Diversity and Inclusion Strategy

JULY 2020 – JUNE 2023

MercyCare

Message from our CEO

Kaya/ Ngaji gurrijin/ Hello,

I wish to acknowledge the Whadjuk people of the Bibbullmun nation, also known as Noongar nation, the Yawuru people of Broome and the Aboriginal and Torres Strait Islander Peoples of Derby where MercyCare operates, and pay my respects to elders, past, present and emerging.

MercyCare is an organisation that is grounded in the rich legacy of our founders, the Sisters of Mercy. They cared for the most vulnerable and instilled the Mercy spirit of solidarity and upholding human dignity. Today we continue their legacy with a strong sense of purpose and mission, "to bring compassion and justice to life and break cycles of significant disadvantage".

Celebrating and embracing the richness that diversity brings to our MercyCare experience goes hand in hand with living out our values of respect, integrity, courage, excellence, justice and compassion.

At MercyCare, every person matters and I am committed to inspiring a culture that truly embraces and celebrates diversity where we continue to build relationships and deliver services that are inclusive of people from all walks of life.

Our Diversity and Inclusion Strategy is a roadmap that will continue to evolve as we journey towards realising our vision for "people and communities to thrive".

Anthony Smith
Chief Executive Officer

Celebrating and embracing the richness that diversity brings to our MercyCare experience goes hand in hand with living out our values of respect, integrity, courage, excellence, justice and compassion.

Why Diversity and Inclusion Matters

Diversity is a broad term used to recognise visible and non-visible individual differences of people in our community, such as race, culture, ethnicity, gender, sexuality, age, disability, family status, family responsibility, pregnancy, religion, politics and more.

Inclusion happens when we recognise and embrace diversity in our workforce, the wider community and treat everyone equitably. This means creating ways for every person to be able to fully participate, contribute to, and be included in all facets of our shared Australian life.

Equitable treatment requires us to recognise the continuing impacts of past injustices and remove systemic barriers. This sometimes means not treating everyone the same, to ensure there is fair and diverse representation in positions of leadership, influence and decision making, equal access to services, employment and career development opportunities, volunteering and community participation.

Diversity and inclusion matters because together, they harness each person's full potential and creativity. Organisations that are diverse as well as inclusive of diversity, perform better and contribute to communities that thrive.
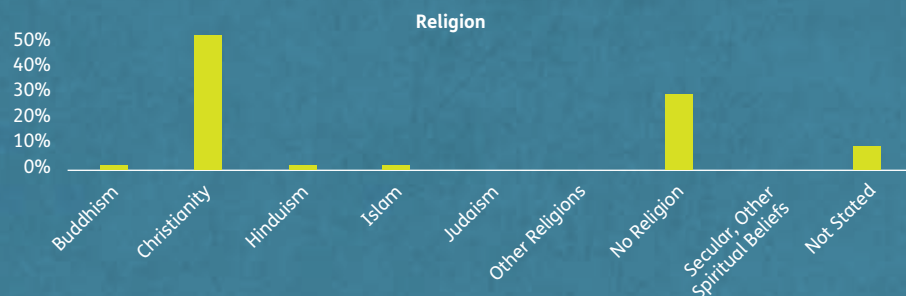
What do We Know about Diversity in Our Australian Community?

61% of Australians are affiliated with a religion or spiritual belief. Over half are Christian. 30% do not affiliate themselves with any religion. Of the minority religions, Sikhism and Hinduism are the two fastest growing.

