

Diversity and Inclusion Action Plan



INTRODUCTION

MedHealth has created this Diversity and Inclusion Action Plan 2020-2023 to give voice to our commitment to a culture that values and respects the contributions of people with diverse skills, experiences and perspective within our business and the wider community. To have a workforce that reflects the diversity of the Australian community is an explicit recognition that a diverse workforce drives innovation, creativity, problem-solving and productivity.

We recognise that we all have responsibilities to ensure MedHealth is accessible, inclusive and free from discrimination, whether we are directly providing services to individuals to improve their work and life participation or managing our business and people. We also recognise that this is our legal obligation.

This plan outlines the actions we will undertake addressing the following key diversity areas.



- **Culturally and Linguistically Diverse (CALD)**

Australia is one of the most diverse countries in the world with a culturally and linguistically diverse population. The 2016 Australian Census showed that nearly half (49%) of Australians had either been born overseas or one or both parents had been born overseas. The Census also showed that there were over 300 separately identified languages spoken in Australian homes.

- **Disability**

According to a 2015 Survey of Disability, Ageing and Carers, almost one in five Australians (18.3%) identified as a person with disability. The majority of people with disability reported a physical condition (78.5%), with 21.5% reporting mental and behavioural disorders. Just over half of those with disability who are aged 15 to 64 years participated in the labour force (53.4%), compared to 83.2% without disability.

▪ **Mental Health**

The National Health Survey conducted by the Australian Bureau of Statistics in 2017-18, showed one in five (20.1%) Australians reported they have or had a mental or behavioural condition. Approximately three in five people (62.1%) aged 15-64 years with a mental or behavioural condition were employed, compared with around four in five people of the same age without a mental or behavioural condition (79.5%).

▪ **Indigenous Australians**

As at 30 June 2016, the Australian Bureau of Statistics estimated that Aboriginal and Torres Strait Islander peoples make up 3.3% of the total Australian population. The 2016 Census showed that 42% of Indigenous Australians over the age of 15 were in employment, with non-Indigenous Australians 1.4 times more likely than Aboriginal and Torres Strait Islander peoples to be employed.

▪ **Gender**

Australia's female labour force participation rate reached an historic high of 60.5% in January 2018 as reported by the Australian Bureau of Statistics. The Workplace Gender and Equality Agency report that, in January 2019, Australia's full-time gender pay gap was 14.1%, with women earning on average \$239.80 per week less than men.

▪ **Generational**

Australian workplaces have the potential for up to five generations to be working together at any one time. The 2016 Australian Census showed that approximately 14% of people aged 65 years and over were part of the Australian labour force, with Australians aged 55 and over making up 25% of the population. This is one of the fastest growing demographics in Australia.

▪ **LGBTIQ+**

Individuals of diverse sexual orientation, sex or gender identity are believed to account for up to 11% of the Australian population, according to the Department of Health in 2012, although it is acknowledged that there is a lack of comprehensive, publicly available data.

▪ **Parents and Carers**

Parents and carers can often experience difficulties in managing their work and family responsibilities effectively. In 2018, the Australian Bureau of Statistics recorded that there were over 2.65 million unpaid carers in Australia, with 32.5% of these being primary caregivers and 71.8% female.

We are cognisant that many people experience intersectionality and will take this into consideration as we implement this plan. 'Intersectionality' refers to the ways in which different aspects of a person's identity can expose them to overlapping forms of discrimination and marginalisation.

Our plan is underpinned by our [Human Rights Policy](#) and our [Equal Opportunity, Discrimination, Harassment and Bullying Policy](#). It was developed in partnership with our divisions, to ensure the objectives capture the needs and aspirations of each of the businesses and their people that make up MedHealth.

GOVERNANCE

The responsibility for the execution and progression of the plan will sit with the Director of Corporate Services and will be supported by the work undertaken by the Diversity and Inclusion Working Group. Governance for the plan will sit with MedHealth's Executive Leadership Team, providing sponsorship, guidance and influence in its implementation. Progress towards the plan will be reviewed and reported on quarterly to the Executive Leadership Team and communicated across the organisation. The plan will also be regularly reviewed to ensure it continues to add value for all of our people and the communities in which we work.

