## **DCA Inclusive Employer Index 2024-2025**

## **Zoom Webinar**

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**Speakers:**

* Dr Rose D’Almada-Remedios (she/her), Senior Research Manager, DCA
* Quincy Hall (he/him), Product Manager, Diversity Atlas

**SUE FLOCKART:**
Start and the finish.

**DR JANE O'LEARY:**
Thanks Sue. Welcome everyone. My name is Jane. I'm a Research Director at Diversity Council Australia and my pronouns are she/her and today I'm wearing a blue-green long-sleeve shirt with gold reading glasses and I have brown hair tied back. I'm joining today from beautiful unceded Lands of Jagerra country and I'd like to pay my respects to the Traditional Custodians of this land, Elders past and present. I acknowledge the many Aboriginal and Torres Strait Islander peoples who have made such an important contribution to this land and community and to all Aboriginal and Torres Strait Islander peoples joining us online from around Australia today. This land is, was and always will be Aboriginal and Torres Strait Islander land. So today just a few tips for the event. To view captions on your smart device or PC as Sue said earlier, go to www.ai-live.com and enter the session ID which is on screen now. That session ID is AUDCAM1405A or on your Zoom window you can select hide or show captions via the icon at the bottom of your screen.

The event is being recorded and will be available on the DCA website in the member area within the next few days. The last thing to cover off with you is questions, audience Q&A. So to ask a question, you can select Q&A at the bottom of your screen. Submit your question directed to the panel. We also have this handy function where you can upvote an existing question that you like by using the thumbs-up icon and I'll take us to audience questions once the formal presentation is over and we're having a brief presentation from Rose as well as Quincy today. So first up is Rose, Dr Rose D'Almada-Remedios, DCA Senior Research Manager and after that we have Quincy Hall who is Project Manager from Diversity Atlas and Diversity Atlas are our index partner. In the session today, we're going to be taking you through how your organisation can participate in the index. We'll tell you a little bit about the survey content, the results that you'll receive, we'll cover off data privacy and information on being assessed as an inclusive employer 2024-2025.

So now I'll hand you over to Rose and leave you in her very capable hands. She leads the index work at DCA. Over to you. Thanks Rose.

**DR ROSE D'ALMADA-REMEDIOS:**
Thanks Jane. Hi everyone. So I'm Rose, my pronouns are she/her. As a visual descriptor today, I have my brown hair up in a ponytail, I'm wearing clear-rimmed glasses and I have a grey button-up shirt. Before I get started I'd also like to acknowledge the Traditional Custodians of the Lands in which we are all joining from today and pay my respects to Elders past and present as well as any First Nations people joining the webinar today. So as Jane mentioned, we're going to go through what the Inclusive Employer Index is today and really around some key information about participating. Before I do that though, I wanted to spend just a brief moment clarifying what the difference is between our Inclusive Employer Index and our Inclusion at Work Index is because I know sometimes it can be a bit confusing and by doing so I'll help frame the rest of the webinar around what we'll be exploring today. So at DCA, we have our Inclusion at Work Index Survey and that is a survey that we developed that measures workplace diversity and inclusion.

At DCA, we use it in two ways. The first is once every two years we take the survey and roll it out to a nationally representative sample of 3,000 workers in Australia. We then use that data set to inform our own research around the state of inclusion in the Australian workforce. So if you joined the webinar back in February that Jane and I did around the state of inclusion in 2024, you might be familiar with how we use those data points. The other way we use it as well is in our special edition research. So we have our class at work research as well as a research piece looking at the link between inclusion and mental health. The other way that we use our Inclusion at Work Index Survey is in our Inclusive Employer Index which is what we'll be talking about today. So we run that every year and the difference between the two ways that we use it is in the Inclusive Employer Index, we offer it to organisations to roll out in their workplace for them to be able to get a state of play around what the state of inclusion is in their organisation and to be able to track year on when you participate in future.

So now that I've gotten through the difference of what they are, I'll talk around why you should participate as well as going through the focus areas of the survey. Of course, I'd say you should participate, but I say that from a position where I have been working on the index since 2017. So I've been in a position to see a lot of organisations use their Inclusive Employer Index data to guide their diversity inclusion work and I've also been lucky enough to see many organisations who have participated once every couple of years see that they have improved as well over the years. So I've been able to see that it really does make an impact when you have this data to guide your work. In doing so in our index, hopefully if you are going to participate, these are some reasons why it does help. The first one being that it provides you with a diversity profile of your workforce. And Quincy will be able to show you how you see some of the results on the dashboard later, but you receive this at a high level for you to be able to report on if you need to in any sort of annual reporting or back-to-employees, but then you also do have access to some very sort of nuanced data as well.

So, for example, if you know that 60% of your workforce is multilingual, you'll also be able to see what languages your workforce is multilingual in. On top of that, you'll also be able to receive data on the experiences of your employees in terms of their inclusion and exclusion experiences. So we have that available to access for your organisation overall, but then also there is the ability to have a look at if there's any particular demographic groups in your organisation that are experiencing more or less inclusion. Again, Quincy will be able to demonstrate that later on. You have the ability to benchmark these results across up to three benchmarks and I'll talk about that a little bit later on, but what that really does is helps you to get some context around what's happening and how you compare to that in the Australian workforce and DCA members and helps sort of position where you are as well. We're able to do all this in a really streamlined and secure way. So I know from talking to our members that a lot of organisations do struggle in getting the resources and a time to be able to put together a diversity and inclusion survey and the big benefit of the index is it takes a lot of that work out for you.

