

Diversity, Inclusion Belonging & Equity Policy



Policy owner	Chief People Officer
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Introduction

NSW Land Registry Services (NSW LRS) is committed to the development and maintenance of an inclusive workplace and customer experience, where all employees have a sense of belonging and connection, and where the diversity of our employees, customers and communities are adequately reflected and valued.

NSW LRS strives to create and nurture an environment that is inclusive, respectful and open where current and future employees are able to bring their true selves to work, perform to the best of their ability and feel supported to develop their skills and progress. In creating a safe, respectful, diverse and inclusive culture, our people can feel that they belong and can successfully contribute to meeting NSW LRS objectives, while reaching their potential, enhancing our reputation and improving the customer experience.

Purpose

The purpose of this document is to outline the commitments, procedures, and responsibilities of NSW LRS, ensuring the adequate and successful creation of an environment with strong consideration for Diversity, Inclusion Belonging & Equity (DIBE). Proper adoption and alignment with this policy enables NSW LRS' people to feel valued and respected for who they are, feel connected and accepted by their co-workers, have access to opportunities and resources, and contribute their perspectives and talents to improve the organisation.

This policy applies to all NSW LRS employees and contractors in all aspects of NSW LRS' working practices, including recruitment and selection; development, training, and promotion; pay, benefits and conditions of employment; health and safety; conduct at work; and termination of employment.

Definitions

Diversity: Diversity is the entire mix of people in our organisation. It represents all the differences between individuals in relation to their age, cultural background, Indigenous background, caring responsibilities, mental or physical disability, gender, sexual orientation, socio-economic background, as well as their profession, education, work experience, and organisational role.

Inclusion: Inclusion is the fostering of an environment where our diversity and mix of people works. Fundamentally, this successful blending of individuals occurs when our people feel valued and respected for who they are, feel connected and accepted by co-workers, have access to opportunities and resources, and can contribute their perspectives and talents to improve our organisation.

Belonging: Belonging is the sense of connection with our organisation that allows us to feel that we can represent ourselves authentically – we can comfortably express ideas, share experiences and contribute to a group where our input is valued. Belonging recognises that just because an organisation is diverse and inclusive, it does not mean that individuals truly feel they belong.

Equity: Equity is a state whereby all our people can participate freely and equally in all areas of life, work, education, or in accessing goods and services without disadvantage or less favourable treatment due to their unique attributes. It recognises the rights and responsibilities under equal opportunity and anti-discrimination preventing discrimination, harassment, vilification, or victimisation.

Policy

NSW LRS is committed to:

- Adequately reflecting the community in which we operate in our workforce demographics.
- Providing a service offering that is accessible and practical for our diverse employee, contractor, and customer base.
- Fostering a safe and respectful working environment that seeks the views of our demographically diverse workforce.
- Reflecting inclusion in our overarching values, organisational behaviours and striving to build inclusive leadership within the organisation.
- Recognising that equality is not just treating everyone the same, but achieving a 'level playing field' in order to provide an equal opportunity for all staff to succeed.
- Reducing bias and providing equal opportunity for employees to contribute and progress their careers at NSW LRS.
- Supporting the rights of all employees, contractors, and visitors of NSW LRS to work in an environment that is, so far as is reasonably practicable, safe, inclusive and without risks to health and wellbeing.
- Developing and maintaining an accessible and inclusive working environment, recognising that this can improve workplace efficiency and productivity.
- Fostering connections with community partners and community groups to acknowledge and grow awareness of the diverse range of social issues that are experienced.
- Increasing awareness and understanding of the purpose and significance of cultural protocols, particularly in respect to reconciliation through Acknowledgement of Country and Welcome to Country protocols.
- Zero tolerance of any form of discrimination, intimidation, bullying, harassment or victimisation contrary to the law, or any applicable codes of conduct or behaviour in the workplace.

- Adequately measuring and reporting our DIBE performance on an appropriately scheduled basis and at least bi-annually.

