

Royal Botanic Gardens Victoria

Diversity Inclusion and Access Plan 2021-2024



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Acknowledgement of Traditional Owners

Royal Botanic Gardens Victoria acknowledges the many Traditional Owners of Country throughout Australia. We honour their custodianship, knowledge of, and connection with plants, land, water and sky. We pay our respects to all Aboriginal and Torres Strait Islander cultures and Elders past and present. We acknowledge that our two Garden's sites are located on Wurundjeri Woi Wurrung and Bunurong Country.

Our Vision for diversity and inclusion

Gardens are for everybody-they are diverse and inclusive places for all to celebrate and learn about nature, culture, and science

Our Values

Open

Brave

Creative

Remarkable

A message from the Director and Chief Executive

It gives me great pleasure to present **Royal Botanic Gardens Victoria's Diversity, Inclusion and Access Plan 2021-2024**.

In preparing this plan, we have looked to nature for inspiration. Nowhere is the value of diversity better understood than in a botanic garden, where the variety of plant life is essential for storytelling and ultimately for species survival. As biodiversity strengthens our environment, so too will a diverse and inclusive RBGV strengthen the work of our organisation.

Aligned to **RBGV's Corporate Plan 2021-24**, and its four foundation pillars - *People, Plants, Place and Planet* – the Diversity, Inclusion and Access Plan provides an ambitious but achievable set of actions to make the Gardens an even more diverse and inclusive destination and workplace.

While we acknowledge there is much work to do, and complex problems to solve, our enthusiasm and desire to achieve the objectives of this plan are strong. Over the course of the next three years, we will continue to consult broadly with the community, particularly with those having lived experience of diversity.

I look forward to delivering on this plan, and to working in partnership with all who work and visit our beautiful Gardens.

Professor Tim Entwisle

Director & Chief Executive

1. Executive Summary

Royal Botanic Gardens Victoria recognises that a strong community is a diverse community. The **Diversity, Inclusion and Access Plan 2021-2024** ('the Plan') is our **pathway** for ensuring that the biodiversity we work to protect and celebrate in our landscapes is mirrored by the inclusion and diversity within our workforce and stakeholders, and our visitors and audiences. RBGV used the social model of disability to guide our approach to developing this Plan (Appendix 1).

Purpose

The Plan outlines priority actions that will remove barriers to participation, both visible and hidden for a wide range of communities and individuals. This Plan has an overt and dedicated focus on:

- Persons with disabilities
- Aboriginal and Torres Strait Islander representation
- Culturally and linguistically diverse communities (CALD)
- LGBTQIA+ groups and individuals
- Socio-economically disadvantaged families and schools; and
- Communities and individuals affected by hidden disability or at higher risk of isolation, such as older Australians and refugees.

Organisational priorities

The actions in the Plan work to increase participation and inclusion across all sectors of the community and they specifically align to the following key priorities in the **RBGV Corporate Plan 2021-2024**:

- Investment in our digital presence and strategy to reach new audiences
- Being inclusive and meeting the needs of a wide and diverse cross-section of the community
- Investing in landscapes, built form and interpretation improvements to support increased visitation and positive visitor experience
- Expansion of our strategically aligned partnerships with tourism, health, cultural and for-purpose community
- Adoption of innovative approaches to increase visitor engagement with the natural world
- Development, refinement, and communication of our strategic responses to major biodiversity and conservation matters (i.e., climate change, land-use changes, invasive species, and individual action)
- Increasing the vibrancy and innovation in our workplace through a focus on organisational culture, systems, and processes
- Working toward COVID-19 recovery, budget repair, and stability for our community and organisation.

Alignment to RBGV internal plans and strategies

With this Plan, RBGV responds to both changing community expectations and needs, alongside our strategic objectives, and delivers a plan which strives to achieve impactful change towards an equitable and inclusive workplace and place for our visitors to gather.

Alongside our **Reconciliation Action Plan**, this Plan demonstrates how Royal Botanic Gardens Victoria as an organisation will commit to fostering an accessible and socially inclusive work environment through which to share the deep knowledge of Victorian Traditional Owners and custodians of the land and waters.

Supported by the **One RBGV People Strategy** this Plan commits to growing the diversity and inclusion within our workforce by leading the way in providing an enriching, vibrant, inclusive, and diverse workplace.