The index has a survey that's already been put together and piloted and tested in a lot of organisations. It's based on evidence as well as leading practice. The survey is already loaded to a dashboard. We do all the data cleaning on the dashboard and then all the results are displayed back to you in a really easy to digest way and that's all done in a really secure way in terms of IT and data security, which again, Quincy will be able to elaborate on later. You'll also be able to receive a case for inclusion in your organisation. So, for example, you'll be able to see if your workers with inclusive managers are more likely to be more efficient and more likely to stay in the organisation compared to your employees without non-inclusive managers and we know from experience that can be a really powerful tool for building engagement in your organisation when it comes to D&I. Finally, there is a branding element to this in that when you do participate in our inclusive employer index, you are eligible to be assessed as an inclusive employer and if you meet that criteria, there is a range of branding opportunities that comes with that in terms of logos and being included on our inclusive employer list as well as the media and comms that we do around that.

Again, I'll talk about that a little bit later on in the webinar. So I am going to spend some time now going through what's included in the survey and I thought a good place to start would be around how we actually developed it because I do know from experience that some people internally, if you are going to participate, might ask where the survey questions come from. So, it's sort of three main stages that we went through when we developed it. Starting back in 2016 and early 2017, we did an extensive review of literature, both academic and industry-based, looking at how to measure inclusion in the workplace. On top of that, we also had an external advisory panel of academic and industry professionals who were representing different areas. So, for example, we had someone, an academic that specialised in caring in the workplace and an academic that specialised in disability in the workplace. Based on their feedback and that literature review, we were able to put together a draft survey which we piloted in an organisation.

Then based on that, we were able to use those findings to finalise a survey in 2017. We rolled it out for the first time then and then we've since refined it in subsequent waves. I'll note here that while we have refined it, we have tried not to change it too much, because our main goal for us throughout the whole development of the index and still today, is that we want to be able to measure and track inclusion in the Australian workforce for ourselves, but also provide organisations that participate in the index with the ability to track how they're going over the years. So, where we have refined, it's mostly with the demographics. We have found that best practice in terms of inclusive language and the ways to ask questions around certain demographics have changed. And every now and then we might drop a question if we're finding that it is limited in its ability to capture an inclusive experience. Now, on to the survey focus areas. So, the index has 56 questions and these fall under three main categories.

I'll go through some example questions in the next couple of slides, but I thought I'd just give you an overview around what in general is captured. For our inclusion questions, we spend the majority of the survey on these and they are looking at capturing employees' experiences of inclusion in their immediate team, their experiences of inclusion with their immediate manager or supervisor, as well as their experiences of inclusion as an organisation as a whole. We also have some questions on their experiences with inclusive behaviours. So, for example, if they receive constructive feedback. We also have questions around exclusive behaviours. So, for example, if people have experienced discrimination or harassment or if they've witnessed harassment and if you participated in 2022, you'll notice that we actually have a new question now looking at the source of discrimination and harassment. So, whether that was internal to an organisation, so, for example, for a team member or a manager or if it was external to an organisation, so, for example, a customer or supplier.

We also have some questions in there around what we call at DCA everyday exclusion. So, some of those exclusive behaviours are a little bit more subtle sometimes. We have some questions around awareness and support for diversity inclusion action, as well as the three questions that the Workplace Gender Equality Agency requires for their employer of choice citation questions. Many of you joining today might not be going for that. If you're not, they're still really useful questions to get a sense of gender equality in your workplace. Then we do have a number of questions on diversity. So, we capture data on Aboriginal and Torres Strait Islander background, age, caring status, cultural diversity and with cultural diversity we capture data on cultural background, country of birth, languages spoken and religious affiliation. We have a question on disability status, a question on gender, a question on sexual orientation, access to flex and then we also have some questions around what organisational level someone is in the organisation and if they have people management responsibilities or not.

With these questions, most of them come from other peak organisations that represent a particular demographic group. So, for example, the question that we use for disability comes from the Australian Disability Network, the question on gender comes from ACON or the questions have come from us doing our own consultations. So, for example, our cultural diversity questions and our Aboriginal and Torres Strait Islander background question come from our accounting culture research. Finally, we have some questions which we call the business case questions and these are really useful in general anyway. It's quite useful to know what your turnover intention rate is or what the impact of work is on mental health, but when these are combined with data from the exclusion experiences, they become really powerful for building a case for inclusion in your workplace. So, the example I gave before around looking at the difference between your employees with an inclusive manager and a non-inclusive manager.

So, we're able to do that across inclusive teams and the impact of inclusive organisation as well. So, I've got here some sample questions of each area. I will start off by saying that we're not able to share a full list of the questions due to my peak reasons. However, we will be sharing these slides after the event, so you will be able to access them and show other people internally around the type of questions that we ask. So, for team inclusion, we have 12 questions and these questions are looking at someone's own experience with inclusion in the team. So, for example, the one at the top, I am treated as a valued and respected team member, but this is also looking at witnessing other people's experiences of inclusion in the team. So, for example, the second question here, people value the differences that team members bring to the workplace. We've got five questions on inclusive leadership. Some examples here are my immediate manager actively seeks out information and new ideas from all employees to use in their decision-making and another example again is asking around immediate managers and supervisors valuing having a diverse and inclusive team.