KEY FOCUS AREAS

Our key focus areas are:

1. To be an employer of choice

Providing equitable employment opportunities, enabling inclusive recruitment and an environment where our teams can bring their whole selves to work and are supported to thrive in meaningful careers

2. To provide accessible and inclusive services

Ensuring our teams are trained to effectively meet the needs of our customers and clients who have diverse backgrounds and abilities, our communication drives accessibility and inclusion, and our physical environment is inclusive and accessible

3. To be a diversity leader and educator

Promoting practices and the benefits of employing people with diverse backgrounds and abilities, and through partnerships improving accessibility and inclusion for all

OUR COMMITMENT

June 2020

As I write, we are at an inflection point. It's an inflection point both in a wider historical sense and an inflection point for MedHealth.

The global Black Lives Matter movement is changing how we all think about the world, our place in it and our histories. In Australia, it has focused us on just how yawning the chasm still is in most areas of education, healthcare and employment for our First Nations peoples, despite many years of attempted redress.

We know this is not ok.

Meanwhile within MedHealth, we have always valued diversity and inclusion in our business. In fact, in some parts of the group, diversity and inclusion is our business.

But all is not ok here either. Don't get me wrong, we do a pretty good job as an inclusive organisation. We have much to be proud of and build on – though 'pretty good' is not where we want to be.

For that reason, we are formalising our diversity and inclusion initiatives in this plan. Our Diversity and Inclusion Action Plan (DIAP) working group has consulted with their peers, gathered information and feedback and put forward these initiatives. The plan focuses on gender diversity, people from Culturally and Linguistically Diverse (CALD) backgrounds, people with disability, parents and carers, generational groups and our LGBTIQ+ communities.

Equally, we have a dedicated focus on creating relationships, understanding and respect with Indigenous Australians. We are documenting this commitment in MedHealth's first Reconciliation Action Plan (RAP).

The DIAP and RAP plans will be delivered hand-in-hand.

At our core, we are a group of businesses that supports people achieve better employment and health outcomes. We support Australians from all walks of life to move forward and achieve their potential.

Only through building a rich culture of inclusivity will MedHealth also be all we can be.

My commitment on our behalf is that MedHealth will walk the talk on diversity. We will do better. We will ensure we listen to different perspectives, value different experiences and seek out different skills. We will become leaders in creating and nurturing an inclusive workplace.

If we do all this, MedHealth will truly be a place where our people can bring their whole selves to work, feel valued and make great contributions.



Tim Morphy
CEO MedHealth

OUR WORKING GROUP

CHAIR	Elke Gjergja , Director Corporate Services, MedHealth
MEMBERS	Abeba Belay , Job Coach, atWork Australia Disability Employment Services
	Carla Pollard , Quality Assurance Manager, mlcoa
	Debbie Brooks , National Diversity Employer Manager, atWork Australia Disability Employment Services
	Dean Sardellis , Business and Strategy Manager, Ability Action Australia
	Georgina Shafren , Rehabilitation Consultant, WorkFocus Australia
	Katherine Newton , Marketing Communications Manager, atWork Australia Disability Employment Services
	Kingsley Norris , Recruitment Advisor, at Work Australia Disability Employment Services
	Monique Marques , Recruitment Advisor, Rehabilitation and RTW Services, MedHealth
	Nicola Tuckwell , Organisational Excellence Manager, JobAccess
	Campbell Johnsen , Head of Health Screening Services, UHG
	Pamela Guzman , Quality Assurance Officer, ASSESS Medical Group

OUR JOURNEY SO FAR

We are proud of our journey so far, and excited about the journey ahead and what we can achieve.