In accordance with the **Gender Equality Act 2020**, RBGV will improve workplace gender equality, recognising that gender inequality may be compounded by other forms of disadvantage or discrimination that a person may experience on the basis of Aboriginality, age, disability, ethnicity, gender identity, race, religion, sexual orientation, and other attributes.

This Plan's targets and actions have been developed in accordance with the Disability Act 2006 and closely aligns with the vision, priorities, and actions of the **Absolutely Everyone: State Disability plan 2017-2020** and the associated **Every Opportunity: Victorian economic participation plan for people with disability 2018-2020** (Appendix 2).

In line with the above State plans, RBGV will be an accessible place to all Victorians, including those with a disability. We will ensure that our buildings and landscapes, our research and messaging, and our programs and events are planned to include every Victorian.

How do we want this document to be used?

This document is RBGV's commitment to our community to increase diversity and inclusion within our organisation. Over the next three years, this document will serve all Branches of RBGV as a **roadmap** to implement and review the actions and impact of this Plan.

This Plan will be shared with our community to ensure that our visitors and audiences have access to the Plan. We will share this Plan on our website, where it will be available in a range of formats and liaise with the **Office for Disability** to ensure our Plan reaches a wide audience. We will also share it with the Gardens' stakeholders and tenants.

RBGV will use this Plan to build relationships with new and existing community groups and organisations. Consultation and feedback will be sought from diverse communities and people with lived experience of disability.

2. Background to the new Plan

RBGV's initial response to improving diversity and inclusion was outlined in the *Access Action Plan 2011-2015* (see Appendix 3). Since 2015, RBGV has continued to deliver and build on the actions in the *Access Action Plan 2011-2015*. Further to this, our organisation has undertaken major projects and access initiatives to continue to be inclusive and remove access barriers (see Appendix 4).

In 2017, an organisation wide review led to the creation of a new Branch called Visitor Experience, Access and Tourism. This Branch and its senior leadership role, the Head of Visitor Experience, Access and Tourism have a dedicated focus on delivering improved access for visitors.

In 2019, the Board approved a proposal to broaden our *Access Action Plan* to include wider definitions of diversity and inclusion. This led to the development of this Diversity Inclusion and Access Plan.

This broader approach was informed by global social movements including **Black Lives Matter** and the **Me-Too** movement and the amendment to the **Marriage Act 1961**.

3. Methodology

In early 2020, RBGV engaged Arts Access Victoria (AAV) as consultants to provide advice and guidance on undertaking the development of a new Diversity, Inclusion and Access Plan. AAV are a disability led arts organisation at the forefront of innovative disability arts practice, access and inclusion.

The following process was undertaken in 2020-2021:

- A working group was convened made up of staff representatives from all divisions within the RBGV organisational structure.
- AAV organised mystery reviewers (conducted by reviewers with varied lived experience of disability) to review RBGV digital and printed collateral and onsite tours and wayfinding at both Melbourne and Cranbourne sites.
- Further research was conducted through an internal all-staff survey on diversity, inclusion, and access which received 109 responses (from a total staff count of 228 in 2019/20).
- A Reality Check audit was undertaken. A Reality Check is a tool created by AAV to allow an organisation to audit the current state of access across all areas of the organisation.
- Extensive consultations were held with staff from across the organisation to seek advice and gather feedback.

4. Diversity, Inclusion and Access Plan 2021-2024

Through our **Diversity, Inclusion and Access Plan 2021-2024**, we commit to fostering an accessible and socially inclusive environment for the community.

Inclusion and diversity are foundational principles of the **RBGV Corporate Plan 2021-2024**. The four pillars and two enablers of the Corporate Plan have informed the priorities of the **Diversity, Inclusion and Access Plan**. These pillars are People, Plants, Place and Planet.

This Plan identifies 51 high priority actions and they have been summarised into the following five theme areas:

- i. **Considered communications:** We use inclusive communication in our marketing campaigns, social media, internal and external communications, and in how we engage with communities to inform about our research and our work.
- ii. **Accessible built environment:** We apply universal access principles in the design of all new buildings and infrastructure projects and, where possible, we will apply these same principles to our existing landscapes and Living Collections, so that they are accessible to all.
- iii. **Inclusive engagement:** We deliver experiences that reflect the diversity of our communities and ensure our onsite and digital wayfinding, interpretation, signage, and programming is easily accessible and offered in a range of formats and locations.
- iv. **Welcoming and responsive visitor experience:** We are welcoming to a diverse range of visitors and responsive in how we communicate and inform. We ensure appropriate support and aids are available to visitors when needed.
- v. **Diverse workforce:** We are committed to increasing the diversity of our workforce and encouraging ongoing learning and development through the delivery of inclusion and access training to our staff and volunteers.