These questions come from our inclusive leadership research, so they're being guided by that. We have four questions capturing inclusive organisational climate and within those, they're sort of organised around two focus areas. The first is looking at inclusion in the organisation as a whole. So, for example, this one at the top, my organisation has an inclusive culture where diversity is valued and respected and there are some questions around top leader commitment to diversity and inclusion which we have an example here for top leaders demonstrate a visible commitment to diversity and inclusion. As I mentioned, we have some questions around inclusive behaviours, so having access to feedback on performance that they had found helpful or having access to career development opportunities. We have seven questions on exclusive behaviours. So, as I mentioned before, personal experience with harassment and discrimination as well as witnessing harassment. With those three questions, we also ask what the grounds for that was.

So, for example, was it because of someone's age or their disability status, for example. As I mentioned, we do also have questions around everyday exclusionary behaviours, so an example here is being ignored by people at work or treated as if they don't exist. We have two questions around awareness and support for diversity inclusion in the survey. So, for example, is your organisation taking action to create a workplace which is diverse and inclusive? These can be really good questions for gauging if you do need to do work around engaging people with diversity and inclusion more, particularly if there are certain cohorts that you might need to engage more than others. As I mentioned, we do have those business case questions included as well. This is an example of one. Over the past 12 months, what impact has your workplace had on your mental health? I did mention early on that we do have benchmarks for these questions and there is up to three benchmarks that you can access. The first is the Australian workforce one.

This is a nationally representative sample of 3,000 workers in Australia that we have. By nationally representative, we mean that we go to a research panel company, so we use Polity Research and Consulting for that and request that the demographic structure in the Australian workforce is also replicated in our own sample. The second benchmark that we have is DCA member average benchmark. This is made up of over 25,000 employees that were in DCA members that participated last year between July and September. The third one is an industry average. This is a sample made up of all employees from DCA members in the same industry. With this one, we do need to have at least three organisations in the same industry to form that benchmark. Unfortunately, sometimes we won't have a benchmark for you. At the moment, the benchmarks that we have available are one for agriculture, forestry and fishing. We have an electricity, gas, water and waste one. Construction, wholesale trade, information, media and telecommunications.

Finance and insurance. Professional, scientific and technical services, excluding legal. Legal services, government agency, education and training, healthcare and social assistance. Arts and recreational services. We have one for local councils and we also have a not-for-profit benchmark as well. If we do have more people participating this year that form an industry average that we don't have already, then we would add that too. In terms of survey administration, it is mostly through the Diversity Atlas dashboard which I will hand over shortly to Quincy to demonstrate. There is a little screenshot there on the slide that shows what it looks like. It's great in that it's kind of like SurveyMonkey if you have used that before and you will log on to a dashboard except the difference with ours is that all of the reporting is built into it. All of the survey is built into it already. All you need to do is log on to the dashboard and generate a survey link and share that with your employees however you like.

We find that the time to fill the survey averages around six to ten minutes and it is mobile-optimised as well. It does take a little bit longer on a mobile. You do have to administer the survey between the 1st of July and the 30th of September. Having said that, I might hand over to you, Quincy, to demonstrate the dashboard and to talk through data privacy and security.

**QUINCY HALL:**
Thanks Rose. Hi everyone, I'm Quincy. My pronouns are he/him. I'm coming to you today on Wurundjeri land that was never ceded in Collingwood, Melbourne but I normally work from home in Pollack which is about three hour's drive west of Melbourne and that's on Gooligan Land and also unceded and I pay my respects to their Elders past, present and emerging. And visually, I'm wearing a black collared shirt today, black-rimmed glasses and short hair that's going grey. I'll share my screen and take you through very quickly a data overview of the platform. It's not letting me go to slide show there but you might just be able to read it there hopefully. So first off, we at Diversity Atlas, we're providing the technology and I should have, I was remiss before, I'd like to also thank Diversity Council of Australia for partnering with us. This is our fourth year doing it and it's a great pleasure working with DCA and in particular Jane and Rose, so thank you. So we're providing the technology that's going to back up DCA's IP and all their great questions.

And you as the customer will own the data. So we store it on your behalf. Now it's not on our servers, it's all on AWS servers. In other words, the data is not on our servers but it's not on your servers either. There's no ability to put it on your servers, there's no API ability to hook up to any of your HR systems. It all exists on the cloud. The server is hosted in Sydney and AWS is very secure and great reputation globally. So all the data that you do own is wiped in January. We usually do it the first week of January. So although you have to finish the survey by September 30, you've still got access to the dashboard until December 31. So that gives you time to make your own analysis on top of the reports that DCA will provide. But we do wipe it in the first couple of weeks of January and it's important to keep that in mind because you've gotta remember to export that data beforehand and unfortunately, we had a couple of customers this year that they went on summer break and then when they came back in February, it was too late.

