

# Diversity, Inclusion & Accessibility Report 2022

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# Purpose

Diversity, inclusion and accessibility are central to the values and beliefs of One Woman Project (OWP). These principles guide us to becoming an organisation that champions and celebrates every individual, and where we truly reflect and include the diverse communities we partner with and serve.

We are ambitious about creating a welcoming and inclusive organisation where everybody can be themselves. We welcome everyone who aligns with our values, beliefs and central mission, and are committed to building a diverse team. We recognise that a wider variety of backgrounds, perspectives, thoughts and ideas serves to create a richer platform for OWP to continue to do things differently and challenge the status quo.

We want everyone at OWP to thrive and to feel safe and embraced in bringing their whole self, and to know that they play an important part in fulfilling our mission. We recognise the need to work collaboratively as a team, and alongside our partners and stakeholders to achieve this.

At OWP, each annual equity audit is designed to be an inclusive and collaborative process that helps us identify where we are on the continuum of equity and anti-oppression practices. 2022's audit is reported in this document, which focuses specifically on diversity, inclusivity and accessibility, with the goal of growing our awareness of key challenges to building and maintaining an equitable culture aligned to our values.

Our Strategic Plan, together with policies on Diversity & Inclusion, and Disability & Accessibility are ambitious – they will guide us to becoming an organisation that consistently advocates for increased diversity and inclusion and raises the bar across our sector (and beyond).

At One Woman Project we will continue to aim high, and by doing so create a culture of acceptance, inclusion and belonging. We see immense value in evaluating these central elements by seeking honest feedback from our team.

## **Definitions**

**Diversity** is about what makes each of us unique. It includes our background, personality, life experience and beliefs. Whilst age, gender, race, religion, ethnicity and sexual orientation are examples of diversity; it also encompasses an infinite range of individual unique characteristics and experiences, such as income level, educational background, communication style and other variables that influence personal perspectives. Diversity is about recognising, respecting and valuing these differences.

**Inclusion** harnesses and celebrates our diversity to the benefit and greater good of the organisation. It refers to how welcome and valued individuals feel as a member of the team, and whether their opinions and thoughts are heard. It's about bringing diversity into action, allowing everyone to feel that they belong.

**Accessibility** is about removing barriers so that everyone has easy and equal access. Importantly, accessibility is represented not just through physical or technological accessibility, for example: buildings, environment, digital systems; but also through attitudinal awareness, such as: communication, tolerance or behavioural patterns.

# Year in review

Following OWPs 2021 Equity Audit several recommendations were put forward to address identified opportunities that advance our diversity efforts. In line with these recommendations our volunteer-led team have invested time and dedication to initiatives and activities over the past 12 months to increase diversity, inclusion and belonging in the organisation. Reviewing the status and outcome of our 2021 recommendations is recognised as essential. With accountability and transparency core pillars within OWP, we acknowledge the importance of celebrating our successes, and disclosing where we have more work to do.

## **Recommendation 1: Continue working to diversify recruitment**

Despite strong levels of diversity, it was identified that OWP needed to continue to diversify, with a recommendation to do so via changed recruitment strategies. This was specifically in relation to the hiring of volunteers identifying as culturally and linguistically diverse, people of colour and First Nations people.

### **Implementation:**

- ✓ Addition of a diversity statement to external advertisements as well as all Position Descriptions encouraging Aboriginal or Torres Strait Islander people, people with a disability, LGBTIQ2SA+ people and people from culturally and linguistically diverse communities to apply
- ✓ Diversification of advertising mediums used for vacant positions including OWP website and social media, as well as Seek Volunteers
- ✓ Established an online form for individuals to be contacted directly by a member of the OWP People & Culture team to discuss the organisation, specific volunteer roles, and how to become involved.
- ✓ The requirement for including a Resume was removed from the online application form.
- ✗ Providing an alternative form (in both pdf and word document versions) to the online application form; (pamphlets and position descriptions are now distributed at events).
- ✗ Where applicable, providing physical forms to complete at events and workshops.