The table beginning on page seven gives a summary of the identified outcomes, the timeline to achieve these, responsible branch, and evaluation of success. A detailed actions table can be found in Appendix 5.

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5. Actions summary

Area	High level outcomes	Evaluation	Timeline	Responsibility
Communications	<ul style="list-style-type: none"> Increase information available in a range of formats and locations for visitors by end of FY2023 Increase feedback and consultation from diverse communities on how we can better communicate with them by end of FY2023 	<ul style="list-style-type: none"> Annual review of visitor feedback reports positive feedback on how and where we provide information to visitors 	FY2023	Development, Marketing, Communications
Built Environment	<ul style="list-style-type: none"> Increase number of accessible amenities and accessible public spaces by end of FY2024 Planning the living collections involves consultation with access experts and Aboriginal and Torres Strait Islander peoples 	<ul style="list-style-type: none"> Annual review of visitor feedback reports positive feedback on the accessibility of our amenities and public spaces Access consultants and Aboriginal and Torres Strait Islander people were engaged at the planning stage in the development of the living collections 	FY2024	Infrastructure, Projects, Landscape Architect, Horticulture
Engagement	<ul style="list-style-type: none"> Implement a target for accessible programs and tours by end of FY2023 Increase accessibility of wayfinding throughout both sites by end of FY2023 	<ul style="list-style-type: none"> Audience and program surveys reflect positive visitor feedback on range of programs, events, and tours offered Targeted surveys for visitors show positive feedback on wayfinding throughout sites once per year 	FY2023	Programming and Audience Development, Visitor Experience, Access and Tourism
Visitor Experience	<ul style="list-style-type: none"> Increase support for visitors with access needs and increase availability of support aids for visitors by end of FY2023 	<ul style="list-style-type: none"> Mystery visitor reviews and event, program, and tour reviews and feedback reflect positive visitor feedback on support services for visitors 	FY2023	Visitor Experience, Access and Tourism
Workforce	<ul style="list-style-type: none"> Increase diversity of workforce and volunteer base by end of FY2022 Implement diversity and inclusion training for all staff and volunteers by end of FY2023 	<ul style="list-style-type: none"> Metrics reflect increased number of Aboriginal and Torres Strait Islander staff and volunteers, and increased number of staff who identify as having a disability All staff and volunteers complete and review access and inclusion training 	FY2023	People and Culture

Appendix 1

Definitions within this Plan

RBGV recognises that language changes frequently in the areas of diversity, inclusion and access and we will ensure language is amended when needed. For this Plan, we have used three sources to define four key terms: diversity, inclusion, disability, and access.

The definitions of *diversity and inclusion* provided by the **Diversity Council of Australia** to guide our research and recommendations are:

Diversity definition

Diversity refers to the mix of people in an organisation – that is, all the differences between people in how they identify in relation to their:

SOCIAL IDENTITY e.g., Aboriginal and/or Torres Strait Islander background, age, caring responsibilities, cultural background, disability status, gender, religious affiliation, sexual orientation, gender identity, intersex status, and socio-economic background.

PROFESSIONAL IDENTITY e.g., profession, education, work experiences, organisational level, functional area, division/ department, and location.

These aspects come together in a unique way for each individual and shape the way they view and perceive their world and workplace – as well as how others view and treat them.