They couldn't access the data. So make sure you export it you know, before December 31. Now we comply with the Australian privacy laws. We're ISO 2701 certified and we had a pen testing run a couple of weeks ago which we passed with flying colours. In the lead up once you register, we'll provide onboarding assistance and dashboard training for you and we can do that one-on-one. So it's all pretty easy and I'll show you the dashboard in a moment but if you ever need any particular assistance, just reach out and we can jump on a Teams call or a Zoom call and help you and I'm available for one-on-one calls at any time. And finally, it is anonymous and I want to really stress that and I'll show you an example. At the end of the survey, people can send us anonymous feedback. And last year, we got many that looked like this where somebody said in some cases disclosing country of birth and ethnicity can mean the person could be identified easily. An option to not disclose should be available. Now what that person, well, we couldn't tell that person because we don't know who it is, is that that's not actually true.

The scenario that some of you may have already heard me talk about before is if you see in the data that say one person is born in let's say Fiji, you might make a guess and say oh that might be Barry. Barry's born in Fiji so that's probably Barry. A couple of things, first of all it's impossible to prove that it's Barry because we don't collect any IP addresses or any personal identifiable information on anybody that submits a survey. So there's no way of proving that it's Barry. But if Barry comes up to you and says no it was me, it's definitely me, I did the survey and said that I was born in Fiji, that's me. There's still no way of looking at what Barry answered for any of the other questions. It just can't be done. And so we urge you when you do your communications with your teams to really emphasise that anonymity. So I'll move now to the dashboard and what we're seeing here is a live dashboard. So this imaginatively titled organisation, DCA test account, you can see here that 81 staff have done the survey and if somebody was to do the survey right now, hit submit and we hit refresh, that'll jump up to 82.

It's giving you live results. And on this first page, we've just got some broad overview data so we can see here that 23% of this organisation identified as living with disability, that compares to 9.4% of the Australian workforce and 6.7% of the DCA members. We've also got some nice broad overview data down here as well which is really good for progress reports by the way. So if the survey's been open for a week, you can say hey everyone, staff, we've been open a week, we're up to 35%, we really want to get it up to over 50% and so far what we've found out is that we speak 32 languages and 38% of us have caring responsibilities and so on and that hopefully encourages people to participate. Over here, I hope you like data, so that was all just broad overview data, there's around about 1,500 points of data to analyse. So I'll go into the compare section and as Rose touched on, the narrative flow of the survey, we've got four sections around inclusion, then we've got exclusion, awareness and support for D&I, then your Wijia questions down here, team effectiveness and then wellbeing.

So I'll just click on this first one, inclusive team. So what we'll see here is question one, so a bit of a sneak preview, I am treated as a valued and respected team member. So you'll see your results from strongly disagree through to strongly agree. Then we've got the national index that Rose touched on, that's their results and we can click on this button here and we'll have a third one which is all the DCA members. So you've got all of those instant benchmarking across 40 plus questions and then when all is said and done after September 30, there will also be your industry to analyse as well. I did notice in the chat somebody had asked about if it's the Likert scale five-way answering and it is for a lot of them, but if I go into exclusive behaviours here, another sneak preview, there's even more data. So in this one, in the past 12 months in your organisation have you personally experienced harassment? It's not just yes or no, it's why, so you'll see here there's a lot of data to explore.

Then over on this section here, we can start doing all the splicing and dicing by diversity dimensions. Now I should have pointed out at the start, we have a rule of 36, which is you won't see any data until 36 surveys have been submitted and then once you hit number 37, this whole dashboard comes to life. But we also have a rule of ten over here for all of these diversity dimensions. So if I go to Aboriginal and Torres Strait Islander, we need to have ten people who identified as such to see anything. But if I go to disability, we'll see all the questions and how they were answered by people with disability versus people without disability, which is a really great insight, particularly when we're looking at things like exclusive behaviours. I remember there's one question on there about feeling excluded at work social gatherings and so on. You might see that the number's quite healthy there, but you can use all these features over here to dig into who's feeling excluded. It's not just two way as well, some of them are three-way.

So we've got age, so we've got middle age, older, younger, and we can see here that people who are older, there wasn't ten of them. So it's obscured that data there. By the way, just between all of us, older is defined as 55 plus, and I turned 55 next month, so I'm about to move into this teal colour. And finally, a couple of more things I just want to touch on. You can create groups, completely optional. We have one customer, a couple of years ago, 6,000 staff, they didn't do groups, they just went in all as one. But we've had some say law firms that have done it with 200 staff, and they've done groups, legal, non-legal. There's no right or wrong, it's up to you. You should always keep in mind that rule of 36 though. So if you try to do groups under 100, it might get a bit tricky, because you need to get that 36 response. But if you do do groups, you can then just say, OK, we're looking at the 81 staff that have done the survey, but over here, I can say now just show me the head office staff in isolation.

So you'd select head office, and then we can see here we're now looking at the 38 staff. That belong to head office. So, again, if you love data, this is wonderful because you've got about 1700 points of data. Even if you have no groups, then times that by how many groups. And that's one of the reasons why we keep it open until December 31. So, you can take your time running your own reports and doing your own analysis. The last thing I'll show you is just how simple it is to get the survey out. So, you would just go into your coordinator panel, you'd click invite, who are you inviting? Well, we're going to invite the head office team here to do the survey. You would generate a link, you would copy that link, then paste it and send it to everyone in that head office team. That's how easy it is. And I touched on exporting. So, over here you'll just hit export and you can get everything on CSV. And one exciting thing for this year, some of you on the call today, on the webinar today may have completed this before and by popular demand.