Religion

```
50%
40%
30%
20%
10%
 0%
     Buddhism  Christianity  Hinduism  Islam  Judaism  Other Religions  No Religion  Secular, Other Spiritual Beliefs  Not Stated
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11%
of Australians identify as LGBTIQ+

3.3%
of Australians identify as Aboriginal or Torres Strait Islander People

82%
of all single parents are women

One in five Australians live with a disability and one in nine Australians are informal carers of people with disabilities

45% of Australians, aged between 16-85 years have experienced a mental health condition

About half of all Australians
were born overseas and over a quarter have an overseas born parent

1 in 5 Australians (21%) speak a language other than English
at home. English is not a first language for 15% of Australians

A third of Australians live in rural or remote parts of the country

Australians have come from more than **200 countries**. Collectively, we speak more than **300 languages** and identify with over **300 different ancestries** and over **100 religions**.
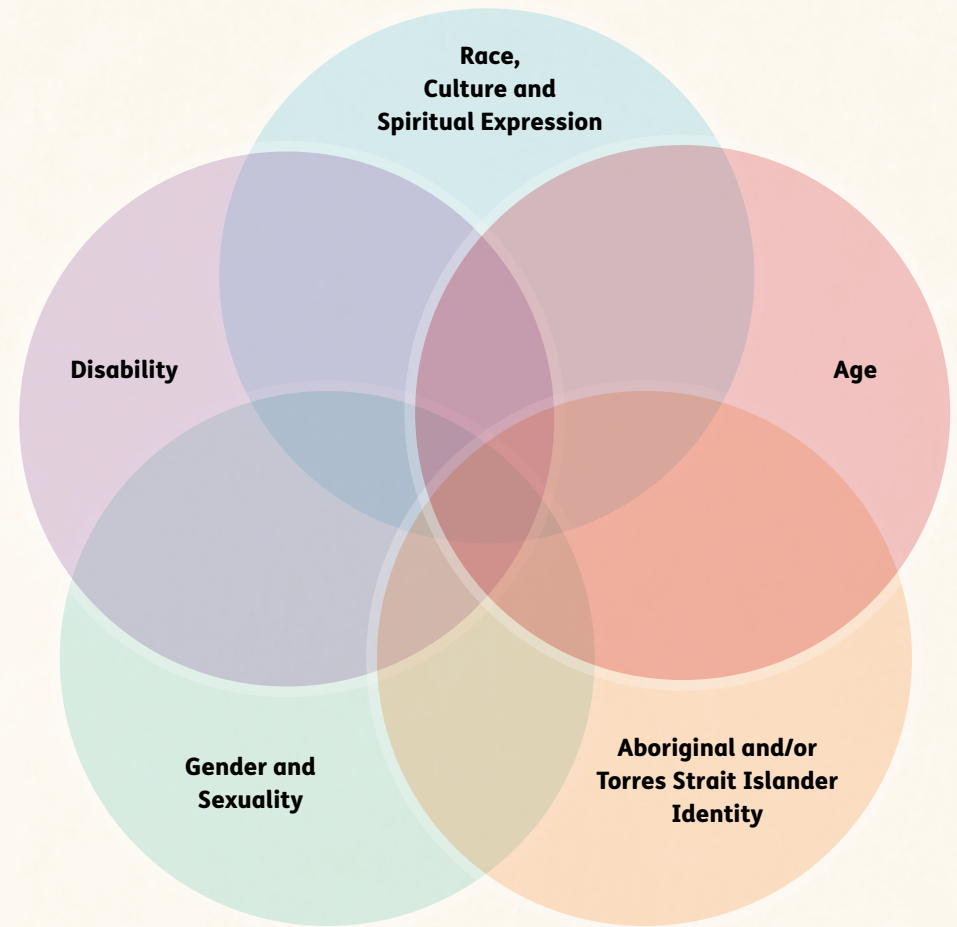
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ebfc9c1f945d/aihw-aus-221-chapter-5-3.pdf.aspx
https://www.racismnoway.com.au/about-racism/australias-cultural-