Inclusion definition

Inclusion refers to getting the mix of people in an organisation to work together to improve performance and wellbeing. Inclusion in a workplace is achieved when a diversity of people (e.g., ages, cultural backgrounds, genders, perspectives) feel that they are:

- RESPECTED for who they are and able to be themselves;*
- CONNECTED to their colleagues and feel they belong;*
- CONTRIBUTING their perspectives and talents to the workplace; and*
- PROGRESSING in their career at work (i.e. have equal access to opportunities and resources).*

It is only through inclusion that organisations can make the most out of diversity.¹

The social model of *disability* focusses on the interaction between people and their environment. For this, we have adopted the definition of disability within the **United Nations Convention on the Rights of Persons with Disabilities**:

Disability definition ('Social model of disability'):

Recognizing that disability is an evolving concept and that disability results from the interaction between persons with impairments and attitudinal and environmental barriers that hinders their full and effective participation in society on an equal basis with others.²

¹ Diversity & Inclusion Explained | Diversity Council Australia (dca.org.au)

² Preamble from Convention on the Rights of Persons with Disabilities (CRPD) | United Nations Enable

The **United Nations Convention on the Rights of Persons with Disabilities** which has been signed by 161 countries defining access:

Access definition

To enable persons with disabilities to live independently and participate fully in all aspects of life, States Parties shall take appropriate measures to ensure to persons with disabilities access, on an equal basis with others, to the physical environment, to transportation, to information and communications, including information and communications technologies and systems, and to other facilities and services open or provided to the public, both in urban and in rural areas.³

Appendix 2

Guiding legislation and policy

Global

- *Universal Declaration of Human Rights 1948*
- *Declaration on the Rights of the Child 1989*
- *Declaration on the Rights of People with Disabilities 2006*
- *Declaration on the Rights of Indigenous Peoples 2007*

National

- *Australian Human Rights Commission Act 1986*
- *Disability Discrimination Act 1992*
- *Racial Hatred Act 1995*
- *Children, Youth and Families Act 2005*
- *Multicultural Australia – united, strong, successful – Australia’s Multicultural Statement 2017*
- *National Disability Insurance Scheme 2013*
- *National Disability Strategy 2010–20*
- *Indigenous Advancement Strategy 2016*

Victorian Government

- *Aboriginal Heritage Act 2006*
- *Charter of Human Rights and Responsibilities Act 2006*
- *Children, Youth and Families Act 2005*
- *Disability Act 2006*
- *Equal Opportunity Act 2010*
- *Gender Equality Act 2020*
- *Multicultural Victoria Act 2011 and policy statement*
- *Racial and Religious Tolerance Act 2001*
- *Absolutely everyone: state disability plan 2017–20*
- *Every opportunity: Victorian economic participation plan for people with disability 2018-2020*
- *Victorian. And proud of it 2017*
- *Victorian Indigenous affairs framework*

³ Article 9 from Convention on the Rights of Persons with Disabilities (CRPD) | United Nations Enable
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Department of Environment, Land, Water and Planning

- *DELWP Aboriginal Employment Plan 2016-2020*
- *Access and Inclusion Plan 2018-2020*
- *Diversity and Inclusion Strategy 2019-2022*
- *Munganin – Gadhaba ‘Achieve Together’ – DELWP Aboriginal Inclusion Plan 2016-2020*

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- *RBGV Corporate Plan 2021-2024*
- *RBGV People Strategy 2020-2022*
- *Reflect Reconciliation Action Plan 2021*
- *RBGV Child Safety Policy 2020*
- *Engagement and Impact Strategy 2018-2021*
- *Melbourne Gardens Master Plan 2020-2040*
- *Cranbourne Gardens Master Plan 2016-2026*

Appendix 3

Access Action Plan 2011- 2015

A range of actions arose from the first *RBGV Access Action Plan 2011-2015*, some ongoing and some with specific timelines.

Specific actions that were undertaken to improve disability access were:

- ✓ Introduction of the Gardens Explorer buses at Melbourne and Cranbourne Gardens
- ✓ Build of an adult change facility at Cranbourne Gardens
- ✓ Development of an Accessibility Index page on RBGV’s website
- ✓ All staff involved in recruitment trained in the responsibilities of the RBGV as an Equal Employment Opportunity employer, with annual refresher courses
- ✓ Reasonable assistance and adaptations made to accommodate the needs of volunteers with disabilities
- ✓ All new project designs/plans are compliant with all accessibility requirements

Appendix 4

Commitments to diversity and inclusion achieved since 2015:

