

Diversity, Equity and Inclusion Plan

2023-2028



MEDHEALTH



MedHealth acknowledges the Traditional Custodians of the land upon which we live and work, and pays respects to Elders past, present and emerging.

We recognise that the health of our people is connected to the health of our planet. We value access and inclusion and seek to listen, learn and build strong partnerships. We aim to provide genuine opportunities for Aboriginal and Torres Strait Islander peoples within our workforce and through our business.



Artwork created for MedHealth by Justine Kinney

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A message from Tim

I'm one person with one set of experiences – one voice, and many opinions. But, in the end, I'm just one person.

That's an unusual way to begin some thoughts on the power of diversity, equity and inclusion... but bear with me.

I am also the leader of a group of businesses which span health, medical, employment, disability, advisory and technology services – underpinned by talented corporate support professionals. In 2023, as this plan launches, we have a fast-growing team of more than 3,000 people around Australia. And that, right there, represents a huge array of life experiences, skills and ways of thinking.

This difference in people, and their lives, is at the very heart of why diversity, equity and inclusion matter.

MedHealth would be a great deal less effective without all of our incredible people. To be successful, to serve our clients and customers well, to be the workplace our people deserve, we embrace difference.

Together, we are better.

I commend and thank the Diversity, Equity and Inclusion Working Group for all their hard work on this plan. This strong and empowered collective of people from across all the MedHealth businesses have contributed to this plan and, even more importantly, are committed to bringing it to life. I stand with them, striving to build an inclusive MedHealth culture and a place where people can be themselves, grow and contribute. After all, it takes more than one person.

Tim Morphy

CEO, MedHealth



MedHealth CEO,
Tim Morphy talking
to a colleague



A message from Elke

Our annual survey results over the past three years attest to the rich diversity across MedHealth. We want to continue to celebrate and foster this diversity, building an organisation that represents Australia today and into the future, knowing that this diversity will power collaboration, creativity, innovation, and service delivery excellence.

At MedHealth, everyone's voice matters. It is this voice that drives the way we work. Through the wonderful work and feedback from our Diversity and Inclusion Working Group, our team members and our leaders across the business, we have made significant progress against the goals we set out to achieve in our first Diversity and Inclusion Plan 2020-2023.

However, like with all things, these goals are not static. Diversity, equity and inclusion work is without limit and requires ongoing, dedicated focus.

This plan, which encompasses the next five years, will build on our achievements to date and ensure that equity and inclusion for all is sitting at the heart of our business.

I invite you to join us on this next chapter.

Elke Gjergja

Executive Sponsor and Chair DEI Working Group, MedHealth



Introduction

This is the second Diversity, Equity and Inclusion Plan established by MedHealth, and represents our dedication to building a culture that values and respects the contributions of everyone over the next five years.

It enables us to deliver on our organisational purpose and ensures we are fiercely focused on creating a workplace that enables our people to thrive.

The plan also expresses our commitment to environmental and social governance and recognises our legal obligation to ensure MedHealth is accessible, inclusive, and free from discrimination for all.

Our business

MedHealth is a purpose-built collection of industry-leading health, medical and employment brands. Our unique and diverse capabilities come together to get the best possible life, health and employment outcomes for the individuals we support.



NDIS SERVICES	PERSONAL INJURY	EMPLOYMENT SERVICES	HEALTH & BUSINESS SOLUTIONS
Ability Action AUSTRALIA	mlcoa	ipar	ASSESS GROUP
outcomes connect	Medilaw Group	WORKFOCUS AUSTRALIA	advicor
stim Therapy	ML MEDILAW	AccessPsych	OTML OT MedicoLegal
Living to the Max OCCUPATIONAL THERAPY	NH NEXT HEALTH	benchiiark	TAS WORKPLACE REHAB INJURY PREVENTION
HANRAHAN HEALTH THERAPY SERVICES	KAIRROS	MINDSENSE CENTRE OF PSYCHIATRY	SIS REHAB
			atWork AUSTRALIA
			UHG
			mi Support
			Cogent thinking



We believe health, employment and a full life are fundamental human needs.



atWork Australia leadership team

Who we are

We support people with what they need, be that a single service through a single provider, or a combination of our diverse capabilities to offer more holistic and sustainable life, health and employment outcomes.

We are a people business. Our people are passionate about helping others and the communities in which we live and work.

Our shared purpose

We help organisations improve the life, health and employment outcomes of a population... while never losing sight of the individual.