- We joined the Mentally Health Workplace Alliance in 2017 and provide ongoing access to our team members to resources through our company intranet
- We launched a single Employee Assistance Program provider across the Group in December 2018
- Our leadership team completed Cultural Competence Training in 2018
- We engaged a consultant to advise on building accessible websites in 2018, providing a roadmap and implementing recommendations as we build or rebuild websites across our brands to ensure that Web Content Accessibility Guidelines version 2 (WCAG 2.0) are met
- We incorporated an accessibility checklist into new property scoping processes in 2018
- We are a Bronze Member of the Australian Network on Disability
- We employed a Disability Employment Ambassador, Shaun Pianta in late 2018

- We actively promote RUOK? Day, International Day for People with Disability, NAIDOC Week and National Reconciliation Week across our whole group, with other events such Harmony Day, and Refugee Week acknowledged by our individual businesses
- We have event protocols in place which include capturing and providing for the accessibility requirements of presenters and attendees i.e. AUSLAN users, live captioning, providing presentations in alternative formats, and ensuring Aboriginal and Torres Strait Islander Acknowledgement of Country or Welcome to Country is observed.
- We have Board representation with Disability Employment Australia
- We have established memberships with the following peak bodies:
 - NESA – National Employment Services Association
 - DEA – Disability Employment Australia
 - AND – Australian Network on Disability
- In response to identified inequality in service provision across our injury for supporting the return to work/health prospects for people with a CALD background, Kairros specialises in supporting clients from a non-English speaking background. Historically, Kairros has been NSW-based, however is now establishing these services in Western Australia and Victoria
- In response to identified inequality in service provision and return to work/health prospects for Indigenous Australians, WorkFocus Australia has launched an Occupational Rehabilitation service specifically tailored to those who identify as Aboriginal and/or Torres Strait Islanders
- Since its inception in 2006, JobAccess has helped over 350,000 people with disability and employers with advice and support and managed over 50,000 workplace modifications. The National Disability Recruitment Coordinator, the JobAccess employer engagement team, has worked with over 290 larger employers nationally to improve their disability confidence and foster an inclusive workplace culture.
- In 2014, atWork Australia was the first employment services provider to deliver VTEC (Vocational Training and Employment Centre) services in WA. This program provides pre-employment and work readiness training, mentoring, support and guaranteed employment for Indigenous job seekers. To date, atWork Australia has supported more than 330 Indigenous Australians into work via the VTEC program and over 2,000 Indigenous Australians into education or employment across all contracts. In 2019, atWork Australia was one of only a handful of organisations consulted for an OECD report into Indigenous employment best-practice, the findings of which went on to have implications for policy and practice across the globe
- atWork Australia currently delivers the ParentsNext program in Perth's south region, which helps parents to plan for their future and assists them to achieve their education and employment goals. The ParentsNext program aims to break the cycle of intergenerational welfare dependency, increase female labour force participation and help close the gap in Indigenous employment
- atWork Australia was successful in the 2018 Disability Employment Services (DES) reallocation of contracts, delivering DES in over 300 locations around Australia. atWork Australia's Disability Employment Services supports over 20,000 people with disability, injury or health condition to find meaningful work, and partners with thousands of employers supporting them to embed a diverse

recruitment strategy by employing people with disability. The business actively promotes International Day of People with Disability and AccessAbility Week, and has developed Disability Awareness Training, delivered both virtually and face-to-face