- ✓ Development of all-abilities Access Keys available at Visitor Centre's at both Melbourne Gardens and Cranbourne Gardens and on the RBGV website (2017)
- ✓ Development and design of Wellbeing and Sensory Gardens in Melbourne (2020)
- ✓ Creation of new programming and visitor experiences specifically for marginalised or vulnerable communities
- ✓ Relaxed performances offered for a range of projects including all Circus Oz seasons (2018, 2019)
- ✓ Provision of accessible sheltered areas throughout Melbourne Gardens (William Tell, Fern Gully Resthouse, Lakeview Resthouse 2018-2021)
- ✓ Audio-described and Auslan-interpreted tours as funding has allowed (2017 and ongoing)
- ✓ Large font format for brochures and website (2018)
- ✓ Secured funding to install a Changing Places facility at Melbourne Gardens (2021)
- ✓ Consultation initiated with DVJS Disability Employment Services to encourage broader participation in our workforce by people with disabilities (2019)
- ✓ SBS Cultural Competency training delivered to all visitor experience staff (2018)
- ✓ Aboriginal cultural awareness training delivered by Koori Heritage Trust to all E&I staff (2018-19)
- ✓ Homelessness awareness training delivered by Launch Housing to all visitor experience staff at Melbourne Gardens and Cranbourne Gardens (2019)
- ✓ Reflect RAP commenced development (2021)
- ✓ Free, fully accessible shuttle service to and from Cranbourne Gardens (2021)

Appendix 5

Detailed action items

Pillar 1: People *Engaging communities*

No.	Area	Actions	Timeline	Outcome	Evaluation
1.	Communications	Information is available in a variety of formats and locations to meet the needs of diverse visitors	FY2021-2023	-Information on getting to and around our sites is available on the website in a range of formats -Information online and onsite is easy to locate and comes in a variety of formats	-Conduct an annual review of digital and onsite information by DIAP Advisory Board and share findings for continuous improvement -Quantitative reporting on numbers of views and downloads
2.	Engagement	Programs, tours, and events are accessible	FY2022-ongoing	-Offer a range of free and low-cost activities -Review performances and events for provision of relaxed performances, tactile tours and quiet spaces, where appropriate and possible -A target is created of programs and tours that are accessible (Auslan, Relaxed, audio described)	-Audience and program surveys reflect positive visitor feedback on the range of programs, events, and tours offered -Continue to offer and promote a range of free and low-cost tours and programs to include socio-economically disadvantaged families and schools -Report on the number of programs that were accessible and offered in a range of formats and increase target each year -Report on the attendances at programs that were accessible, and increase target each year
3.	Visitor Services	Appropriate support and aids are available to visitors at both sites	FY2021-2023	-Support aids are easy to access by visitors at both sites -Frontline staff are proactive in engaging with visitors with access needs	-Mystery visitor reviews are conducted annually to review visitor assistance services. -Event, program, and tour reviews reflect positive visitor feedback for support services to visitors. -Increase in uptake of support aids at both sites each year.

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Pillar 2: Place *Creating vibrant places*

No.	Area	Actions	Timeline	Outcome	Evaluation
4	Built environment	All public amenities are accessible	FY2022-2024	-Changing Places facilities are built at both sites -Drinking fountains, toilets, and handrails are accessible and fully compliant	-Positive visitor feedback about the accessibility of amenities shows increase in use of access amenities -Changing Places facilities are complete at both sites by FY2023 -All public drinking fountains are wheelchair accessible by FY2023 -Handrails are available on all flights of stairs by FY22/23
5	Built environment	Where possible, all buildings and areas are accessible	FY2022-2024	-All new projects, of any size, include universal access best practice and gender impact assessments as part of the initial project planning phase	-All new buildings are accessible -All project implementation plans have an access section by FY2022
6	Built environment	Existing living collections are assessed from an access perspective	FY2024	-Consideration for access is given to all living collections across both sites	-Positive feedback from visitors about accessibility of living collections -Assessment/review of all living collections from an access perspective is complete by FY2024
7	Communications	Information about each site is easy to access and organisational and promotional collateral is easy to engage with and understand	FY2022-2024	-All RBGV promotional and organizational collateral meets best practice nationally for diverse audiences	-Positive feedback by mystery viewers on online and onsite for RBGV promotional and organisational collateral -Targeted visitor surveys reflect positive feedback on their pre-trip planning and onsite navigation by FY2022
8	Engagement	Wayfinding (both digital and onsite) and signage is easily accessible to a diverse range of visitors and offered in a range of formats and locations	FY2022-2023	-Wayfinding and Signage strategy completed -Explored digital media to assist with navigation for diverse visitors	-Annual visitor surveys show positive feedback on wayfinding throughout sites