## **Recommendation 2: Investigate if there is a relationship between equity and volunteer turnover**

It was recommended that OWP undertake a review of exit interview data and feedback from off-boarded volunteers to understand if a correlation exists between equity and turnover.

### **Implementation:**

- ✗ Inclusion of questions about equity, discrimination, inclusion, belongingness and accessibility was not added to our exit surveys. Off-boarding data, including exit survey results has been captured since January 2022. During this time, 20 Volunteers have been formally off-boarded from the organisation. Of the 20, only 2 volunteers provided an exit survey and neither highlighted dissatisfaction with OWPs diversity..

## **Recommendation 3: Support volunteers to manage conflict and engage positively in feedback processes**

The 2021 Equity Audit highlighted that OWP could improve confidence in inclusivity and uniqueness by supporting volunteers to give and receive feedback, manage conflict and respect dissimilar views.

### **Implementation:**

- ✓ Managing Conflict training session is scheduled for July 2022
- ✓ Teal Training Program is 75% delivered with the final session scheduled for July 2022
- ✓ Having difficult and Courageous conversations: developing a positive feedback culture within OWP was delivered at the End of Year Training 2021.

## **Recommendation 4: Plan and deliver key equity related training sessions**

Several opportunities for OWP to increase its equity through training and development were identified as part of our 2021 Equity Audit, with recommendations for training to be provided across a number of key topics.

### **Implementation:**

- ✓ Two training sessions with HUE: Colour the Conversation were held between 2021-2022. The first session challenged volunteers to 'deconstruct whiteness' in the workplace while the second session trained volunteers on their allyship.

- ✓ Two training sessions on Navigating Tech Platforms were delivered to the organisation in January and April 2022, with aims of familiarising volunteers with the many websites and tools OWP uses and fostering a sense of connection between portfolios.
- ✗ Training on how to create and manage portfolio teams that encourage full participation and feelings of connection and care.

### **Recommendation 5: Consider expanding data collection tools**

Due to the low response rate experienced during the 2021 Equity Audit, a recommendation was developed to utilise additional collection tools.

#### **Implementation:**

- ✓ Focus groups were conducted as part of the 2022 Equity Audit, with deidentified summary results included herein.
- ✗ It was also suggested that the equity audit include an analysis of OWP's policies. This would provide an understanding of whether these policies promote equity in theory and in practice and provide deeper insight into the demographics of OWP through an examination of caucuses.

### **Recommendation 6: Review survey question framing to support response accuracy**

It was identified that the Equity Audit survey questions required redesign to best support valid and accurate responses and reduce confusion through clearer phrasing and instructions for respondents.

#### **Implementation:**

- ✓ Due to the low response rate of the 2021 Equity Audit it was decided to review this following 2022 if the same / similar feedback from participants was flagged as an accessibility issue.

