



PRINCIPLE	ACTION	TIMELINE	RESPONSIBILITY
1.1 The Office’s corporate identity, values and services are inclusive of people with diverse genders and/or sexualities.	1.1.1 Update website to incorporate inclusion statement and LGBTQIA+ flag/s. 1.1.2 Develop and circulate guidance for staff on inclusive language. 1.1.3 Engage with Pride in Diversity to scope training for frontline staff on inclusive service delivery. 1.1.4 Assess whether LGBTQIA+ Learnhub module should be made mandatory for all staff. 1.1.5 Develop statement of support (not requirement) for including pronouns in signature blocks / name badges etc.	<ul style="list-style-type: none"> <li>By 31 December 2023</li> <li>By 30 June 2024</li> <li>By 30 September 2023</li> <li>By 31 March 2024</li> <li>By 30 September 2023</li> </ul>	<ul style="list-style-type: none"> <li>Communications</li> <li>Working Group</li> <li>Executive Champion</li> <li>Human Resources</li> <li>Working Group</li> </ul>
1.2 The Office values its LGBTQIA+ staff, understands and meets their needs and has processes to manage risk and provide them with a safe and healthy workplace.	1.2.1 Ensure inclusivity of language and concepts included in operational and corporate policies and procedures, as content is drafted or reviewed. 1.2.2 Review inclusivity of language and concepts included in recruitment, onboarding and training materials. 1.2.3 Review insights from 2023 AWEI Employee Survey to inform understanding of staff experience and identify areas for improvement. Provide briefing to Executive Committee and share with relevant areas of the Office.	<ul style="list-style-type: none"> <li>By 30 June 2024</li> <li>By 30 June 2024</li> <li>By 31 July 2023</li> </ul>	<ul style="list-style-type: none"> <li>Content owners</li> <li>Human Resources</li> <li>Executive Champion</li> </ul>
1.3 The Office’s workforce planning, recruitment and selection, and performance management processes and documentation are inclusive of, and support LGBTQIA+ staff.	1.2.4 Engage with Pride in Diversity / Diversity Australia to scope options to deliver training for selection panels and managers on inclusive recruitment and management practices.	<ul style="list-style-type: none"> <li>By 30 September 2023</li> </ul>	<ul style="list-style-type: none"> <li>Executive Champion</li> </ul>
2.1 The Office provides professional development to the leadership team and staff that includes their legal responsibilities, LGBTQIA+ cultural safety and a consideration of the impact of employees’ attitudes and beliefs on LGBTQIA+-inclusive practice.	2.1.1 Engage with Pride in Diversity / Diversity Australia to scope options to deliver training for selection panels and managers on inclusive recruitment and management practices.  <b>See also 1.1.1, 1.1.2, 1.1.3, 1.1.4</b>	<ul style="list-style-type: none"> <li>By 30 September 2023</li> </ul>	<ul style="list-style-type: none"> <li>Executive Champion</li> </ul>
2.2 The Office participates in relevant professional associations and other forums aimed and improving the quality of services provided to LGBTQIA+ people.	2.2.1 Participate in Pride in Diversity and APSC Executive Champion Networks and provide feedback to Working Group on learnings and areas for further focus.	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>	<ul style="list-style-type: none"> <li>Executive Champion</li> </ul>

	<p>2.2.2 Identify additional networking and engagement forums, focused on service delivery to LGBTQIA+ people, and share learnings with relevant groups within the Office to inform continuous improvement.</p> <p>2.2.3 Prepare advice for Executive Committee about whether the Office should participate in the AWEI National Benchmarking Survey in 2024.</p>	<ul style="list-style-type: none"> <li>• Ongoing</li> <li>• By 31 October 2023</li> </ul>	<ul style="list-style-type: none"> <li>• Working Group</li> <li>• Working Group</li> </ul>
3.1 The Office welcomes LGBTQIA+ service users through a range of different strategies that are appropriate to different contexts and environments	3.1.1 Prepare social media content to recognise key LGBTQIA+ events, to be posted to Office accounts.	• Ongoing	• Working Group
	3.1.2 Identify and implement targeted referral options for LGBTQIA+ complainants.	• By 31 December 2023	• Complaints / Investigations / DIAL
3.2 The Office’s communication and educational materials are LGBTQIA+-inclusive (e.g., inclusive language and images, and LGBTQIA+ specific information where relevant).	3.3.1 Identify additional networking and engagement forums (within government and/or industry) focused on service delivery to LGBTQIA+ people and share insights with relevant groups within the Office to inform continuous improvement.	• Ongoing	• Working Group
3.3 The organisation effectively communicates its services to the LGBTQIA+ community	<b>See also 1.1.1, 1.1.2, 1.1.3, 1.1.4</b>		
4.1 The Office has a policy about if/when and how it is appropriate to collect information on a complainant’s gender identity, including: - guidance for staff about how to respond positively and respectfully to complainants who disclose a diverse gender identity - information available to complainants to understand if, how and why this information may be stored or shared.	4.1.1 Review and update intake and registration processes to ensure complainants’ preferred titles and/or pronouns are used as appropriate.	• By 30 June 2024	• Complaints / Investigations / DIAL
	4.1.2 <i>If required</i> , engage with ICT to discuss revisions to Resolve to enable recording of pronouns.	• By 30 June 2024	• ICT