Procedures

The implementation of this policy includes:

- Establishing and communicating clear expectations for leaders and employees regarding the actions, conduct and behaviour that support a diverse workforce and inclusive workplace.
- Regular consultation with employees about key areas and issues relating to DIBE and use of this information to improve existing processes and develop new initiatives.
- Encouragement of leaders and employees to speak up if they see conduct or behaviour that is not consistent with this policy or other related documents and NSW LRS will address breaches appropriately.
- Alignment with the Recruitment Policy whereby recruiting leaders have a responsibility to ensure that recruitment decisions are based on appropriately assessing the skills, knowledge and experience of applicants in relation to the requirements of the position and the NSW LRS DIBE policy principles.
- Provision of the information, instruction, training, and supervision necessary to ensure our employees feel safe, included, supported and are without risk to their physical or mental health.
- Facilitating open consultation to:
 - share relevant information about DIBE with employees
 - give employees the opportunity to express their views, acknowledge the value of those views, and to contribute to the resolution of DIBE issues
 - promote employers and employees working together to seek solutions that lead to diverse and inclusive workplaces
 - embed a culture that strives to incorporate considerations and continuous improvement of DIBE across the organisation.
- Introduction of cultural protocols, such as Acknowledgement of Country and Welcome to Country, into meetings, gatherings and events to show respect and uphold Aboriginal and Torres Strait Islander cultural protocols.
- A requirement for, and a process to enable, all employees to report any incidents or occurrences that have or might possibly create an environment that is not consistent with our policy principles.
- The regular measurement, reporting and review of performance on appropriate DIBE measures.

Full details of NSW LRS DIBE procedures are contained in the NSW LRS Diversity, Equity, Inclusion & Belonging strategy.

Roles and Responsibilities

The Board is responsible for:

- ensuring that NSW LRS has an appropriate strategy and framework for the effective implementation, maintenance and ongoing improvement of DIBE

- monitoring the implementation and performance of the NSW LRS Diversity and Inclusion strategy

The CEO is responsible for:

- approval of the Diversity, Inclusion, Belonging & Equity strategy and related documents
- the provision and maintenance of a safe, respectful, and inclusive organisation that is reflective of our employees and customers
- regularly communicating clear expectations for all leaders and employees with regards DIBE
- ensuring that DIBE is embraced by all NSW LRS staff so that it is relevant and effective

The Chief People Officer is responsible for:

- ensuring NSW LRS is up to date on the relevant knowledge of all applicable DIBE issues and topics
- maintaining and communicating the DIBE policy to employees, contractors, visitors and relevant business stakeholders
- the approval of resources, as needed, to implement, maintain and improve NSW LRS DIBE practices
- taking appropriate action against any employee, contractor or visitor who engages in conduct which is inconsistent with this policy
- having appropriate processes for receiving and considering information and responding in a timely manner
- providing relevant and appropriate DIBE training for employees

Managers have a responsibility to:

- promote DIBE awareness and knowledge
- ensure that the working environments under their control are safe, respectful, and inclusive
- ensure that the behaviour of all persons in the workplace is respectful and without risks to the provision of a diverse and inclusive culture
- identifying and communicating potential issues and/or improvements to DIBE practices
- inform and ensure all employees are trained in relevant policies, procedures and DIBE obligations

All staff have a responsibility to:

- support the policy and behave in accordance with the NSW LRS Diversity and Inclusion strategy
- maintain an awareness of the DIBE issues and opportunities that relate to their work and fellow employees
- actively support, report, and contribute to DIBE practices
- perform all work duties in a manner which ensures development and maintenance of a safe, respectful, and inclusive working environment
- encourage fellow employees to develop and maintain a safe, respectful, and inclusive working environment

Related Policies and Procedures

- Code of Conduct
- People Policy
- Anti-Discrimination, Bullying and Harassment Policy
- ESG Policy
- WHS Policy