- We actively partner with the Australian Government Disability Employment Services program, and in the last 12 months have employed 38 people with disability through atWork Australia
- From 2018-2019, atWork Australia delivered the Career Pathways Pilot for Humanitarian Entrants in Perth. Through this program, atWork Australia assisted skilled or professional refugees gain formal recognition of their overseas skills or qualifications. Participants in this program went on to find work experience or employment, undertake further education, or start their own business
- atWork Australia delivers the jobactive program in Perth, supporting over 17,000 jobseekers, 21% of whom are people with disability
- We launched a consistent Purchased Annual Leave Policy in February 2019 across all MedHealth
- We launched a consistent Parental Leave Policy in March 2019 across all MedHealth
- The Australian Network on Disability Access and Inclusion Index Self-Assessment was completed in May 2019 to review our disability inclusion initiatives to date and to help to inform initiatives outlined in this plan
- We launched a consistent Working from Home Policy in September 2019
- Our professional development program, MedHealth Academy, launched the Encouraging Minds podcast and webinar series to support mental health awareness and management in December 2019
- Commencing in 2020, MedHealth has partnered with the GO Foundation to provide a four-year allied health scholarship for an Indigenous Australian student to gain a degree qualification through Western Sydney University. With this partnership, MedHealth embarks on its commitment to create employment pathways to allied health for Indigenous Australian students
- Via an organisation-wide Expression of Interest, MedHealth established its Diversity and Inclusion Working Group (DIWG) with representatives from all identified diversity areas in March 2020
- Via an organisation-wide Expression of Interest, MedHealth established its Reconciliation Working Group with representatives from across the business in March 2020
- MedHealth Academy launched Indigenous Cultural Awareness e-learning across the business in April 2020
- In April 2020, Ability Action Australia and atWork Australia became registered National Disability Insurance Scheme (NDIS) providers
- We launched a new Employee Assistance Provider in May 2020 to support greater accessibility to services (Connect Psych provide e-counselling services Monday to Sunday from 6am to 11pm). Bespoke registration procedures were developed to ensure that any specific therapist requirements in relation to diversity can be met
- We entered a partnership with JobAccess (commencing 1 July 2020) to assist us in achieving our diversity and inclusion goals in relation to people with disability. Their support includes advice, tools and training on best practice principles

OUR PLAN

1. To be an employer of choice

AIM	To have a barrier free recruitment process
TIMEFRAME	By August 2020
RESPONSIBLE	Monique Marques, Kingsley Norris, Elke Gjergja
ACTIONS	<ol style="list-style-type: none"> 1. Review all policies and procedures related to recruitment (internal and external) to ensure we effectively accommodate for reasonable adjustments for candidates 2. Clearly communicate in our advertisements our commitment to diversity and inclusion to attract all potential applicants 3. Implement training for our recruitment teams to enable them to discuss support or accessibility requirements with confidence 4. Develop eLearning training to support hiring manager awareness of inclusive and accessible recruitment processes 5. Establish active partnerships with Disability Employment Services providers, and other peak bodies and specialist job boards 6. Ensure any recruitment provider partners are aware of our commitment to diversity and inclusion and have diversity and inclusion as key foundation principles in their business
MEASURES	Ongoing achievement of MedHealth diversity targets

AIM	To build on our culture of inclusion and awareness of the benefits of diversity, along with the tools to support our team members to commit to action
TIMEFRAME	By August 2020, except for point 4 as this will have a 12-month process as an employer engagement partner with National Disability Recruitment Coordinator
RESPONSIBLE	Carla Pollard, Monique Marques, Nicola Tuckwell, Nicole Kittelty
ACTIONS	<ol style="list-style-type: none"> 1. Equip managers and team members with the skills and knowledge to prevent and manage discrimination, harassment and bullying through training and resources 2. Review and update diversity resources on the Intranet and our websites to support dissemination of information and resources both to drive awareness and to support our people 3. Build diversity confidence by developing and rolling out diversity training to all team members as part of our induction program, as well as rolling out to all current team members 4. Develop and implement Manager tools to support diversity and inclusion in key people processes 5. Identify workplace and community events to celebrate dates of significance to reflect our commitment e.g. International Day of People with Disability, Mabo Day, RUOK Day, International Day Against Homophobia, Biphobia, Interphobia and Transphobia 6. Identify senior leaders who will be diversity champions 7. Ensure all team members are aware of the resources they can access through JobAccess
MEASURES	Ongoing achievement of MedHealth diversity targets
AIM	To maximise workplace flexibility arrangements to support accessibility for our team members
TIMEFRAME	By September 2020
RESPONSIBLE	Carla Pollard, Monique Marques, Nicola Tuckwell, Pamela Guzman, Nicole Kittelty
ACTIONS	<ol style="list-style-type: none"> 1. Review and update procedures / processes in relation to workplace adjustments and communicate this across MedHealth 2. Review and update existing flexible work practices 3. Develop and implement a workplace adjustment procedure 4. Roll out a Keeping in Touch Program across MedHealth to support team members on extended leave
MEASURES	Flexible work practices in place and working effectively