diversity/diversity-of-religion-and-spiritual-beliefs/
Australian Bureau of Statistics. (2017). Census of population and housing:
Reflecting Australia—Stories from the census, 2016.

Diversity Dimensions

MercyCare's Diversity and Inclusion Strategy focusses on five diversity dimensions and their intersectionality.

Our person centred approach recognises the potential and compounding impacts of unique, overlapping and interdependent modes of systemic disadvantage, exclusion and discrimination affecting people in our workforce and community.

Race, Culture and Spiritual Expression

Disability

Age

Gender and Sexuality

Aboriginal and/or Torres Strait Islander Identity

Diversity Dimensions

- ✓ Aboriginal and/or Torres Strait Islander Identity
- ✓ Disability
- ✓ Age
- ✓ Gender and Sexuality
- ✓ Race, Culture and Spiritual Expression

Diversity and Inclusion Strategy July 2020-June 2023

Our Diversity and Inclusion strategy is the platform to help us realise our vision, "for people and communities to thrive" and our mission, "to bring compassion and justice to life and break cycles of significant disadvantage".

It is grounded in our Mission Ethos and drives 3 key areas of change, outlining priorities and outcomes over the next three years.
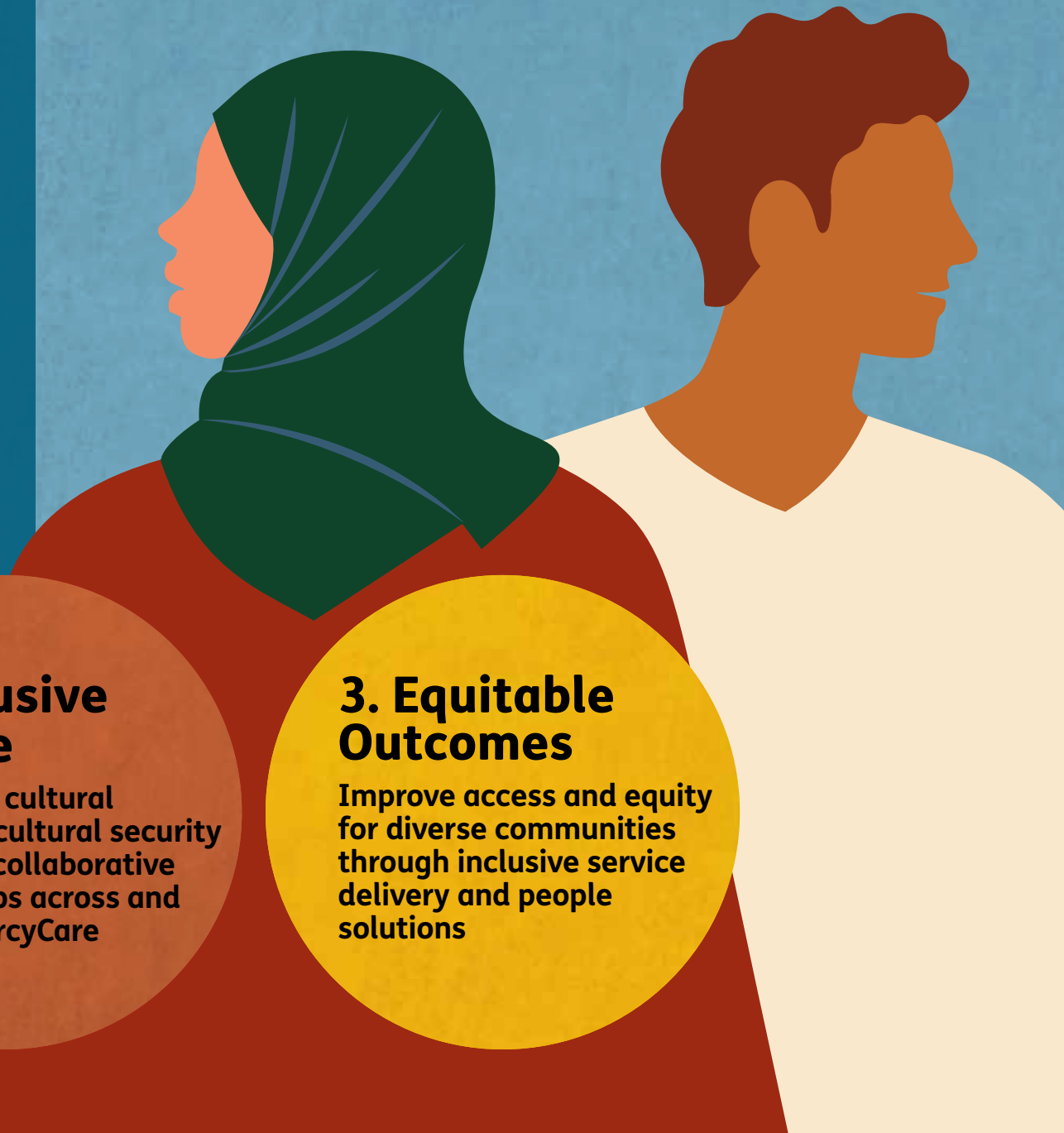
1. Diverse Workforce

Strive to employ diverse people at all decision-making levels across MercyCare

2. Inclusive Culture

Strengthen cultural capability, cultural security and foster collaborative relationships across and outside MercyCare

3. Equitable Outcomes

Improve access and equity for diverse communities through inclusive service delivery and people solutions

1. Diverse Workforce

Over the next three years, MercyCare will strive to employ diverse people at all decision-making levels. As a strategic priority, we will:

1. Actively progress our Aboriginal Workforce Action Plan.
2. Refresh and implement a new Disability Access Inclusion Plan.
3. Establish Sec 50D and Sec 51 roles that strengthen Aboriginal cultural security.
4. Draw on Aboriginal networks and introduce the use of specialist recruiters to improve the representation of Aboriginal people at all levels of our workforce.
5. Improve employment access for people with disabilities and leverage the services of Disability Employment Service providers.
6. Expand the representation of people from Culturally and Linguistically Diverse (CALD) backgrounds across all levels of our workforce.