How we support more people

- + We refine and **build our capabilities**
- + We create solutions that **solve problems** for customers and support people to **achieve better and sustainable outcomes**
- + We **expand our support** to new groups of people

Your unique contribution

Each of us uses our talents to support people to thrive in the workplace, find a way forward in a challenging time, realise their potential or reach their health and employment goals.

You have an important place in both the business in which you work and MedHealth. When you work in a MedHealth business, you are part of something bigger.

Our values

Our values reflect the commitments in our Diversity, Equity and Inclusion Plan – harnessing the power of inclusion, working together through collaboration, and embedding empathy at the heart of what we do. They represent the voices of our people, born from consultation and feedback from across MedHealth.

These values work across all MedHealth business and sit alongside the values within each of the businesses that make up MedHealth.

INCLUSION

We are true believers in the power of inclusion.

We welcome people's diversity of experience, background and thinking. We are committed to always building an inclusive culture and a place where people can be themselves, grow and contribute.

collaboration

We know collaboration will unlock greatness.

We work with each other. We work with our clients. We work with our customers. Together, we enable each other, solve problems and create better outcomes.

empathy

We are guided by empathy.

Our work is led by our humanity. We approach all that we do with respect, warmth and kindness. We care.

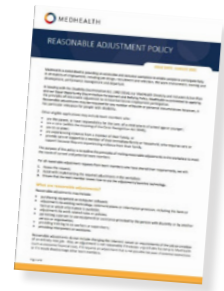


Key achievements from our previous plan

We are proud of the achievements we have made to progress diversity and inclusion at MedHealth over the past three years. These achievements have been documented quarterly and shared and celebrated across the business.

We highlight the following key achievements as testament to the progress we have made:

Launch of MedHealth's **Reasonable Adjustment Policy** (2020).



The launch of MedHealth's **Annual Diversity Survey** (2020) and **annual diversity targets**, and the continued enhancement of this survey over the three-year period to support insights into the diversity of our teams, to hear their feedback and to identify opportunities for continuous improvement.



Made our commitment to diversity clear in our **Procurement Policy** (2020) and **Supplier Code of Conduct** (2022).

Our 12-month partnership with **JobAccess' National Disability Recruitment Coordinator** (2020/2021) to ensure our recruitment processes



are barrier-free, to build disability confidence through the provision of training and awareness raising activities, to establish strategies to increase the number of team members in our organisation living with disability, and to review and implement retention strategies.

MedHealth Yarns (30 min psychoeducational webinars delivered bi-monthly in partnership with our EAP provider) launched to support the mental health and wellbeing of our teams (2021).



Establishment of key **diversity acknowledgement/celebration days** for each calendar year (since 2020) to raise awareness, to celebrate diversity and to bring team members together across the business.

Introduction of **Family EAP**, providing three e-counselling sessions to team members immediate family members.



Development and launch of dedicated resources to educate and support our team members on the **MedHealth Intranet Diversity and Inclusion pages** (2021).

Introduction of a **MedHealth Welcome Email** and **Welcome Pack** for all new team members, outlining our commitment to diversity and inclusion and sharing information about our diversity and inclusion action plan, our reconciliation action plan, flexible work, employee assistance program and other employee benefits (2021).



Development and launch of our **Diversity and Inclusion e-learning program**, including "We are MedHealth", "MedHealth's Code of Conduct", "You are welcome here", "Respectful use of disability language" (2021), "Working with culturally diverse clients" (2022).



Updated MedHealth's **Parental Leave Program** increasing the previous 4.55 weeks of MedHealth paid parental leave to 12 weeks, including greater flexibility for our parents to support them during this leave and with their return to work (2021).



Accessibility needs integrated throughout each step of our recruitment process with the implementation of SmartRecruiters (2021).



Achieved 2nd place in the healthcare category for the Australian Financial Review BOSS **Best Places to Work** list in 2022 and 2023.

Launch of the optional inclusion of **pronouns in email signatures** (2021)



Website accessibility audit completed with key recommendations established to drive improvements when websites are updated across the business (2021).



Commencement of **cultural celebration intranet news posts** to share details and support understanding of the cultural meaning of these events (2022).



Renewal of **MedHealth's values** based on feedback from our people to ensure that they represent the rich fabric of our workforce, who we are today and who we will be in the future (2023).



Introduction of additional questions into **client feedback surveys** to specifically assess feelings of respect and inclusion and the accessibility of our services (2022).