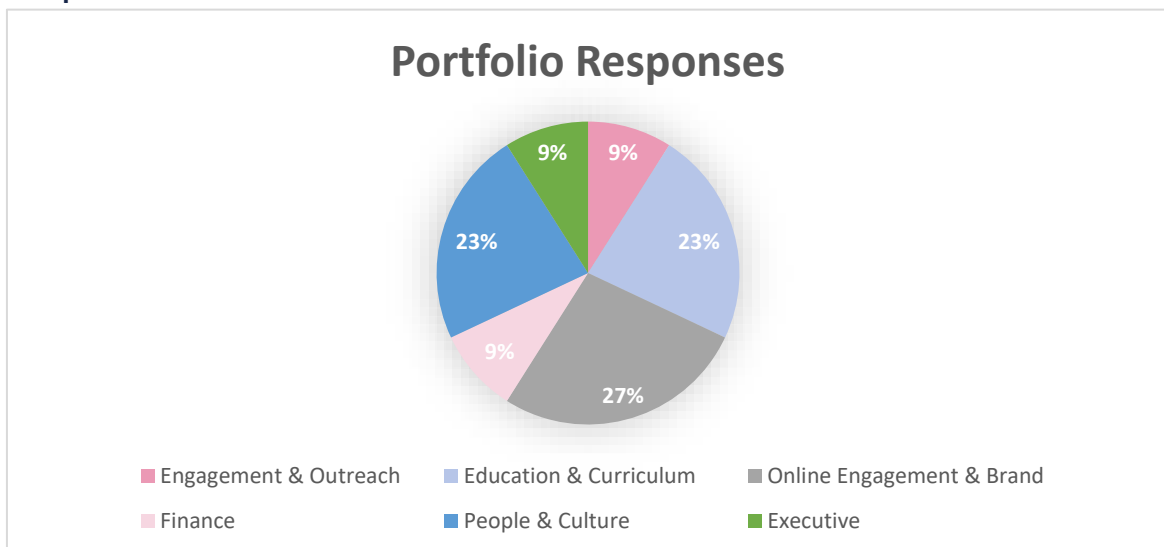
# What our data tells us

We collect data directly from our team members, which helps us understand the makeup of our organisation and the experience of our people in order to identify opportunities to do more, and inform our decisions around necessary change.

This data is collected through an online survey tool and whilst the team is encouraged to participate, involvement is optional and we know that there are gaps in our data, which means that the full picture of our organisation's make up may not be represented here.

The 2022 equity survey was open to all active OWP volunteers between Tuesday 21st June to Friday 8th July, 2022. Responses were received from 22 participants, representing 73% of all currently active OWP volunteers (increase from 34% in 2021). The majority of responses were from volunteers who have 12 or more months of service with OWP (63%); and from those who have participated for 3-6 months (23%).

## Respondent numbers across Portfolios



On the following pages, you can find the breakdown of our data, including a year on year comparison from 2020 on (where data is available).

Also included this year is summary data collected through focus groups conducted by a University of Queensland placement student. As a requisite of their Gender Studies minor, the student conducted research into OWP's diversity and equity through two interview sessions with volunteers. These two Focus Groups were held in May 2022 (one held with National Directors and the other open to all other Volunteers). Each group saw five participants attend and provide feedback. It was

recognised that research results are limited due to the small sample size of ten participants (33% of the organisation). This focus group data is included throughout.

### **Data Summary Statement**

The demographic and diversity data presented below indicate marginal improvements across gender, cultural & linguistic diversity, and people of colour representation. Physical disability representation remains the same, invisible disability however has increased dramatically. The results across other demographic areas remain much the same as in 2021.

When Focus Group participants were asked to reflect on the current demographic of OWP, it was acknowledged that many new members were within a particular demographic, and that OWP comes across as a “white feminist organisation” as a result. It was also noted that participants were young, educated women who are employed and have spare time to dedicate several hours each week “working for free”.

Statements on diversity, belonging, uniqueness and accessibility saw the majority of results remain above 70% positive. Overall however, the responses in favourable agreement decreased across the board in comparison to 2021 results. Whilst responses were rarely in sharp disagreement, a higher percentage of neutral responses are noted compared to 2021.

### **Points of note**

#### **Diversity**

- The consensus from the two Focus Groups was that diversity as a practice could be tokenistic, to tick a box, to fulfill an organisation’s strategic plan for diversity. Another view was that it was statistical and could be achieved through quotas.
- Focus Group participants admitted that OWP could improve the diversity of the organisation. One volunteer reflected on the fact that OWP holds diversity and inclusivity as a key value, however this does not translate into the current reality.
- 14% of survey respondents feel that the Executive of OWP talks about diversity, but doesn’t do anything about it (increase from 0 in 2021)



- The largest drop was 59% of respondents agreeing that OWP accommodates the needs of people with a disability (decrease from 78% in 2021).

### **Inclusivity (belonging and uniqueness)**

Decrease in confidence overall across statements around feeling valued, sense of belonging, connection and fit to portfolio team, as well as the ability to bring their whole self.