7. Improve diverse representation at all levels of decision making at MercyCare by monitoring and reporting on workforce diversity and ensuring we have inclusive recruitment practices, people development and career succession initiatives.

2. Inclusive Culture

Over the next three years, we will continue to build an inclusive culture by strengthening our cultural capability, cultural security and fostering collaborative relationships across and outside MercyCare. As a strategic priority, we commit to:

1. Ongoing people and leadership development programs to strengthen cross cultural sensitivity and awareness across the organisation.
2. Progressing our Aboriginal Pathway Strategy and cultural awareness initiatives.
3. Cross-cultural exchange, storytelling and acknowledging diverse spirituality at key MercyCare events.
4. Networking and building relationships with diverse communities to ensure that our programs and services are diversity friendly and inclusive.
5. Ensure that our marketing and promotions represent and reach the diverse communities we serve.

3. Equitable Outcomes

Over the next three years, we will strive to deliver equitable outcomes by improving access and equity for diverse communities through inclusive service delivery and people solutions. As a strategic priority, we will:

1. Drive ongoing accountability through the identification of Diversity and Inclusion KPIs and outcomes in our strategic and directorate plans.
2. Foster mentoring and support networks in the workplace.
3. Support flexible working arrangements to accommodate individual needs and meet family, cultural and spiritual obligations.
4. Embed Aboriginal Leadership and Governance to guide, shape and oversee our Aboriginal Pathways Strategy and Reconciliation Action Plans.
5. Engage diverse service providers to effectively meet the needs of service users, including Aboriginal businesses and businesses run by people with disabilities.
6. Continue to monitor and report on workforce diversity.
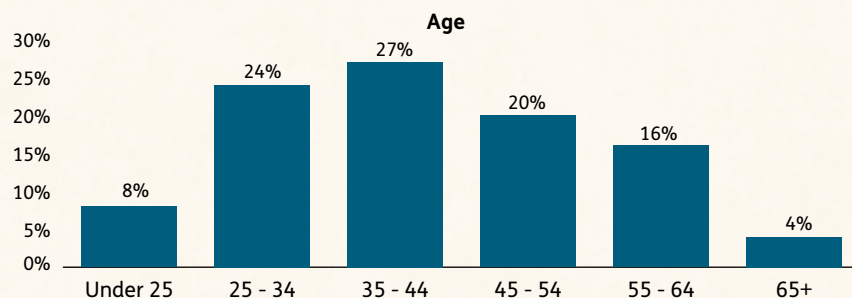
A Snapshot of Our Diversity Profile at MercyCare

Of the 1230 people who are employed at MercyCare, 86% are female, mirroring the relevant employment sectors in which we operate.
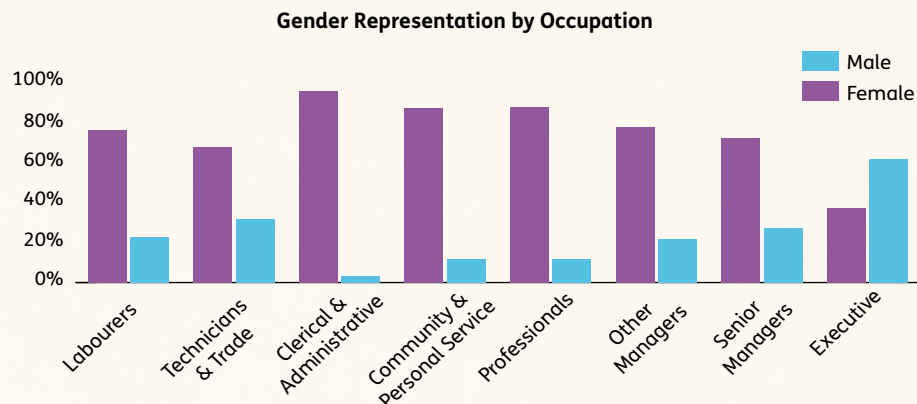
Gender

- Male 14%
- Female 86%
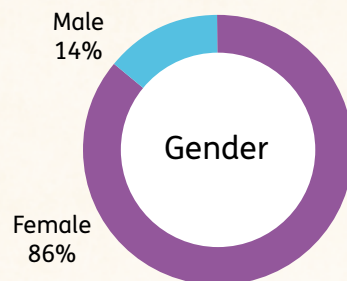
Over a fifth of us speak a first language other than English. 1.8% of us identify as Aboriginal and/or Torres Strait Islander People and 1% identify as a person with a disability.
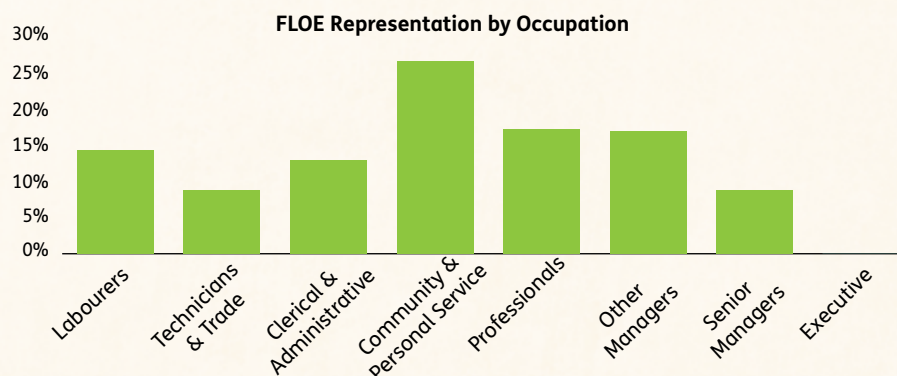
- FLOE: 21.5%
- A/TSI: 1.8%