Formalisation of **Personal Emergency Evacuation Plans** to ensure support is in place for team members living with disability in the event of an emergency via our intranet e-form and register (2021).



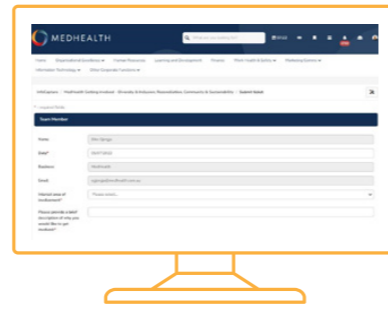


Integration of **accessibility audits** into our annual office safety checklist and our approval process for all new sites, to ensure our 400+ office network provides safe and accessible premises for our teams, clients, customers and visitors.

Launch of **Incident Debriefing** service delivered by our EAP provider to support mental health and wellbeing following a workplace incident (separate to a team members EAP session allocation) (2022).



Formalisation of our approach to co-design in service delivery in our **Co-Design Model** (2022).



Launch of our **Diversity and Inclusion Expression of Interest e-form** to enable team members to become involved in diversity and inclusion activities (2021).



Pictured clockwise from top left: The WorkFocus team taking part in the ACT Million Paws walk; Celebrating second place at the 2023 Best Places to Work awards; Cogent Thinking, Access Psych, WorkFocus and Medilaw at a special National Reconciliation Week screening event; atWork Australia raising money for assistance dogs in Brisbane; mlcoa celebrating International Day Against Homophobia, Biphobia and Transphobia Day

WORDS FROM OUR *people*

“ MedHealth has created a space which I believe is a safe, healthy, and balanced environment where I’m able to safely express my ideas, thoughts and expand my learning curve as an employee and a passionate speech pathologist.

I’ve had first-hand experience working in companies that do not foster diversity and inclusion. This has resulted in harassment, bullying and micromanagement which affected my mental health. From these unfortunate experiences, I believe diversity and inclusion is the thread that binds a company’s values. Having a diversity, equity and inclusion culture make employees feel accepted and safe in workplace and in the community.

“United we stand, divided we fall” – I believe this quote speaks for itself. Unity and collaboration stems from practising and valuing diversity and inclusion. It fosters a safe, healthy, and balanced workplace for employees from different backgrounds and cultures. It also allows for deeper trust and more commitment from employees to want to stay in a company and watch it grow.



GAYATHRI
Ability Action Australia

“ Diversity, equity and inclusion in the workplace is about feeling safe and comfortable. I always feel welcomed and valued at MedHealth. I can be myself without judgement. To work in a diverse environment is really rewarding and enjoyable.



MOSES
IPAR



WORDS FROM OUR *people*

“ Before I started at MedHealth, I felt nervous about feeling included and accepted into my new working environment. I am incredibly grateful for being welcomed into such an amazing team from the get-go.

Being a young Muslim Afghan female, it was always hard to fit in over the years, however the team at MedHealth did not allow my personal beliefs and cultural background affect my ability to be a part of the team. Diversity and inclusion within an organisation are key to the growth of a company and I am proud to be working for an organisation that values and prioritises diversity.

SADEQA

WorkFocus Australia



“ Having diversity, equity and inclusion firmly entrenched in the workplace allows people from all walks of life to come together, learn from each other and thrive. When employees feel more connected at work, they can produce higher quality work and better results.

Research tells us that diverse companies outperform their less diverse counterparts, with those that demonstrate a commitment to inclusiveness and acceptance, benefiting from a broad range of skills and fresh perspectives.

Our commitment to diversity, equity and inclusion at MedHealth makes me feel increasingly optimistic about the future. It's important to me that our team members always feel welcome, safe and supported so they in turn can make an impact on the people we care for.

BEN

MedHealth, NDIS Division



Quarterly progress reports

Read more about the initiatives delivered in our 12 quarterly progress reports. We are excited to see what we will achieve and how we will build on this work in the coming five years.

For individuals outside of MedHealth, please email DEI@medhealth.com.au if you would like to access copies of these reports.