2. To provide accessible and inclusive services

AIM	Build an inclusive physical environment and accessible facilities
TIMEFRAME	Develop guidelines defining an inclusive and accessible space, considering different types of facilities across the MedHealth business – by 31 December 2020 Audit all MedHealth premises for adherence to guidelines – by 31 July 2021 Ensure all MedHealth premises are accessible and inclusive – by 31 July 2022
RESPONSIBLE	Abeba Belay, Elke Gjergja, Nicole Kittelty, Georgia Shafren
ACTIONS	<ol style="list-style-type: none"> 1. Define what an inclusive physical environment and accessible facility is 2. Develop guidelines for ensuring an inclusive physical environment and accessible facility across all MedHealth sites, considering different types of facilities across the MedHealth business (e.g. outreach sites versus full time sites etc) 3. Audit MedHealth current facilities and formulate actions for rectifying any facilities that do not meet guidelines 4. Host briefing session with key stakeholders within each MedHealth division regarding guidelines 5. Define audit process, for annual audit of MedHealth facilities 6. Audit facilities annually to ensure all facilities remain inclusive and accessible
MEASURES	All MedHealth premises across the group are inclusive and accessible and meet established guidelines

AIM	Ensure all events run by MedHealth maximise access and inclusion
TIMEFRAME	Event manual finalised and briefed into MedHealth team by 31 January 2021. First annual event audit completed by 31 January 2022
RESPONSIBLE	Katherine Newton, Elke Gjergja
ACTIONS	<ol style="list-style-type: none"> 1. Audit current procedures and criteria in place for inclusive and accessible events within MedHealth 2. Define what an accessible and inclusive event is 3. Develop a manual for hosting or attending accessible and inclusive events 4. Host event manual briefing session with key stakeholders within each MedHealth division 5. Define audit process, for annual audit of MedHealth hosted and attended events 6. Audit events one year post manual briefing, to ensure event manual being followed
MEASURES	All MedHealth events are inclusive and accessible and meet established guidelines
AIM	Review and update our websites
TIMEFRAME	Website manual finalised and briefed into MedHealth team by 31 January 2021. Website update completed by 30 June 2021. First annual websites audit conducted January 2022
RESPONSIBLE	Katherine Newton, Elke Gjergja
ACTIONS	<ol style="list-style-type: none"> 1. Define what an accessible and inclusive website is 2. Develop a manual for building and maintaining an accessible and inclusive website 3. Audit current MedHealth websites in terms of accessibility and inclusivity 4. Host website manual briefing session with key stakeholders within each MedHealth division and any website suppliers e.g. MOO and SOY Digital 5. Update existing MedHealth websites to be accessible and inclusive, as per the MedHealth website manual 6. Conduct annual audit of MedHealth websites to ensure accessible and inclusive, as per manual
MEASURES	All MedHealth websites are accessible and inclusive and meet established guidelines

AIM	Implement initiatives that continue to drive diversity confidence in our service delivery teams
TIMEFRAME	Intranet page live by December 2020 Ongoing enhancement of resources
RESPONSIBLE	Debbie Brooks, Nicola Tuckwell, Pamela Guzman, Georgia Shafren
ACTIONS	<ol style="list-style-type: none"> 1. Ensure a range of resources are available and continue to be added to our intranet to support easy access for teams to relevant resources to support them in their roles 2. Continue to raise awareness regarding the resources available
MEASURES	New resources published on the intranet and launched to our teams