- PWD: 1.0%
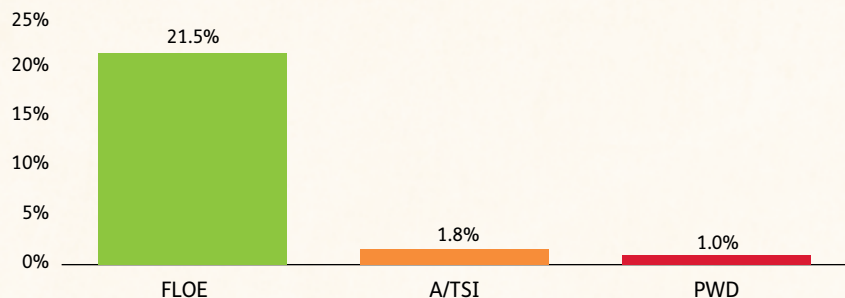
Over half of our workforce is aged between 25 to 44 years old.

Age

- Under 25: 8%
- 25 – 34: 24%
- 35 – 44: 27%
- 45 – 54: 20%
- 55 – 64: 16%
- 65+: 4%

Women are most represented in clerical and administrative roles and least represented in executive roles.

Gender Representation by Occupation

Legend: Male, Female

Occupations: Labourers, Technicians & Trade, Clerical & Administrative, Community & Personal Service, Professionals, Other Managers, Senior Managers, Executive
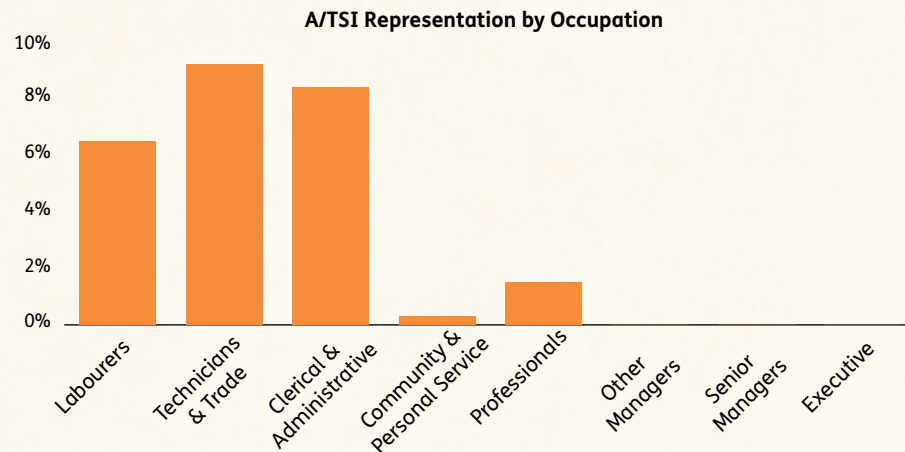
People whose first language is other than English (FLOE) are most represented in community and personal service roles and least represented in technical, trades and senior management roles. None are represented in executive roles.

FLOE Representation by Occupation

Occupations: Labourers, Technicians & Trade, Clerical & Administrative, Community & Personal Service, Professionals, Other Managers, Senior Managers, Executive

Source: BI Diversity Report April 2020 (inc. casuals). Note: All data based on self-nomination.
A/TSI: Aboriginal / Torres Strait Islander People;
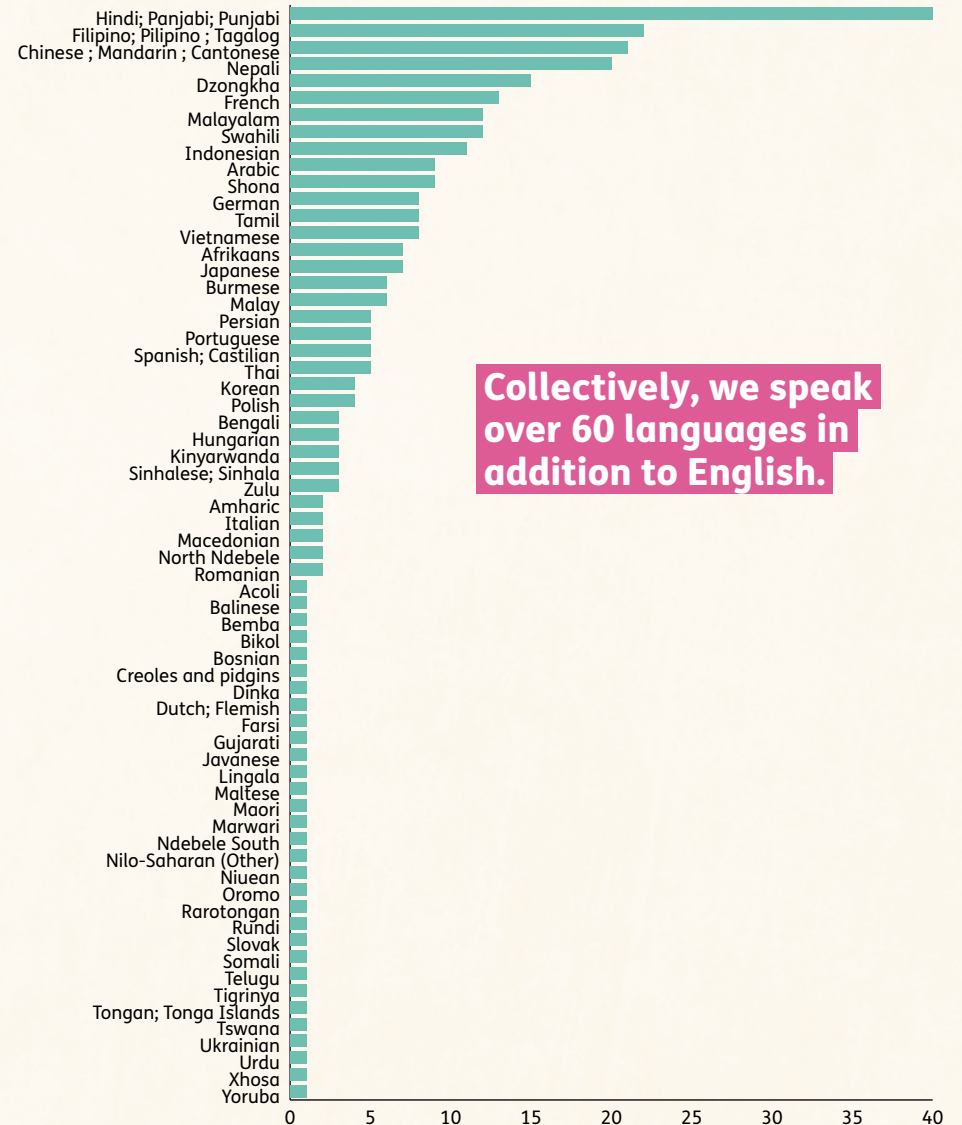PWD: People with Disabilities; FLOE: First Language Other than English