[Jul - Sep 2020](#) [Read report >](#)

[Oct - Dec 2020](#) [Read report >](#)

[Jan - Mar 2021](#) [Read report >](#)

[Apr - Jun 2021](#) [Read report >](#)

[Jul - Sep 2021](#) [Read report >](#)

[Oct - Dec 2021](#) [Read report >](#)

[Jan - Mar 2022](#) [Read report >](#)

[Apr - Jun 2022](#) [Read report >](#)

[Jul - Sep 2022](#) [Read report >](#)

[Oct - Dec 2022](#) [Read report >](#)

[Jan - Mar 2023](#) [Read report >](#)

[Apr - Jun 2023](#) [Read report >](#)



WORDS FROM OUR *people*

“ As a second generation migrant in Australia, my most passionate story is how I was never made to focus on my skin colour nor that I was somehow different. I never questioned that I ‘belonged’ and never did I feel like I was an outsider. I simply took it for granted and was able to assimilate easily and make meaningful connections with so many people. However, later in my life, I experienced discrimination and vilification under a very different set of circumstances. What struck me most was how I had lost that feeling of ‘belonging’ and my ability to make meaningful connections in such a toxic environment. The impact of such an experience on my mental health and my ability to function in any normal way was immense and debilitating. I had come to a grinding halt and needed professional help.

Such personal experiences, and the stories I hear over and over again working as a coach and therapist, continue to remind me of the importance of helping people gain and retain that sense of belonging and meaningful connection. And this can only be achieved, not through words, but when we genuinely respect the diversity of the people around us and actively remove the barriers that prevent them from feeling included and valued.



BHARATI
MedHealth, IT

“ Finding an employer that embraces people with disabilities and people in the LGBTQIA+ community means so much to me. I want to make sure my clients also feel accepted and respected for who they really are because everyone deserves to feel safe and to express ourselves. From there, we can build an inclusive and safe place for all.



RICARDO
atWork Australia

Where we started in 2020



30%

of respondents reported they spoke a language other than English, with over **80 different languages spoken!**



30%

of respondents indicated they were not born in Australia, with origins from across the globe from and 48 countries represented



55%

of MedHealth's executive, key management and general manager positions are held by women

34.64% of us are **26-35**



24.71% of us are **36-45**



16.4% of us are **46-55**



11.32% of us are **56-65**



10.16% of us are **25 and under**



1.62% of us are **66 and over**



1.15% of us prefer not to say



17%

responded that they have a disability, injury or health condition



2%

responded that they are of Aboriginal or Torres Strait Islander origin



6%

of our team identify as being part of the LGBTQIA+ community

WORDS FROM OUR *people*

“

I think there has been enormous success in creating a more diverse and inclusive culture and that is clearly evident when I compare MHG workplaces now with 7 years ago when I started. Keep up the great work.

“

Creating a diverse and inclusive culture is an ongoing process that requires continues effort, commitment, and support from leadership and every member of the organisation.



AUSTRALIA'S RICH DIVERSITY



1 in 5

Australians are living with disability
(Australian Network on Disability)

27.6%

of Australians were born overseas
(2021 – Australian Bureau of Statistics)



11%

of Australians identify as LGBTQIA+
(Department of Health estimates 2019)

16.2%

of Australians are over the age of 65
(2021 – Australian Bureau of Statistics)

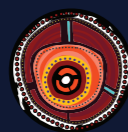


10.8%

of Australians are informal carers
(2021 – Australian Bureau of Statistics)

3.2%

of Australians identify as Aboriginal or Torres Strait Islander
(2021 – Australian Bureau of Statistics)



MEDHEALTH'S DIVERSITY *today*

2%



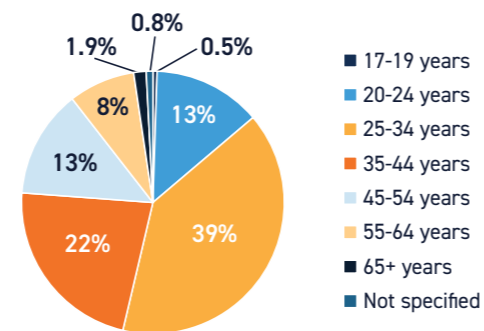
of our team members are of Aboriginal or Torres Strait Islander origin



28%

of our team members reported living with a disability or injury, health, mental health or other condition that affects them at work, at home or in the community

All working ages



31%



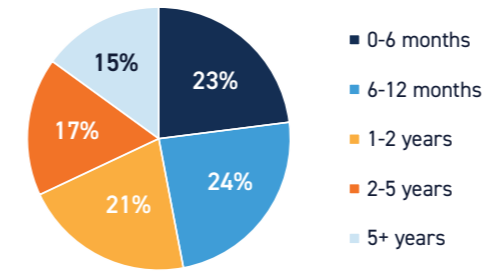
of our team members who participated in the survey were born overseas

33%



of respondents reported they spoke a language other than English, with over **80 different languages** spoken!

