

**NIISQ**

National Injury Insurance  
Scheme, Queensland



# Equity and Diversity Plan

2024-2026

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## Message from CEO

As the CEO for the National Injury Insurance Agency, Queensland (NIISQ Agency), I am pleased to present our inaugural Equity and Diversity Plan for 2024-2026. In doing so, I acknowledge the responsibility we have as an agency to actively progress equity and diversity in employment matters and foster a respectful and inclusive workplace culture.



The NIISQ Agency is a place where talented and passionate people can be empowered to put their best work into the support for people seriously injured in a motor vehicle accident on a Queensland road, including those needing lifetime treatment, care and support. We are always striving to be a more inclusive workplace, where everyone feels valued. We encourage our people to acknowledge their differences and be both curious and respectful of how these differences can contribute to the Agency's success.

Our commitment to diversity, equity and inclusion is evident in our Agency values, strategies and plans. This Equity and Diversity Plan makes clear the actions we are taking to deliver on these commitments. It brings together existing and new actions relevant to employment matters that directly respond to the insights gathered through the equity and diversity audit. This plan will be reviewed annually and may be amended at any time, having regard to the most recent equity and diversity audit report.

Sincerely,

A handwritten signature in black ink, appearing to read 'Neil Singleton'.

Neil Singleton  
Chief Executive Officer



## **Acknowledgement of Country**

The NIISSQ Agency acknowledges the Traditional Owners of the lands on which we live and work and recognise their connection to land, sea and community.

We acknowledge Elders of the past, present and emerging for they are the holders of culture, knowledge, wisdom and leadership that is passed from generation to generation.



## About this plan

The NISQ Agency Equity and Diversity Plan has been developed in response to observations made through the 2023 equity and diversity audit. The audit provided insights into the current state of equity and diversity within the Agency, highlighting opportunities and providing a foundation for informed decision-making.

Key insights for action from the audit:

- Aboriginal and Torres Strait Islander people are under-represented in our workforce (0.91%).
- There is uncertainty about the representation of people with disability in our workforce due to disparity between equity and diversity payroll census data (4.6%) and Working for Queensland survey results (21%).
- Concentration of employees with disability within mid-range administrative stream roles suggests the need for targeted support to progress through career structures.
- Access to certain flexible work arrangements and leave offerings appears highly gendered.

The NISQ Agency is committed to building and embracing a diverse workforce that reflects the communities we serve. The audit confirmed strong representation of employees from culturally and linguistically diverse backgrounds across the agency and an over-representation of women, including in leadership roles. We will be focused on maintaining strong representation of these diversity cohorts while implementing specific actions to increase representation of people with disability, Aboriginal and Torres Strait Islander employees. To ensure we stay on track to achieving these goals, we have committed to the following diversity targets to be achieved by 2026.

Diversity group	Agency Target	Qld public sector target	Current representation
Aboriginal and Torres Strait Islander employees	2%	4%	0.91%
Culturally and linguistically diverse employees	12%	12%	27%
Employees with disability	15%	12%	4.6% (21% WfQ)
Women in leadership	50%	50%	66%

The overarching objectives of this Equity and Diversity Plan are to:

1. Identify and address any systemic and cultural barriers to equity and inclusion for current and future employees.
2. Attract and develop a workforce that represents the diverse views, experiences and backgrounds of the communities we serve.
3. Foster a respectful, inclusive and culturally capable workforce.

To achieve these objectives, this Equity and Diversity Plan brings together the key employee focused actions from existing NISQ Agency corporate plans with new actions designed to address the key audit findings.

This plan will be delivered alongside the NISQ Disability Service Plan (DSP). The DSP will expand on the agency's actions for both employees with disability as well as our scheme participants and address accessibility of our workplace and our actions in the community.



## Objective 1: Identify and address any systemic and cultural barriers to equity and inclusion for current and future employees

Action	Source	Timeframe
Conduct a review of policies, procedures and training to identify anti-racism gaps, and future culture capability uplifts.	Reconciliation Action Plan	December 2024
Develop and implement robust and easily understood suite of NISQ people and safety policies including working conditions and reasonable adjustment policy.	Working for Qld Action Plan	September 2024
Engage with Aboriginal and Torres Strait Islander staff and/or Aboriginal and Torres Strait Islander advisors to co-design anti-racism strategies.	Reconciliation Action Plan	December 2024
Implement anti-racism strategies informed by insights from the Working for Queensland survey, to support reframing the relationship with Aboriginal and Torres Strait Islander peoples.	Reconciliation Action Plan	June 2025
Investigate cultural barriers to employees sharing diversity information in payroll census and implement strategies to increase understanding of purpose of diversity data collection and how it is used.	New action	June 2025
Address demographic stereotypes in relation to job roles, flexible work, and access to spousal and carers leave through internal communication campaign, gendered language review of policies and gender diversity awareness raising.	New action	June 2026



## Objective 2: Attract and develop a workforce that represents the diverse views, experiences and backgrounds of the communities we serve

Action	Source	Timeframe
Increase the percentage and progression of Aboriginal and Torres Strait Islander employees across all business units by providing cultural safety in practice.	Reconciliation Action Plan	June 2026
Engage with educators to increase the representation of Aboriginal and Torres Strait Islander participants in internship and graduate programs, providing development and learning opportunities as a pipeline 'Grow Your Own' workforce.	Reconciliation Action Plan	June 2026
Develop and implement a talent acquisition pipeline including refreshing recruitment and selection policies and processes with hiring manager education. Includes specific strategies for attraction and retention of employees who identify as Aboriginal, Torres Strait Islander, people with disability and non-binary.	Working for Qld Action Plan	September 2024
Reshape the onboarding program including refreshed culture immersion workshop.	Operational Plan	September 2024



### Objective 3: Foster a respectful, inclusive and culturally capable workforce

Action	Source	Timeframe
Engage with Aboriginal and Torres Strait Islander staff and/or Aboriginal and Torres Strait Islander advisors to co-design our cultural learning strategy.	Reconciliation Action Plan	December 2024
Develop, implement and communicate a staff engagement and learning strategy to raise cultural capability across our workforce.	Reconciliation Action Plan	December 2024
Develop comprehensive suite of initiatives to build cultural capability of employees including establishing and implementing cultural capability training for executive leadership.	Reconciliation Action Plan	January 2025
Continue developing a range of safety and wellbeing initiatives in consultation with the WHS Consultative Committee.	Working for Qld Action Plan	June 2026
Leverage data, expertise and resources of the Office of the Special Commissioner, Equity and Diversity to develop a deeper understanding of how to identify and address inequalities in our workplace systems and practices.	New action	June 2026



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