Finally, we've done it in our fourth year, is that we can get the compare report with every question and all their answers there for the first time, not just the inclusion dimensions. So, that's one of the new features we've added this year that I'm sure is going to make everybody happy. And one other one is you can have more than one admin now. Two is the answer. You can have two admins this year for the first time, which is gone be great. So, that concludes my presentation and I'll throw back to Rose. And thank you all for listening.

**DR ROSE D'ALMADA-REMEDIOS:**
Thank you Quincy. I love the dashboard. (LAUGHS) So, I love showing it off. We do have a couple of questions and I'm wondering if I should answer them now or wait until, yeah, I'll answer a few now. So, I've got one question asking around whether we can do intersectional data. So, for example, gender and Aboriginal and or Torres Strait Islander. At the moment, no. And a big part of that is, I mean, there'd be a lot of data points on the dashboard that would really impact user experience. Another part of that as well is that when we start to present some of that intersectional data, whether it's in the inclusion section or the diversity section, is that we do risk anonymity. So, we know, for example, in some organizations participating, they might only have one First Nations woman in that group. So, at the moment, no at DCA as well, we're also exploring the best way to present intersectional data. We do know there's a few approaches. So, that's something that we're just exploring at the moment in general.

So, I might just answer maybe one more before so I stay on track timing wise. OK. One around size. So, a question saying this appears to only work with large organizations, if you need 10 people to identify with a particular category. We are only 40 staff. So, they can't use this. I usually recommend participating only if you have close to 60 staff. And that's because of that minimum 36 rule which is an anonymity function as well that we have put in. Because if you are, for example, an organization with 40 staff, you'd be looking at almost getting 100 percent in a response rate. And we do know that that can be quite difficult for some organizations to get, you know, it can be very hard to get a response rate of 100 percent. I will mention though that, you know, if you, for example, didn't get 10 employees to who were for example, Aboriginal and or Torres Strait Islander participating you are just not able to see how they responded to those questions in that demographic breakdown. Their responses are still included in the diversity data that you receive, and their responses are still included in the compare data.

And this is a new feature, whereas if you did participate in 2022 this is a new one that you wouldn't have seen. And we've made that because we did have people from marginalized backgrounds approach us and their organization concerned about anonymity, especially if it was an organization where, for example, cultural safety is not there and it was a risk for them to take the survey which is why we've added the function in. So, I'll move on to my slides, but we will have time for a Q and A again, where we'll go through some of these other questions. So, I will share my screen again. OK. Now can people see that?

**DR. JANE O'LEARY:**
Yes.

**DR ROSE D'ALMADA-REMEDIOS:**
OK. So, it says what do you receive? (LAUGHS)

**DR. JANE O'LEARY:**
Yes.

**DR ROSE D'ALMADA-REMEDIOS:**
OK. Cool. Awesome. Alright. So, there's three main things that you receive in participating. The first being the dashboard that Quincy just showed us. And you'll be doing, you know, 95% of your work on that dashboard because that's where you'll be going through all of those data points that he mentioned. But you do also receive a PDF report when you participate. So, anyone that's participated in the past, you'll know the report that I'm talking about. It's a report with some aggregated findings. And it's a report that we've put together with the goal to have some data that is a bit easy to track year on if you are participating once or once every once a year or once every two years. But also a report that we find quite good to report back to senior leadership or if you have a DNI council. It's a good report for that. The other thing that you receive when you participate is a webinar with Jane and myself. It's a group webinar on how to make the most of your data and how we suggest you go through your data to get insights.

And we also have a accompanying guide as well that goes with that. In terms of costing if you've seen our frequently asked questions document, you might be familiar with this. But it is a tier based costing based on the total number of employees that you invite. I think we might have only had maybe one or two organizations in the years that we've been doing the index that have not invited their entire workforce. And if you are to participate, I strongly encourage that you do, because that's where you begin to get insights that are going to help inform your DNI planning and strategy. We have two pricing structures, a for-profit one and a non-for-profit. For non-for-profit pricing, you do need to be registered as a charity with the Australian Charities Register. Also if you are a non DCA member think you're participating. You're more than welcome to. It is 30% higher to participate as a non DCA member. And invoices are organized and paid to Diversity Atlas. So, Quincy , you'll be talking to a lot if you do participate.

Now the Inclusive Employer Assessment, which I mentioned earlier on. So, if you do participate regardless of whether you're a member or a non-member you are eligible to be assessed as an inclusive employer. And if you meet that criteria, you'll be able to use the inclusive employer 2024-2025 logo, which we haven't designed just yet, which is why I've got the old one on the slide there. Part of that criteria is to firstly invite at least 65% of your employees to participate. But as I mentioned earlier I do strongly encourage you to invite 100% of your employees. You do need to have a response rate of at least 20%. And we do have a resource guide on how to boost response rates that we send to help you with that. And then thirdly, you need to show that you are active and committed to inclusion by achieving results that exceed the National Index Benchmark across six different points of the survey across about 12 questions, I believe it ends up being. And we assess those at DCA. In terms of timing at the moment, we are currently in a period where we are signing up organizations.