Tenure



41%

of our team members are caregivers for children or adults or both



10%

of our teams identify as part of the LGBTQIA+ community

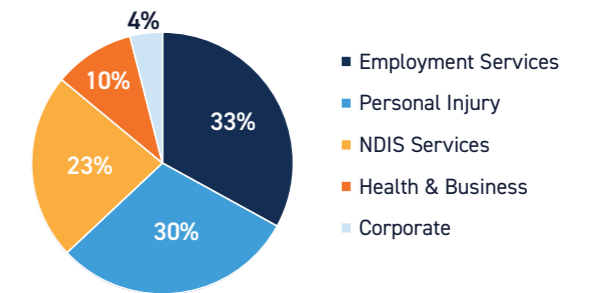
Across all MedHealth teams,

75% of us are women



& 54% of our senior leaders are women

Division breakdown



Median age

34 WOMEN **32** MEN



We work across **350+** LOCATIONS around Australia – regional, metropolitan and in capital cities

OUR 2028 TARGETS

By 2028, we want to continue to build on our commitment to create and maintain a workforce that is diverse and representative of the communities in which we live and work. We aim to align representation in our business with that of the Australian population. Each year we will set targets for the following year, further to insights from our annual survey and feedback we receive. These targets will always aim to exceed representation in the Australian population. They will be published on our intranet and shared with our teams, forming the basis upon which we will evaluate our progress against this plan.

WORDS FROM OUR *people*



? What is one thing we could do to build a more welcoming culture?

- “ This is a great place to work and I would say keep up the good work. ”
- “ The company is more proactive in this than ALL other companies I have worked for. ”
- “ MedHealth is the most welcoming and genuinely embracing workplace of diversity I have worked for. ”
- “ To be honest, MedHealth strongly supports inclusiveness and the company culture is amazing already. ”
- “ Nothing! I think MedHealth is amazing and covers all bases well. It's clear that employee wellbeing, job satisfaction, work/life balance, culture and inclusion are of the utmost importance. ”

? What is one thing we could do to create a more diverse and inclusive culture?

- “ I feel this is covered wholly in my workplace team. ”
- “ I feel the culture is already inclusive and embraces diversity. ”
- “ We are making such great traction with diversity in our businesses. ”
- “ A culture of diversity requires constant cultivation. ”
- “ The company is very proactive in promoting diversity and inclusive culture in many different ways. I find this very reassuring. ”



Pictured clockwise from top left: Benchmark Reabs, Alisha; The WorkFocus team celebrate another achievement; atWork Australia collect donations for Share the Dignity; WorkFocus Australia's Aboriginal Partnership Lead, Melanie Simon, out in the community; atWork Australia opens a new office; atWork Australia get together for a Mental Health Month event



About our plan

Our plan has been built through extensive consultation and feedback from our teams across MedHealth to ensure we have captured their voices.

This included executive team interviews, feedback from focus groups and a survey open to all team members, feedback from members of our Diversity and Inclusion Working Group, and feedback from our Diversity and Inclusion Consultation Group.

A key difference from our previous plan, is the inclusion of equity in the title of our new plan. Equity, as defined in the Oxford Dictionary, is the quality of being fair and impartial. It is about recognising that we do not all start from the same place and acknowledging that we must address these imbalances. Equity is a key focus area for our five-year plan.

OUR GOALS

Our plan is centred around the three strategic goals that were first established in 2020. These goals will continue to drive our work in the coming five years, however, have been refined to best reflect the journey ahead. These goals are:

TO PROVIDE ACCESSIBLE AND INCLUSIVE SERVICES FOCUSED ON THE INDIVIDUAL

Enable our teams to effectively meet the unique needs and circumstances of every client and customer through education, skills development, innovation and technology enablement, in an environment that is inclusive and accessible.

2

TO BE A DIVERSE, EQUITABLE AND INCLUSIVE WORKPLACE FOR ALL

Providing equitable employment opportunities, enabling inclusive recruitment and fostering an inclusive and accountable workplace culture where team members can bring their whole selves to work and are supported to thrive in meaningful careers.

1

TO BE A DIVERSITY LEADER AND EDUCATOR

Strive to extend beyond best practice, driving innovation in our internal and external strategies, promote practices and the benefits of people with diverse backgrounds and abilities, and through partnerships, improve accessibility and inclusion for all.

