) Engagement with D&I action; (iii) Inclusive Organisational Climate; (iv) Inclusive Leadership; (v) Inclusive Team; (vi) Exclusion.

## Costs of participation

### How much does it cost and who do I pay?

Cost of participation is tier-based, dependent upon whether you are a for-profit or a non-for-profit organisation, and how many staff you plan to invite to participate. Non-for-profit organisations must be currently registered with the [Australian Charities and Not-for-profits Commission](#) to be eligible for non-for-profit pricing.

Invoices are organised by and paid to Cultural Infusion and must pay prior to the fieldwork commencing. Payment upfront will confirm participation. The costs are:

Tier		Price
10,000+ employees	For Profit	Please contact us
	Not For Profit	Please contact us
7500-9999 employees	For Profit	\$9555+GST
	Not For Profit	\$7995+GST

5000-7499 employees	For Profit	\$7350+GST
	No For Profit	\$6150+GST
2500-4999 employees	For Profit	\$5550+GST
	Not For Profit	\$4200+GST
500-2499 employees	For Profit	\$4725+GST
	Not For Profit	\$4050+GST
100-499 employees	For Profit	\$3900+GST
	Not For Profit	\$3300+GST
60-100 employees	For Profit	\$2100+GST
	Not For Profit	\$1800+GST

**Note:** The above costs are for DCA Member organisations. If you are not a DCA member, please add 30%. You must invite at least 65% of your total cohort in order to be eligible for the Inclusive Employer certification. As part of a privacy measure, the dashboard will not show any results unless 36 employees have taken the survey. Due to this, and for data to be meaningful, organisations must have at least 60 employees to participate in the Inclusive Employer Index.

## Survey administrations

### How is the survey sent out?

The survey is already set up and only requires a survey link to be generated. Participating organisations use the interactive dashboard to generate a survey link that is unique to their organisation and have control over how the survey link is shared. Organisations that experience higher response rates reported having a well-planned communications strategy, using a mix of different communications methods (e.g., through emails to employees, in QR codes or posters around office spaces, in intranet systems, or in online team chats, etc.).

### How long does the survey take to complete?

The survey will take approximately 13 minutes to complete and is both desktop and mobile optimised.

### When will the survey be administered?

Participating organisations can choose any window between the 1st of July and 30th of September 2023 in which to have their Index survey administered. The dashboard to review results is open until the 31st of December 2023.

### Can the survey be sent to our overseas offices?

The survey questions were developed for the Australian workplace and reflect the Australian context. As such, we recommend organisations only run the Index for employees located in Australia. In particular, the demographic questions are reflective of the Australian context (e.g., the question on cultural background is difficult to use outside of Australia) and may not be accurate or applicable for employees located in overseas offices.

### Can I change the wording of the questions, or change any of the answers offered?

The survey is standardised to allow for benchmarking, meaning questions are not able to be changed or adapted. However, if you believe there is an error in either, please contact DCA.

### What are groups and should we have them?

The dashboard has an in-built function to allow participating organisations the ability to explore findings by different levels (e.g., employees in different business areas, departments, divisions). The decision as to whether or not to have groups is up to you - there is no right or wrong. Some organisations create groups by region (e.g., Vic, NSW, etc.), some by Business Unit (e.g., IT, HR, Marketing, etc.), some by function (e.g., Legal, Non-legal) and some by

level (e.g., Executive, Management, General Staff, etc.). Some organisations do not create groups at all, preferring a 'one-for-all' approach. As creating groups allows you to isolate data that are group-specific, it means a lot more data to analyse but it also means more nuanced analysis is possible. As results cannot be isolated until the threshold of 36 responses is reached, our recommendation is to not create groups with less than 80 employees.

## Confidentiality and Security

### Will other participating organisations receive information about how my organisation has performed?

No other participating organisation will receive any information about how your individual organisation performed. Any comparison data that is provided (for example, data from your industry sector) will be fully aggregated and de-identified. DCA will not publish individual organisation results, only aggregated results.