Pillar 3: Plants *Sharing plant knowledge and discovery*

No.	Area	Actions	Timeline	Outcome	Evaluation
9	Communications	Consultation and feedback are actively sought from diverse communities and people with lived experience of disability, and communication reflects the communities we work with.	FY2022	<ul style="list-style-type: none"> -Feedback button is created on website and feedback sought onsite -Consult with people with a disability about most effective ways to reach them -Promotional database is created through relationship building with networks such as deaf and vision impaired -Avoid perpetuating stereotypes of visitors and include positive images of people with a disability, from different backgrounds, and of different genders in all promotional material -Build on and establish partnerships with local community, council, and other government agencies working within diversity and inclusion industry -Social procurement strategy increases engagement of social enterprise groups and partnerships 	<ul style="list-style-type: none"> -Increase in feedback from visitors received through website and onsite --Feedback is delivered from people with lived experience through mystery visitor reviews annually -Increase in DIAP promotional database -Increase in RBGV material showing positive images of a wide variety of community members -Annual increase in partnerships with local community, council, and other government agencies working within diversity and inclusion industry -Annual increase in social procurement partnerships with diverse groups within the community
10	Communications	We celebrate our commitment to diversity, inclusion, and access and share our successes with our workplace and the wider community	FY2022	<ul style="list-style-type: none"> -Access wins are celebrated outside the organisation and in promotional material -Quarterly report celebrating wins is developed for key stakeholders, including Board and funders -Key diversity, inclusion, access statements are developed with internal stakeholders for publication internally and externally 	<ul style="list-style-type: none"> -Target achieved for positive access stories in promotional material -Quarterly report contains updates on access initiatives and actions -Access statements are prominent on website and other locations

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Pillar 4: Planet *Taking conservation action*

No.	Area	Actions	Timeline	Outcome	Evaluation
11	Built environment	Work with Aboriginal and Torres Strait Islander peoples in the creation of new collections and designs that respond to major biodiversity and conservation matters	FY2022-2024	- Aboriginal and Torres Strait Islander peoples are consulted at the initial planning stage for collections and designs	- Aboriginal and Torres Strait Islander peoples are engaged at planning stage of projects
12	Communications	Science research is translated into accessible formats for all audiences	FY2024	-Research is presented in a variety of formats to reach diverse communities	-Facilities for public programs are accessible for a range of different access needs (e.g. Hearing loops, access ramps, Auslan interpreters) -Science information and research are communicated in a variety of formats

Enablers A skilled, flexible and responsive RBGV

No.	Area	Action	Timeline	Outcome	Evaluation
13	Workforce	Funding is scoped and secured to deliver all actions in this plan	FY2022-2024	-All recommendations are delivered within DIAP timelines	-All actions recommended in the Plan are delivered by end FY2024
14	Workforce	Create a working group to review and support the organisation in achieving the DIAP actions	FY2022-2024	-Working group is convened with both internal and external representatives (including members with lived experience of disability) -Evaluation framework created to assess progress and success of DIAP goals -RBGV Board reviews DIAP progress towards actions annually	-Working group meetings are held quarterly, actions reviewed, and results delivered to Executive team from FY2022 -Evaluation framework is created and implemented by FY2022 -Actions identified in DIAP plan are reviewed annually from FY2022
15	Workforce	Develop and deliver an induction and training program that addresses access and inclusion	FY2021-2022	- eLearning training is developed and delivered for all volunteers and staff - All tenants and onsite stakeholders are inducted into Diversity, Inclusion and Access Plan -Detailed access training is delivered to key internal stakeholders	-Feedback from visitors reflects RBGV tenant, volunteer, and staff commitment to access. -All staff and volunteers complete and review access and inclusion training -Diversity and Inclusion statement is included in Contractor Management Agreement -Internal stakeholders complete and review detailed training
16	Workforce	Increase diversity of workforce and volunteers base	FY2023	-Redress the low rate of employment of Aboriginal and Torres Strait Islander staff - Redress the low rate of employment of people with disability -Increase the number of female employees in senior roles - Grow diversity of volunteer base by networking with identified marginalised groups	-Increased number of Aboriginal and Torres Strait Islander staff and increased number of staff who identify as having a disability -Increased number of volunteers from diverse backgrounds