3

Our progress against these goals will be measured by the achievement of the key initiatives outlined on page 22, as well as our diversity data and feedback mechanisms, both internal and external.

What Diversity, Equity and Inclusion mean to us

DIVERSITY

Diversity is the differences that makes each individual unique. These differences can be visible or observable, such as gender, age, language, ethnicity, cultural background, and visible disabilities. They can be non-visible such as sexual orientation, religious beliefs, and invisible disabilities. Diversity also recognises differences related to family composition, educational level, socio-economic background, and geographical location, and acknowledges the intersectionality of these differences and variable nature of some of these differences.

EQUITY

As outlined on the previous page, equity is about ensuring everyone is provided with what they need to succeed. It recognises that we do not all begin in the same place in society, and advocates for those that are disadvantaged or have barriers preventing their achievement. It is about creating a fair and equal environment by allocating resources and opportunities needed to reach an equal outcome.

INCLUSION

Inclusion is about embracing diversity and differences, and fostering a culture that values people's backgrounds, experiences and perspectives. It is about respecting, valuing and accepting each other, creating a supportive environment where individuals feel safe to be themselves and enabled to contribute meaningfully.

INTERSECTIONALITY

Intersectionality is an acknowledgement that people may experience inequity across multiple diversity groups with which they identify. These layered and unique experiences have the potential to magnify the impact of inequity and therefore need to be taken into consideration. This intersectionality is the reason why we choose to have a plan that looks at diversity across all areas.



Image: MedHealth team celebrating Pride Month



Key initiatives

To drive achievement of our goals in the coming five years, we will focus on driving change and embedding diversity, equity and inclusion across all functions in our business.

We will report progress towards each of these initiatives in our bi-annual progress reports. We have elected to drive action for everyone at MedHealth, rather than target specific diversity areas for action. The exception to this is for our commitments to Aboriginal and Torres Strait Islander team members, potential team members and clients. These commitments are specifically documented in MedHealth's Reconciliation Action Plan.

We know that our list of key initiatives will evolve and grow over the next five years as we listen, observe and learn.

The key initiatives we have identified include:

DATA INSIGHTS

- Continue to set annual targets and monitor and report on the diversity of our workforce each year
- Leverage data to measure the success of our plan and to ensure equity extends across all areas of our employee journey at MedHealth
- Establish divisional diversity targets for key areas to enable real, sustainable and accelerated change
- Establish and report on the diversity profile of our executive team
- Undertake external benchmarking where available to assess progress against our goals



Image: The Cogent team supporting Breast Cancer awareness with a morning tea

INTERNAL FEEDBACK AND COLLABORATION

- Approach all that we undertake with a co-design frame of reference
- Establish an allyship program to enable allies across our business to promote and advance inclusion through intentional, positive and conscious efforts
- Introduce Communities of Connection across our business as "you can't be what you can't see" (Marian Wright Edelman), to provide a platform for networking, ideas sharing and collaboration, and to act as 'safe spaces' where individuals can find support and be themselves
- Gather the voice and sentiments of our people through employee experience surveys and use these insights to inform our action planning
- Continue to offer opportunities for greater participation via focus groups, consultation group membership, and diversity champion roles
- Ensure diversity, reconciliation, community and sustainability themes are on all business meeting agendas
- Establish diversity local representatives in each part of the business to drive local awareness of events, activities and resources

LEARNING AND ORGANISATIONAL DEVELOPMENT

- Enhance the diversity, equity and inclusion awareness and skills of our workforce through a dedicated learning program
- Introduce select diversity training programs as part of MedHealth's compliance training program, to ensure team members' knowledge and skills are up to date
- Establish a learning series focused on invisible disability (neurodiversity, mental health and other non-visible disability) to raise awareness, build skills and drive understanding
- Establish a 'working with' series to support diversity confidence in delivering our services
- Deliver training on the identification of employees experiencing domestic and family violence and how to support them
- Develop and implement of a transparent and equitable talent management framework
- Ensure diversity, equity and inclusion are embedded in MedHealth's Leaders Programs to build capability across all leadership levels
- Embed unconscious bias training into MedHealth's induction program and establish targeted programs to support leaders in talent identification and performance management
- Establish an annual MedHealth sponsored program for Mental Health First Aid Training
- Establish and run annual allyship training
- Implement a mentoring program with targeted focus areas to address lagging representation in our business
- Create and embed a leadership capability framework that drives diversity, equity and inclusion and embeds this into our leadership development strategy
- Drive diversity through our succession pipelines