The highest decrease was 77% of respondents agree that people in their portfolio really care about them, a drop from 92% in 2021 (23% neutral).

### **Accessibility**

Results were high in 2021 (100% positive response across most areas) and have decreased this year across physical accessibility, understanding within their roles and the ability to fully participate in the organisation.

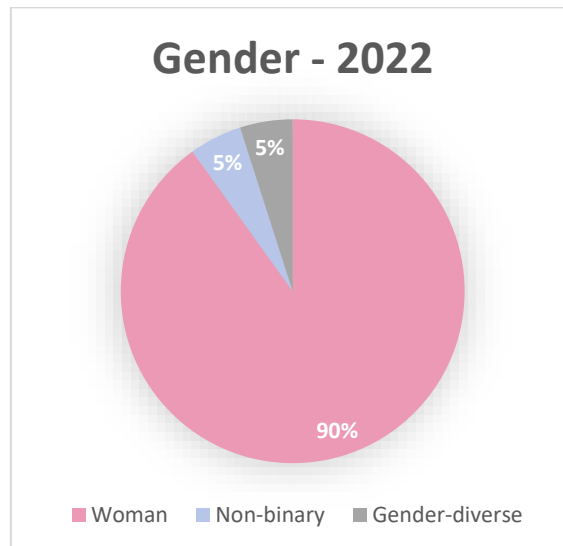
# Diversity

## Demographics

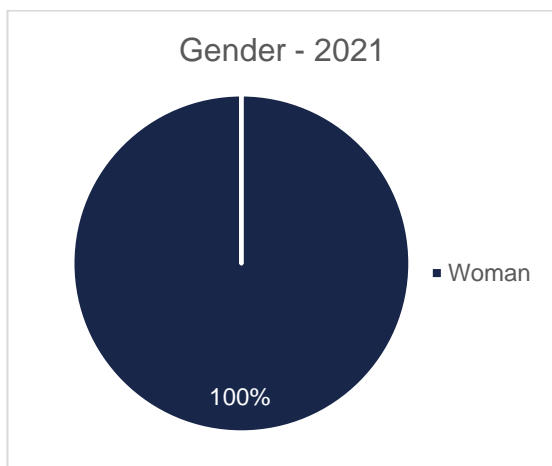
### Gender

We know that gender is not binary, and we encourage our colleagues to share their gender identity in our self-reporting survey. The proportion of declared gender identity in 2022 is women 90%, non-binary 5%, and gender-diverse 5%. In comparison 100% of respondents identified as women in 2021.