We're doing invoicing and payment. The survey period begins the 1st of July and ends the 31st of September. And unfortunately, we're not able to let you run it outside of those dates. We'll be holding the webinar on exploring data around mid-October. You should receive your inclusive employer assessment results around October. And I will mention as well that inclusive employer status lasts for 24 months. So, you don't need to participate each year to, to maintain that. You're more than welcome to if you'd like to. But yeah, it does last for 24 months. You should receive your reports by approximately November. And then as Quincy mentions, you will lose access to the dashboard on the 31st of December. Some frequently asked questions that we do get from organizations. One is, can it be run outside of Australia? And the answer is no. The questions, particularly the demographic questions, are developed for an Australian workforce. So, for example, questions on cultural background may not be appropriate for a different country's cultural context, and we do know that in some countries it's illegal to ask about LGBTQL plus status.

So, we do suggest if you do have a global workforce that you just run it in the Australian section. Do we publish the names of organizations who do not meet the inclusive employer assessment but are still participating in the index? And the answer is no. We don't have a list of people that participated, and then, we don't publish a list of those who get it. We just publish only those who were assessed as inclusive employers. So, no one would know if you did not meet the criteria. And around 15% of organizations don't meet the criteria. And some organizations also opt not to be assessed. I already mentioned that unfortunately you're not able to see a list of questions before signing up. But we will be sharing the slides afterwards, so you'll be able to have a look at some of those questions. And one that we do get from government agencies is the survey different to the People Matter survey? So, if you are in a government agency that does have to run the People Matter Survey there are quite big differences.

Ours is less of an engagement style survey and goes a lot more in depth around inclusion. So, I haven't seen the People Matter Survey from this year, but looking at the ones that they did last year and in the past I know that there's usually only around five or six questions on inclusion, which isn't enough really, I don't think, to inform your DNI planning and strategy especially compared to how many data points we capture in the index and how you can really funnel down areas that you need to focus on. I believe this is my last slide before we go to Q and A but just trying to (LAUGHS) show a little bit around what some of the data looks like in the report, because it's not data that you'll find on the dashboard. So, we provide things like a diversity snapshot in one chart, which can be quite good to send on to senior management. And then when we have some of these aggregated charts for inclusive teams, inclusive leaders, and inclusive organizational climate, which are those focus areas where there's quite a lot more questions than just one area measuring it.

So, for example, that one at the top, you're able to see an organization could see how many of their employees reported an organization their team overall was inclusive, how many were somewhat inclusive, and how many reported their team was non-inclusive. And then how that benchmarks against what's happening in the Australian workforce and DCA members. You also be able to see that individual business case that I mentioned. So, an example there is an organization showing the difference between inclusive teams and non-inclusive teams. And we do find that differences are quite stark in these charts. As I mentioned, they're really great to build engagement. And then finally there are some state of exclusion charts which help aggregate some of that inclusion data and benchmark it. So, I believe that was my last slide. And I might hand over to you, Jane, now around Q and As.

**DR. JANE O'LEARY:**
Sorry, everyone else just madly typing away some answers, but I'll press the pause button and what I'm going to do is go to the questions that I'm most commonly asked, like I the most uptick. So, the first one is about customization and whether or not you can add new questions in or customize the survey at all.

**DR ROSE D'ALMADA-REMEDIOS:**
Oh, me, sorry. (LAUGHS) I was just looking at the questions. No. So, it is completely standardized so you're not able to add in any more questions unfortunately, but it does mean that the price point that we have is you know, relatively low compared to some other pricing out there. And also it does mean that there, you know, sometimes I know from experience with surveys people can inadvertently not be anonymous anymore by adding in you know, for example, an open text comment or something like that. So, yes, it's at the moment in its current form, not customizable.

**DR. JANE O'LEARY:**
And there's a question that has got a lot of 11 upticks which is, can we is there a question about neurodiversity in there? And if there isn't, when is that likely to be there?

**DR ROSE D'ALMADA-REMEDIOS:**
Yep. Do you want me to answer that one?

**DR. JANE O'LEARY:**
Yeah.

**DR ROSE D'ALMADA-REMEDIOS:**
Yeah. So, not at the moment, and this is something that we're exploring. And main reason is that we haven't seen an example of a question on neurodiversity that has come from another peak body organization. And the questions that we include for demographics are come from either peak body organizations or through being able to have done extensive consultation with people with lived experience. So, at the moment it is on our radar. We keep searching for a question that comes from a peak organization that has done extensive consultation as well. But yes, it's definitely something that we look for each year. And yeah, if, when this does come, we will add it to the index.

**DR. JANE O'LEARY:**
Just to add my five cents in or one cent in, I suspect that we'll be able to add a question in next year. DCAs recently created an expert advisory panel to provide us with advice on disability. And one of the questions we're going to take to our panel is this question about how do you measure neurodiversity relative to disability in a meaningful way. And once we have their advice, they're people with subject matter expertise and lived expertise and because it's so important, we want to get it right. And so we've got a bit of lead time and so yeah. Stay tuned and watch this space for next year. I think that's what where we're heading. Alright, so I've ordered the questions in order of most up votes and I'm just going to work through those. So, one of them is, if we are already surveying our people regularly, is there an opportunity to partner with DCA and diversity Atlas to include this survey into existing organizational structures through export? Oh, hang on the screen's, just... Through export import functionality.