Image: mlcoa celebrating International Day Against Homophobia, Biphobia and Transphobia (IDAHOBIT) Day

PEOPLE AND CULTURE

- Continue to recruit for diversity, removing barriers, maximising accessibility and targeting recruitment of underrepresented groups in our organisation
- Establish focused retention strategies for underrepresented groups in our organisation
- Empower team members and provide a wealth of tools, resources, learning experiences and benefits to support their physical and mental health and wellbeing
- Complete regular gender pay equity analysis to enable targeted strategies to be implemented to address any identified gaps
- Review our leave entitlements and progress updates by 2025 that move these beyond benchmark to achieve best practice and industry leadership
- Review the employee experience across MedHealth and its businesses to ensure DEI is embedded throughout the employee journey and bias is removed
- Establish a dedicated Diversity Lead role by 2025





Above from top to bottom: MedHealth Corporate Services Team during a team building exercise; MedHealth Melbourne office celebrating the Diwali Festival

TECHNOLOGY

- Harness technology to drive awareness of resources, activities and programs
- Embed key assistive technology into our IT request processes to ensure these tools are readily accessible for all team members
- Undertake an audit of our current systems to determine incompatibility with assistive technologies
- Regularly update the DEI intranet site to ensure the information and resources provided are relevant, up to date and accessible
- Ensure accessibility requirement reviews are completed as part of the scoping and purchasing new tools, software and systems and include user testing

COMMUNICATIONS

- Continue to harness videography to bring key messages and our stories to life across the business
- Focus on the concept of 'over-communication' in our communications plans to ensure that our messages are received by our 3,000+ team members across our 350+ office network
- Embed accessible design principles wherever possible across all communication mediums with a specific focus on our websites, learning and development program and email communication
- Establish plain English guidelines to enable alternate written material to be available to team members and clients
- Continue to focus on storytelling to bring diversity to life within our business and to foster learning, growth and understanding
- Demonstrate our support for days/weeks/ months of significance across the calendar year, celebrating, acknowledging and educating our people through the events and activities planned through a calendar of nominated events
- Update brand and language style guidelines to align wherever possible to accessibility standards and instructions for meetings, events, digital content, intranet and public website content, publications, tools and templates
- Deliver manager briefings to build capability and confidence with cascading communication to help drive business level actions and activities
- Spotlight areas of service delivery excellence where diversity is at the heart of our offering

“Feeling comfortable and being your authentic self at work comes from an environment where diversity, equity and inclusion are embraced. It is important to see these values reflected within an organisation as it allows everyone's differences to be respected and celebrated.

JENNY MedHealth

EXTERNAL FEEDBACK AND COLLABORATION

- Ensure use of MedHealth's co-design frame of reference in service delivery design
- Partner with external subject matter experts and organisations to listen and learn, and drive best practice thinking and leadership
- Extend our learning program to our customers and key stakeholders to share our knowledge
- Connect with other organisations on their diversity, equity and inclusion journey to share our learnings and advance inclusion across corporate Australia
- Support corporate partners to increase their inclusion capability within their organisations
- Require active reporting from key suppliers against our Supplier Code of Conduct requirements and principles
- Review and update external client/customer feedback mechanisms to ensure they are accessible
- Report on diversity and inclusion questions incorporated into our client feedback mechanisms and use these insights and feedback to continue to enhance our services
- Participate in and attend events, conferences and seminars that align to our diversity and inclusion commitment
- Align sponsorship with events and organisations that share our values and areas of focus

“Diversity, equity and inclusion are important to me as being from culturally and linguistically diverse background, it is important that everyone feels welcomed, respected and understood.

GRACE IPAR



Top left clockwise: Some of the Medilaw Group team at a National Reconciliation Week event; Some of the Benchmark Rehab team celebrating Harmony Week; Ability Action Australia celebrating Autism Awareness Month





Governance

Our Diversity, Equity and Inclusion Working Group, made up of self-nominated representatives from across the business, will lead the commitments made in this plan, collaborating across the business and functional teams to drive action and progress. Participation in this group is opened via an expression of interest process at a minimum of annually.

Overall responsibility and accountability for our Diversity, Equity and Inclusion Plan 2023-2028 will sit with Tim Morphy, MedHealth's CEO, and Elke Gjergja, MedHealth's Executive Director Corporate Services.