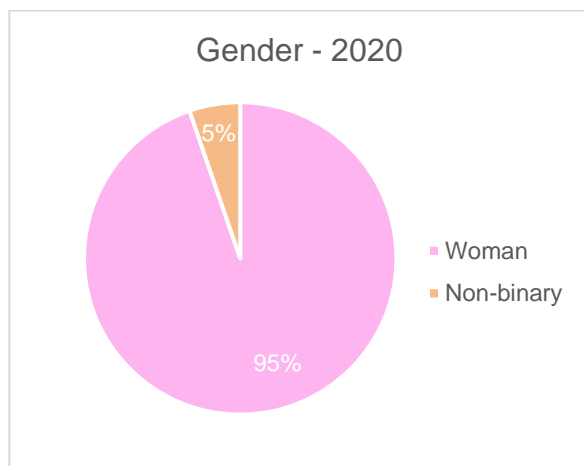
#### 2022



#### 2021



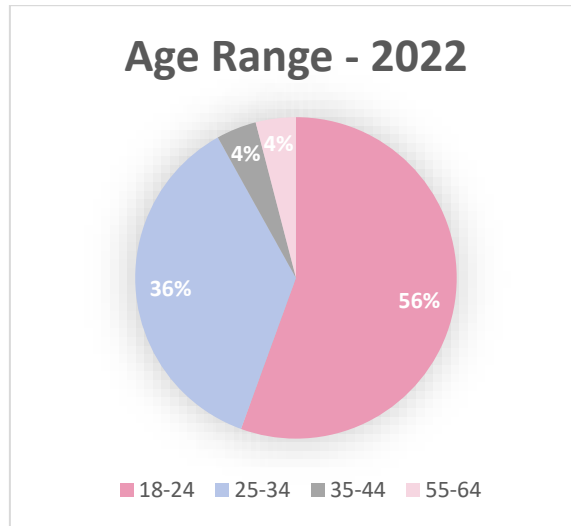
#### 2020



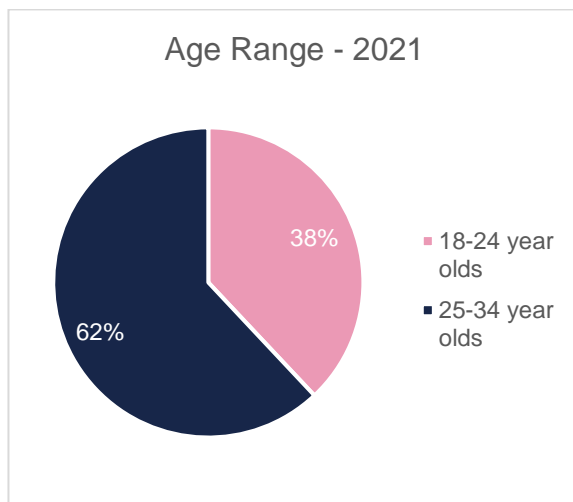
## Age Range

56% of respondents in 2022 are in the 18-24 age range, and a further 36% within the 25-34 bracket. Comparatively 38% of responders to the 2021 Equity Audit were 18 - 24 year old's and 62% were 25-34 years old.

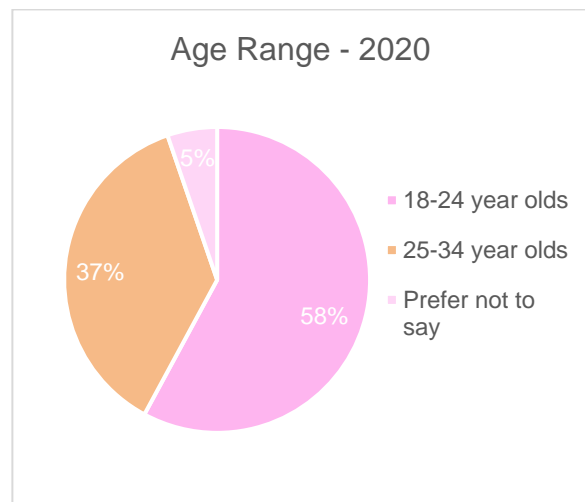
### 2022



### 2021



### 2020

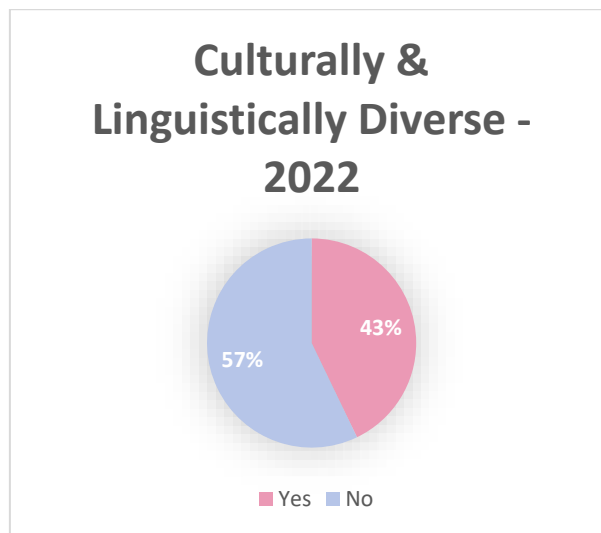


Focus Group participants reflected on being a “youth-led” organisation and questioned whether this remained relevant to OWP’s cause. One participant no longer considers themselves a ‘youth’ and queried whether they should remain part of the organisation. Despite this, participants were adamant that there was no preferred age range of volunteers within OWP, maintaining that everyone is welcome. It was flagged however, that age is an often overlooked intersectionality of discrimination.

