

# Diversity, equity and inclusion action plan 2024–2026

## Our purpose

At QAO, we embrace our workforce diversity and harness our different experiences, skills, and perspectives to enhance the value we deliver.

To promote and support a culture of respect and inclusion, we publish a DEI Action Plan that sets out how we will continue to build an inclusive culture, attract and retain diverse talent, and embed inclusive practices across QAO. We will conduct an annual audit of our workforce data to monitor progress, evaluate the effectiveness of our strategies, and inform continuous improvement in our approach to diversity, equity, and inclusion.

## Our objectives

	To create and sustain a culture of respect, inclusion, and belonging where all QAO employees feel safe, valued, and empowered to contribute.	To effectively measure diversity, equity, and inclusion success.	To attract, recruit, progress and retain a diverse workforce that represents the community we serve.
ACTIONS	<ul style="list-style-type: none"><li>Diversity Champions to lead DEI initiatives.</li><li>Enrol and promote Diversity Council Australia corporate membership.</li><li>Develop and deliver a supporting DEI communication plan.</li><li>Embed QAO's First Nations Awareness Project focused on meaningful acknowledgment, education, and inclusive client service and business practices.</li></ul>	<ul style="list-style-type: none"><li>Improve data accuracy by strengthening alignment between internal Aurion data and WfQ results and identifying barriers to employee disclosure.</li><li>Establish QAO-specific DEI benchmarks to consider in DEI Audit, in addition to PSC targets, reflecting QAO's unique context.</li><li>Enhance reporting capability by developing a QAO-specific workforce Power BI report that includes leave patterns across cohorts.</li></ul>	<ul style="list-style-type: none"><li>Enhance recruitment and retention strategies for underrepresented groups, including Women in leadership, First Nations, and people with disability.</li><li>Partner with external organisations to increase awareness of QAO as an inclusive employer and strengthen employment pathways for First Nations peoples and people with disability.</li><li>Improve inclusive recruitment practices through accessible branding, diversity statements in job ads, and advertising via targeted platforms.</li></ul>
PERFORMANCE INDICATORS	<ul style="list-style-type: none"><li>Monthly DEI Champion Meetings held.</li><li>Improved staff perception of inclusion via WfQ survey results.</li><li>Implementation of the First Nations cultural awareness strategy.</li><li>Communication objectives are measured and met.</li></ul>	<ul style="list-style-type: none"><li>Develop a QAO-specific Power BI workforce reporting tool to replace the PSC MOHRI report.</li><li>Increased voluntary diversity data disclosure.</li><li>Gender Pay Gap (GPG) is tracked and a neutral range maintained (2025 audit result).</li><li>Women in leadership, disability and First Nations workforce representation increased.</li></ul>	<ul style="list-style-type: none"><li>Improved representation and retention rates across key diversity cohorts.</li><li>Increased progression of women and CALD employees into leadership roles.</li><li>Recruitment campaigns reflect inclusive language and use diverse channels.</li><li>Positive WfQ survey results on fairness, opportunity, and workplace inclusion.</li></ul>

## Our values



Inspire



Engage



Respect



Deliver

QAO respects, protects and promotes human rights in our decision-making and actions.

QAO acknowledges the Traditional and Cultural Custodians of the lands, waters, and seas of Queensland. We pay our respects to Elders past and present.