I'm not entirely sure what that means, but Quincy did. You are more of a tech expert than me. Can you see that question?

**QUINCY HALL:**
Yeah. Yeah, I'm not too sure if you're meaning there to hook it up with HR systems. I don’t know that that would be possible because you would need to know who you are connecting that information to. So, if I'm reading it right, the answer would be no, (LAUGHS) but as far as partnering with DCA to maybe do it manually in the backend, that could be a discussion that you could have with Jane and Rose.

**DR. JANE O'LEARY:**
OK. Maybe, yeah, it might be one of those ones, Craig, that we've gotta take offline to sort of workshop what you mean. We've got a comment from Steve about how it's a bit ironic that the diversity survey excludes small organizations and, you know good point. (LAUGHS) And so I suppose what I want to do is just clarify that. So, by all means you any organization of any size can choose to put the survey to administer the survey. All we would say is that from our experience doing it, it's not I mean, just to speak frankly, I don't think it's a good use of your investment to because you wouldn't have access to the dashboard because we've got that minimum threshold of 36. You could still download all the reports and get the data that way through all the export function. But.

**DR ROSE D'ALMADA-REMEDIOS:**
If it's 36, you're still not able to get that.

**DR. JANE O'LEARY:**
Are you still not able to?

**DR ROSE D'ALMADA-REMEDIOS:**
No. For that. Yeah. I mean, I guess...

**QUINCY HALL:**
I would also add that you've gotta be compliant with Australian privacy laws too. So, although it is anonymous you know, the 36 is in some ways an arbitrary figure. Other surveys might set it at 20 and so on, others at 50. But it's all about protecting re-identification. And if we're over in Europe you know, the GDPR laws over there are even far stricter than the Australian ones, but ours is GDPR compliant. This one is, so it's not about, I don't think excluding a small localization, it's protecting the anonymity and the ability to re-identify your staff. Which is.

**DR ROSE D'ALMADA-REMEDIOS:**
Yeah, I suppose I'll give the example of DCA. So, we have run the index, but we haven't run it like this because we've got 30 employees and anonymity was a, you know, an issue for us. So, what we've done this year is run a separate diversity survey and then a separate inclusion survey. So, we're still able to get the experiences of our employees and get that diversity data, but in a way that we know our employees will feel safe because there's no data attached to it. Sorry, you know, the anonymity. And that's an approach that I suggest small organizations take in general. So, I think, yeah let me.

**DR. JANE O'LEARY:**
Rose, I'll just clarify.

**DR ROSE D'ALMADA-REMEDIOS:**
Yeah.

**DR. JANE O'LEARY:**
Just to explain it a little bit. So, for a small organization, Steve, like it sounds like you'd have, we do what we'd recommend you do what DCA did, which is we ran a diversity survey which only asks questions about demographics totally separate to any questions about inclusion. And so then you get your diversity profile that you can report on and then you run a second that's totally separate survey that asks about people's inclusion experiences. And you report just at the high level, you know, 30% agreed of this. And the reason you do that is that if you perhaps both in a small organization, as soon as you start cutting the data by demographics, you breach people's confidentiality and then you don't meet your privacy. And I know anonymity for expect requirements. Alright, so let me go up to the top again. We've covered off that one, we've covered off that one. We've covered off that one. And what is the main application for participation? I started typing an answer for this one because there's heaps.

Rose, I know that you covered that a little bit early on.

**DR ROSE D'ALMADA-REMEDIOS:**
Yeah.

**DR. JANE O'LEARY:**
Do you want to do a quick regroup recently?

**DR ROSE D'ALMADA-REMEDIOS:**
Yes. So, the inclusive employer assessment you don't need to submit an application, you don't need to submit your policy because what we are more interested in is how your employees feel that their inclusion experiences are and what their exclusion experiences are. So, it's based on your employees the results from your survey. So, the process basically is signing up to participate. And then you will be asked to from DCA to export some of your findings for us to assess. And then we assessed it against the criteria that I showed on the screen around, you know, have you invited 65% of your employees, did you get that response rate? And did you meet the criteria against the national index as well? So, no application and you get that added bonus of having all that data available to help guide your work as well.

**DR. JANE O'LEARY:**
Thanks Rose. Someone's asked how many organizations participated in the last survey round.

**DR ROSE D'ALMADA-REMEDIOS:**
92 ranging from organizations that had about 60 employees all the way up to organizations with, around, I think was it 11,000, maybe our biggest one for last year? It does, yeah. It varies each year depending on who, who participates. But those 92 employees gave us that sample size of over 25,000 people.

**DR. JANE O'LEARY:**
And I think that is one of the real benefits of this, which is you get a really valuable benchmark and it's, so you get your leading practice benchmark and then you get the benchmark of based on a survey we run every two years of 3000 Australian workers that's nationally representative. And so I find that really useful because if as an organization I want to show that we are doing really well, you can compare your results to the national average. Beause what we find is DCA members who participate generally their results much better than the national average. So, if you want to tell that as your narrative internally, just some part of your organization, that's helpful. And then if you want to sort of set a stretch aspiration, you can compare your results to the leading practice DCA member benchmark, and that's a very competitive one. Like it's a high benchmark. So, that can sort of in get your executive team enthusiastic and engaged, if you like, about plugging into making some progress internally.