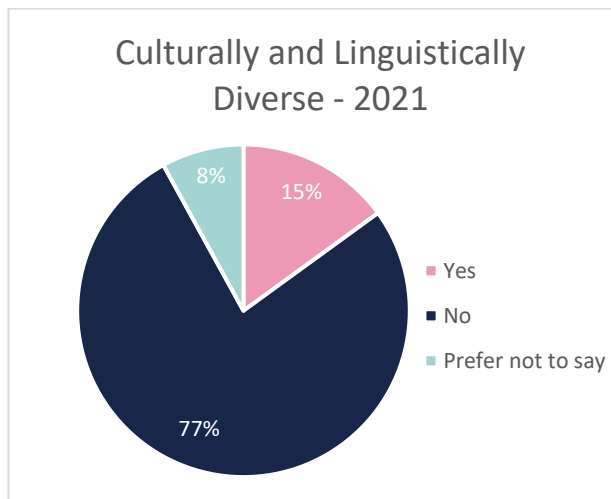
## Cultural & Linguistic Diversity

The 2022 Equity Audit found that 43% of respondents are culturally and linguistically diverse; and 23% are people of colour. An increase from 2021's responses which were each 15%. No responders identify as First Nations people in 2022, which is consistent with the previous year.

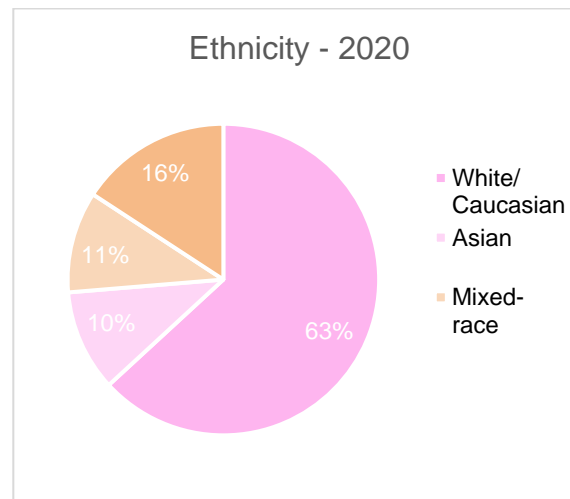
2022



2021