Our Executive Leadership team will provide sponsorship, guidance and influence in its implementation.

Progress against our goals will be reported bi-annually to our teams and presented annually to MedHealth's Executive Leadership team.

Ultimately, it is the actions and behaviours of all MedHealth team members that will determine our success in achieving our stated goals. All team members are responsible for creating an inclusive, welcoming and supportive environment.

We welcome feedback on our Diversity, Equity and Inclusion Plan via email at DEI@medhealth.com.au

“ Diversity to me is the inexplicable differences between each one of us that makes up the global community we are a part of! Equity is the standing we have on this earth (ie. as human beings) & inclusivity is the wholesome inclusion of everyone. Therefore, despite each person's equity, we remain inherently diverse and therefore to make a robust and well-rounded community and workplace, inclusivity is paramount!

JOANS ABILITY ACTION AUSTRALIA

WORDS FROM OUR *people*

“ I think Diversity, equity and inclusion are important to me as I think that it provides us fairness and equal opportunities. Promoting equity ensures that everyone, regardless of their background, has equal access, resources, opportunities, and success.

Embracing diverse perspectives and backgrounds fosters a rich and inclusive environment where different experiences and ideas come together. Diverse teams also bring a board range of skills, knowledge and approaches to problem solving.

RAJA
Ability Action Australia



“ Being able to walk through the doors every morning and be authentically myself has made a huge difference for me in my work ethic and mental wellbeing. My experience with past employers was that my skills and work ethic were not all that mattered, they needed me to fit inside a small box that denied me of my identity, and what my identity meant to the world around me. That has never been the case here at JobAccess. When I expressed my queerness and gender diversity to my team, they asked me for my preferred pronouns and congratulated me for my marriage to my wife.

When I needed time to practice my cultural traditions – they told me to take my time and offered kindness and support, and when I identified my disability, they offered to make adjustments, so I was able to thrive in the workplace. I am so grateful to be part of a team and company that values the diversity of their employees and understands the complexities of their identities. Nice job, everyone, keep it up!

KIM
JobAccess



Alignment to United Nations Sustainable Development Goals

At the heart of the 2030 Agenda for Sustainable Development adopted by all United Nations Member States in 2015, are the 17 Sustainable Development Goals, which represent an urgent call to action to achieve a better and more sustainable future for all.

We are committed to how we can be part of this call to action, and have assessed that our Diversity, Equity and Inclusion Plan aligns to four of these Sustainable Development Goals:



“ The process of deepening our understanding of ourselves and how we relate to others is a lifelong journey. Allyship requires that we reflect on our experiences, learn about other perspectives, admit to mistakes, change our behaviour, and continue to update our thinking based on feedback from underrepresented groups in society. I am passionate about celebrating diversity and working to address systemic barriers that stand in the way of authentic and comprehensive inclusion. It is a privilege to be part of the MedHealth Diversity Equity and Inclusion group and I hope to contribute to meaningful change for team members across the organisation.

DANA ABILITY ACTION AUSTRALIA



Pictured from left: IPAR teams participated in the Invictus Australia's ZERO600 Challenge; Access Psych hosts Jelena Dokic; Alan from WorkFocus with Nancy the guide dog, supporting an initiative to provide ergonomic assessments at Guide Dogs Australia offices across Sydney

WORDS FROM OUR *people*

“ Who knew that coming out as gay as a teenager in a country town would affect your life and rights as a human being at adult age? Being a member of a minority group can at times be challenging.

Diversity, Equity and Inclusion is an overwhelmingly important, positive force that touches everybody. Not just in the workplace, but in life in general.

Multiple experiences and ideas can be drawn from for knowledge, growth and future planning.

A workplace that not only supports but encourages Diversity, Equity and Inclusion is somewhere that I know I can be my authentic self and somewhere that I want to be apart of.



BEN
MedHealth, Corporate

“ Diversity and Inclusion is key to the success of MedHealth. We are lucky to have such a diverse workforce that brings a variety of ideas and perspectives on the challenges our business faces. The uniqueness of all individuals back grounds, ideas and opinions is embraced. Our business, team members and customers all benefit from our diverse workforce.

In my role as Director – People and Culture, I see first-hand how we as a business have evolved in the diversity and inclusion space. I am very proud to work for an organisation that has created such a safe and welcoming space for all who make up our business and I get great satisfaction from watching our people thrive as a result.



CHANTELLE
MedHealth, People and Culture





MEDHEALTH