### Our IT people are asking questions. What do I tell them?

- Cultural Infusion is ISO270001 Certified.
- The survey is stored at the AWS cloud (Sydney).
- The data does not sit on Cultural Infusion, DCA or customer servers.
- The customer owns the data.
- All data is encrypted in transit and at rest.
- Data can be wiped upon request.
- The platform is compliant with Australian Privacy Laws (and GDPR laws).

The two sites that must be on their allow-list are:

- 1: <https://dca.diversityatlas.io/login> and,
- 2: <https://www.diversityatlas.com.au/>

For many customers, the above information is enough to keep IT happy, however if they require further information, please contact Quincy Hall & My Linh Le at Cultural Infusion (see contact details below).

### Who owns the data?

As the customer, you own your data. The survey is conducted online via a link sent to your organisation's employees (set up by you), hosted, and managed by Cultural Infusion's Diversity Atlas platform. All data is stored on the AWS cloud (Sydney) and does not reside on either Cultural Infusion, DCA or customer servers. Cultural Infusion and DCA do not have access to your staff contact details.

## What are our next steps to participate?

Intention to register should be communicated to Quincy Hall & My Linh Le at Cultural Infusion. Their email addresses are:

[quincy.h@culturalinfusion.org.au](mailto:quincy.h@culturalinfusion.org.au)

[mylinh.l@culturalinfusion.org.au](mailto:mylinh.l@culturalinfusion.org.au)

They will need to know the size of your cohort and your invoicing details, including correct organisation name, postal address, phone number and relevant contacts. Once established, Cultural Infusion will forward an invoice.

Once the invoice is paid, the next steps can be taken to participate.

## Appendix: DCA definitions of Diversity and Inclusion

### Diversity

Diversity refers to all the differences between people in how they identify in relation to their Social Identity, that is their Aboriginal and/or Torres Strait Islander background, age, caring responsibilities, cultural background, disability, gender, LGBTIQ+ status, and socio-economic background, and their Professional Identity, that is their profession, education, work experiences, and organisational role.

### Inclusion

Inclusion is getting this mix to work – creating an environment where a diversity of people are respected, connected, and progressing and contributing to their organisation's success.

Inclusion occurs when a diversity of people (i.e. from different ages, gender etc.):

- **Respected.** Inclusion occurs when a diversity of people at work feel valued and respected for who they are.
- **Connected.** Inclusion occurs when a diversity of people feel connected to their co-worker, treated as an insider, and so have a sense of belonging.
- **Progressing.** Inclusion occurs when a diversity of people at work have opportunities to develop their career and.
- **Contributing.** Inclusion occurs when a diversity of people can contribute their talents and energies to the organisation



## About Diversity Council Australia and Cultural Infusion

DCA and Cultural Infusion have partnered to provide a platform to manage the *DCA Inclusive Employer* survey. The platform is called Diversity Atlas and has been developed by Cultural Infusion to host and manage the DCA's survey in innovative ways.

**Diversity Council Australia (DCA) is the independent not-for-profit peak body leading diversity and inclusion in the workplace. We provide unique research, inspiring events and programs, curated resources and expert advice across all diversity dimensions to a community of member organisations.**

Our belief, vision and mission:

- Our belief is that diversity and inclusion is good for people and business.
- Our vision is to create a more diverse and inclusive Australia.
- Our mission is to encourage and enable Australian organisations to create diverse and inclusive workplaces.

DCA works in partnership with members to generate ground-breaking high impact diversity research that drives business improvement through providing evidence-based guidance on how to fully leverage the benefits of a diverse talent pool.

Cultural Infusion was founded in Melbourne in 2002 to promote intercultural understanding worldwide and is now one of Australia's leading cultural enterprises.

Their vision is to create cultural harmony.

Their mission is to build harmony through intercultural measurement and action with better equality and inclusion.

**Cultural Infusion has an established track record in using a unique approach to education, culture and technology to develop innovative services and products that foster a better understanding of 'difference' and cultural diversity that educates and improves people's approach to equality and inclusion in their workplaces and communities.**