3. To be a diversity leader and educator

AIM	Regularly analyse diversity data to understand our workforce demographics
TIMEFRAME	July 2020
RESPONSIBLE	Debbie Brooks, Dean Sardellis, Elke Gjergja
ACTIONS	<ol style="list-style-type: none"> 1. Determine from all business units if any diversity data is required to be collected 2. Develop Survey to collect diversity data across MedHealth workforce 3. Launch survey 4. Analyse survey to establish MedHealth's diversity profile 5. Share results across MedHealth 6. Establish diversity targets 7. Survey to be conducted annually
MEASURES	Annual collection and review of diversity data against targets to continue to enrich and enable our strategies and initiatives

AIM	Actively contribute to public policy in relation to diversity
TIMEFRAME	Ongoing
RESPONSIBLE	Dean Sardellis, Katherine Newton, Kingsley Norris, Debbie Brooks
ACTIONS	<ol style="list-style-type: none"> 1. Targeted stakeholder activity across Government Departments led by Director of Government and Stakeholder Relations and leaders of relevant business units. This is currently being achieved through atWork Australia DES with the Department of Social Services and through the delivery of the JobAccess contract on behalf of the Australian Government 2. Director of Government & Stakeholder Relations is currently a board member of Disability Employment Australia which allows us to contribute to public policy through this peak body 3. Continue to explore board opportunities and association memberships to enable ongoing active contribution
MEASURES	Continued contribution to public policy design and consultation processes by MedHealth
AIM	Hold events with employers and customers to provide education on the benefits of diversity
TIMEFRAME	Events live by 30 June 2021
RESPONSIBLE	Dean Sardellis, Katherine Newton, Kingsley Norris, Debbie Brooks
ACTIONS	<ol style="list-style-type: none"> 1. Scope what the business is currently doing in this space 2. Define best practice, including processes, topics and content 3. Develop event framework including education content, delivery mode and educators 4. Develop information pack and promotional resources to promote event, and framework to gain feedback on event 5. Develop priority list of MedHealth employers and customers to target to attend event/s 6. Develop three-year event plan, considering both virtual and face-to-face 7. Review and optimise events
MEASURES	Event and education package developed for employers and customers, education programs on the benefits of diversity, calendar of events planned, and events successfully executed with key stakeholders

AIM	Ensure our key suppliers are aligned with our diversity principles
TIMEFRAME	Completion of procurement document by 31 December 2020
RESPONSIBLE	Dean Sardellis, Katherine Newton, Kingsley Norris, Debbie Brooks with a contribution from Darryn Midson (ASSESS Medical Group) from the RAP Working Group
ACTIONS	<ol style="list-style-type: none"> 1. Draft procurement policy for review by the MedHealth ELT 2. Procurement Statement must contain the following information: <ol style="list-style-type: none"> a. Supplier selection process b. Supplier inclusion and diversity commitments <ol style="list-style-type: none"> i. Indigenous enterprises and proactive employers of Indigenous staff ii. Gender equality enterprises iii. Disability and social enterprises and employers of people with disability c. Modern slavery statement 3. Review annually
MEASURES	Annual reporting on all vendors throughout MedHealth to ensure that selection of key suppliers is aligned with our diversity principles
AIM	Actively demonstrate our commitment to promote the abilities, strengths and diversity of all people
TIMEFRAME	August 2020, review yearly
RESPONSIBLE	Dean Sardellis, Katherine Newton, Kingsley Norris, Debbie Brooks
ACTIONS	<ol style="list-style-type: none"> 1. Assess and analyse diversity data to determine promote and celebrate the diversity of our teams 2. Examine and understand what MedHealth is currently doing well and where our gaps lie 3. Develop resources to promote diversity and inclusion in areas of the business where gaps have been identified 4. Prioritise the best way to disseminate our commitment to the wider community when and where appropriate - e.g. website, tv, social media, radio. 5. Continue to promote our strengths and diversity 6. Incorporate a review of our strategies into our diversity survey 7. Review actions yearly based on diversity survey data
MEASURES	Annual diversity survey to determine areas of strengths and to identify areas to action