

# 2026-2027 Inclusive Employer

## Index Information Session Q&A

**Q: Does DCA have resources about how to communicate with leaders about this? Particularly communicating the survey details to employees?**

**A:** We don't currently have leader-briefing materials. For employees, we can provide a simple communications plan (timing and touchpoints) plus sample wording you can use or tailor your messaging internally.

Focus your messaging on privacy and security. This is often the key factor in whether employees feel comfortable completing the survey.

**Q: If an organisation already conducts internal surveys, can we incorporate the Index survey into our own survey questions?**

**A:** No. To keep the tool standardised and enable benchmarking, the survey must be completed via the dashboard link

**Q: Can we customise the survey?**

**A:** No, this is a standardised tool, so the questions can't be changed. This protects the integrity of the results and ensures benchmarking is valid.

**Q: How is intersectionality managed within the data?**

**A:** Intersectional breakdowns aren't available in the dashboard yet due to anonymity and sample-size constraints. In some cases, we may be able to support intersectional analysis outside the dashboard if minimum group-size thresholds are met.

**Q: Is the benchmarking data for the current year? If so, when will it be available?**

**A:** The national benchmark is updated every two years. The most recent dataset (2025) remains the relevant benchmark for this year. The dashboard also shows the 2025 DCA member data. The 2026 member data is uploaded once the data collection period ends.

**Q: What does ‘flex access’ refer to? Is it flexible working arrangements?**

**A:** It refers to employee use of different types of flexible work (e.g., working from home, compressed hours, job share). The dashboard provides a summary, and the diversity export shows which options were selected.

**Q: Can people click on a link for definitions while answering the questions?**

**A:** Yes, definitions and footnotes are included for key concepts where helpful. We use these selectively to keep the survey clear without adding unnecessary cognitive load.

**Q: Can an international organisation with people based in Australia include overseas employees in the survey?**

**A:** We recommend running the Index for employees located in Australia only, as the questions (especially demographics) are designed for the Australian context.

**Q: Can the survey be completed more than once?**

**A:** Because the survey is anonymous, someone could technically complete it more than once. We recommend not highlighting this, and we haven’t seen evidence of people doing so in practice.

**Q: Are any of the survey questions optional?**

**A:** No. Partial completions aren’t included. However, demographics include ‘prefer not to say’, which can also indicate how safe people feel to disclose. We recommend letting employees know they can select ‘prefer not to say’.

**Q: Can we view results by management level (for example, managers vs non-managers)?**

**A:** Not at the moment, due to anonymity risks (manager groups can be small). In the diversity export, you can see the proportion of respondents with and without management responsibilities.

**Q: How are survey respondents selected or recruited?**

**A:** Distribute the survey link to your workforce (we recommend inviting everyone). To qualify for the citation, you must invite at least 65% of your workforce.

**Q: Do you show the % of a workforce that respond to the survey?**

**A:** No. We show results for people who responded to the survey; we don’t report your organisation-wide response rate.

**Q: For survey distribution, do we need to upload email addresses (for groups), or does Cultural Infusion populate this?**

**A:** No email addresses are entered into the platform. Admins generate a survey link from the dashboard and can distribute it to their teams as they see fit.

**Q: Can we compare our results to our previous survey results?**

**A:** Yes, you can either compare manually using your previous results, or request a year-on-year comparison report. Pricing is typically \$350–\$550 + GST, depending on complexity.

**Q: What privacy statement is the survey provided with?**

**A:** The dashboard does not include a separate privacy statement. The platform provider (Cultural Infusion) hosts a privacy policy on its [website](#), and DCA's privacy policy is available on the DCA [website](#).

**Q: Can the survey be downloaded and shared with senior leaders or staff?**

**A:** The survey cannot be downloaded; only the results are available for download. However, a PDF containing the list of questions can be provided upon request once payment is made. Please note that this PDF will not include response options.

**Q: Can the survey be taken as a paper survey?**

**A:** No. we do not recommend this due to data integrity and anonymity concerns. There are many ways members can encourage survey completion for field teams. Our members have had success in using SMS, QR codes, Tablets in field to encourage survey uptake.

**Q: What is the 'national benchmark' that results are compared to?**

**A:** The Australian workforce benchmark (national) is based on a nationally representative survey of 3,000 workers in Australia.

**Q: Is there a limit to how many surveys we can send out?**

**A:** The limit is based on your organisation size band (used for Index pricing).

**Q: When benchmarking against other DCA organisations, are those organisations identifiable (or is it aggregated, for example by industry and/or state)?**

**A:** Benchmarks are aggregated and de-identified. Where there are three or more organisations in your industry sector, we can benchmark your results against that group without identifying any participating organisations.

**Q: What is the pricing for additional services (e.g. reports by groups)?**

**A:** Additional reports typically cost \$350–\$550 + GST, depending on requirements. For more complex reporting, we would discuss scope and provide a quote.