Someone, a couple of people have said, can we get a copy of the presentation today? Yes, it's recorded and we'll send it round. Do you have any success stories of organizations that have completed the survey?

**DR ROSE D'ALMADA-REMEDIOS:**
I mean I have, I can't name names, but I know that we had one organization participate a couple of years ago and they didn't meet the inclusive and employer assessment. And when you dug down into that they didn't have a DNI lead, they just had a committee and the next time that they participated, they had actually put someone, you know, based on the results, they'd put someone into a DNI role that was committed to working on DNI stuff in the organization. And they not only made it as an inclusive employer, the next time that they participated, but they also had their results really exceed by, you know, having that case to say, well actually we need someone that's dedicated in this role, look at our results compared to the Australian workforce and DCA members. And you know, this is one step that we need to do. I also know that some organizations have been able to pinpoint in the past particular demographic groups for example, that they need to focus on. And not only just the demographic groups, but if there's a particular area.

So, you know, we do usually find unfortunately from experience repeatedly that, you know, workers with disability, First Nations workers experience the least amount of inclusion and the most exclusion. And we've had organizations that have been able to pinpoint exactly where departments that it's come from as well. You know and that's another good example is we've had organizations that have been quite big and sent different survey links to different departments and have been able to find that the results overall might not have been what they're expecting, but when they drilled down a bit, they were able to see that it was particular departments and they could then focus on building inclusion and engagement in those particular departments to bring them up to what the average was in the organization as well. So, yeah, there's yeah, without naming names.

**DR. JANE O'LEARY:**
Yeah. (LAUGHS) Craig's asked a question about how do you assess an organization's commitment to actioning and improving results?

DR. ROSE D'ALMADA:
That's a good question. I think the commitment stuff is around whether people know that their organization is taking action because part of that commitment is engaging with your employees around the work that you're doing and letting them know that it's happening. And then again, this is why I think it's really important to have the experiences of employees as that assessment base is, whether that's actually happening to the employees. Because I think for me, it's one thing to have, you could have the most inclusive policy for a lot of things, the most inclusive, you know, the best DNI policy out there. But if the people in your organization, like your managers aren't actioning it then your employees aren't going to feel that. So, I think that that commitment does come through employees experiences as well as looking at diversity results as well.

**DR. JANE O'LEARY:**
Thanks Rose, that's really helpful. I wasn't sure from Craig's comment whether he was asking about that in relation to the inclusive employer recognition like assessing it that way or if it was about the way you answered it. So, can you cover off the assessment process for inclusive being an inclusive employer?

**DR ROSE D'ALMADA-REMEDIOS:**
Yeah, so apart from the response rate stuff we do take your results from your employees and benchmark them across questions for that assessment. So, for example, one of the questions is looking at the percentage of your employees that support and strongly support your organization taking DNI action. There's a question on your employees knowing if you are taking DNI action, then question benchmarking questions from their inclusion experience against the national average in the team, sorry. Some questions around the inclusive manager benchmarking that the exclusion data point as well and benchmarking that against the national average as well as the organization being inclusive overall. So, we benchmark your questions in there against the national average and you have to exceed those criteria. So, I don't know how much more I in depth I can go.

**DR. JANE O'LEARY:**
That's good. I think it's covered in the frequently asked questions document as well, isn't it?

**DR ROSE D'ALMADA-REMEDIOS:**
Yeah. And look, there's just one, I know that we're on almost our time, but the last question that we got around, does that mean we'll never be recognized or an recognized organization because we don't have a paid dedicated employee doing DNI, we have a champion and a committee and lots of other related committees. And the answers to that is it doesn't mean that you won't at all. We have organizations that participate in the index that are the beginning of their DNI journey that don't have a dedicated person doing it and they still make it as an inclusive employer. So, it's a number of factors that are happening in the organization as well. But yeah, we do have plenty of people that are just starting out getting really great results and becoming inclusive employers who don't necessarily have a huge team of DNI people or a dedicated role, but that's just one example that I've seen.

**DR. JANE O'LEARY:**
Yeah, Thanks Rose. I'm conscious that we're right on, we've got one minute to go. So, Quincy and Rose, can I ask you just to give your one thing that you love about the index each and then I'll wrap it up.

**DR ROSE D'ALMADA-REMEDIOS:**
Data, just having access to data that is already cleaned for you, the reporting's done for you. So, all you really have to do is log onto the dashboard and start going through your charts and I think what I love is that you'll begin to see a story being pieced together when you start to go through your data and that really starts to inform where you can focus on. So, that's mine.

**QUINCY HALL:**
Thanks. And I'll just double up on yours. Rose, you said it perfectly. We're both data nerds and (LAUGHS).

**DR ROSE D'ALMADA-REMEDIOS:**
So strange.

**QUINCY HALL:**
It's a wonderful dashboard and a wonderful product.

**DR. JANE O'LEARY:**
Alright, thanks everyone. So, grateful that you could join us today and please get in touch. If you have any questions or you'd like to proceed a post-event email will be circulated, giving you some more information and notifying you all when the recording becomes available. Thanks to my wonderful colleagues, Rose and Quincy, and this concludes our event today. Thanks everybody. Have a great day.

End.