Aboriginal and/or Torres Strait Islander People are most represented in technical, trades, clerical and labourer roles. They are least represented in community personal service and professional roles. None are represented in management and executive roles.

A/TSI Representation by Occupation

People with Disabilities are most represented in clerical, community and personal service roles and least represented in professional roles. None are represented in technical, trades, management and executive roles.

PWD Representation by Occupation
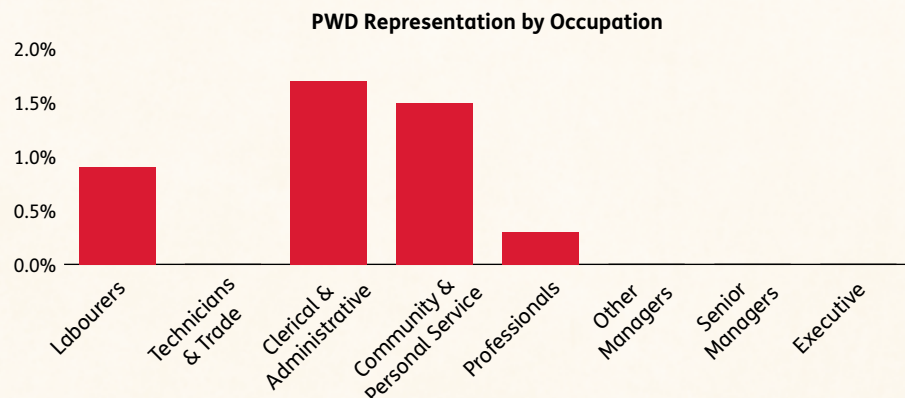
MercyCare's Multi-Lingual Capability

Collectively, we speak over 60 languages in addition to English.

Source: BI Diversity Report April 2020 (inc. casuals). Note: All data based on self-nomination. A/TSI: Aboriginal / Torres Strait Islander People; PWD: People with Disabilities; FLOE: First Language Other than English

MercyCare
Diversity Statement

At MercyCare, every person matters. We commit to inspiring a culture that truly embraces and celebrates diversity and will continue to build relationships and deliver services that are inclusive of people from all walks of life.
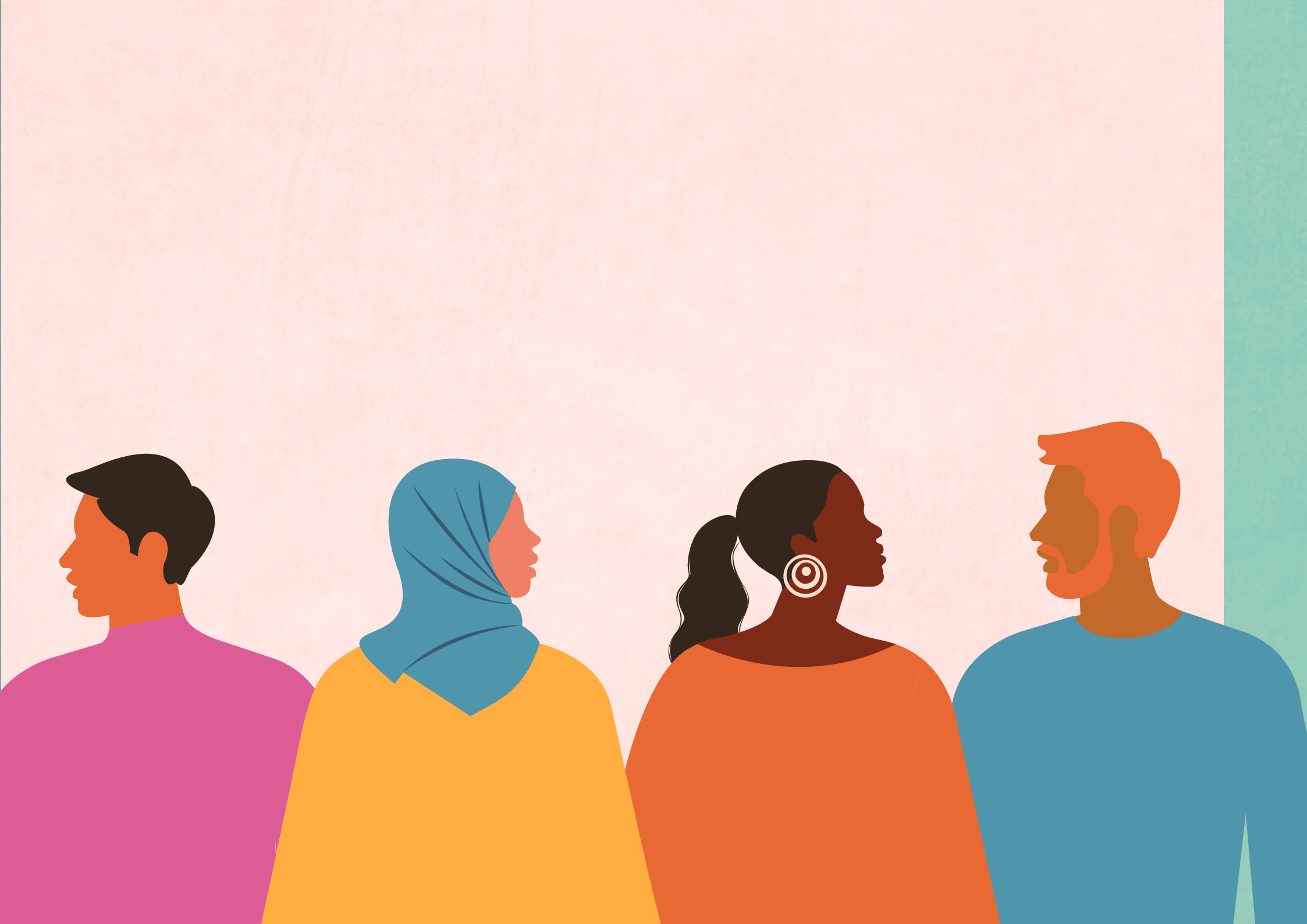
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