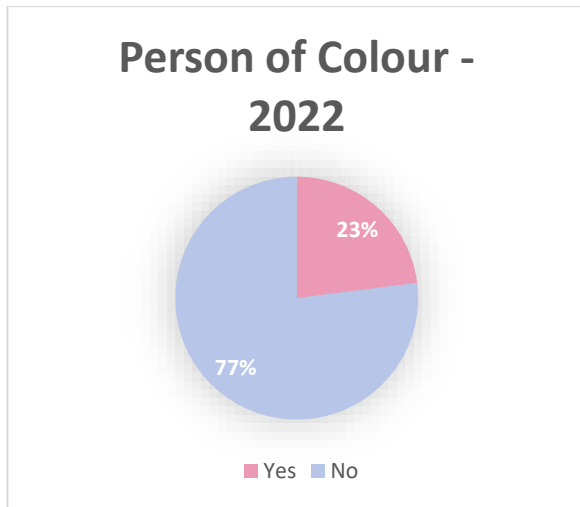


2020

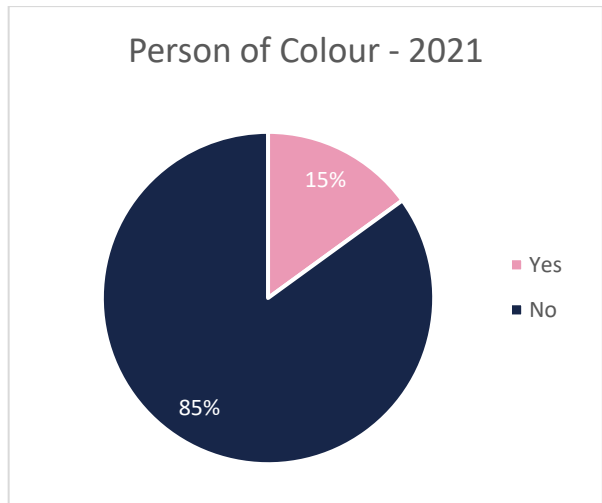


## Person of Colour

2022



2021

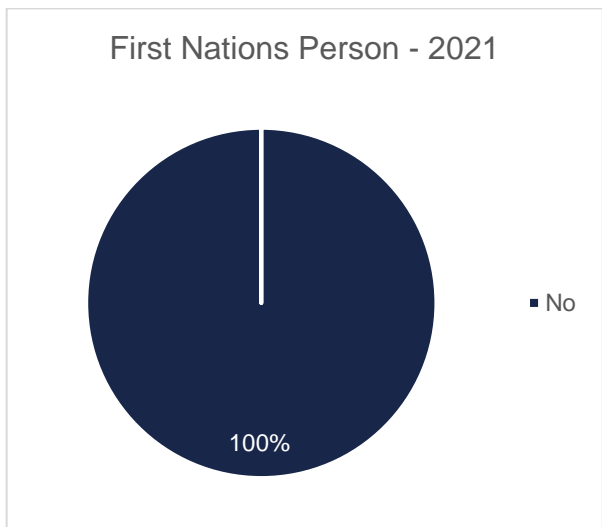


## First Nations

2022



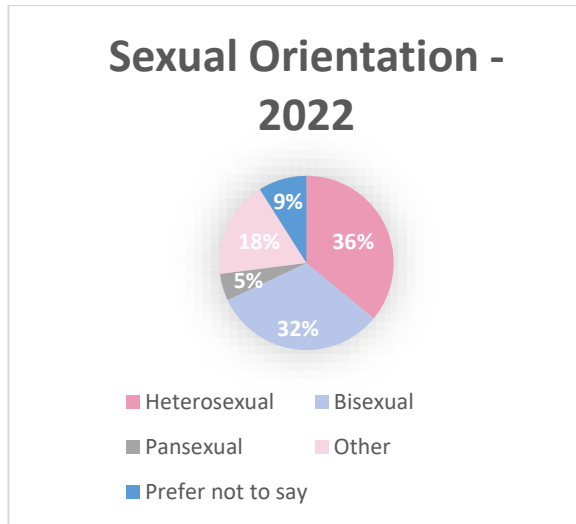
2021



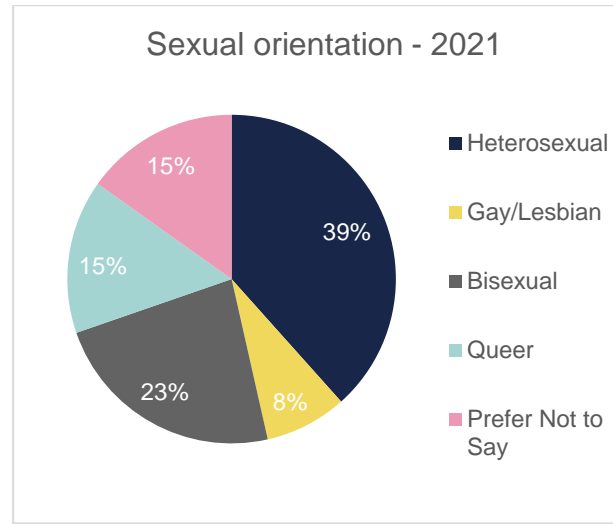
## Sexual Orientation

36% of respondents identify as heterosexual (38% in 2021); with 32% identifying as bisexual, an increase from 23% in 2021.

2022



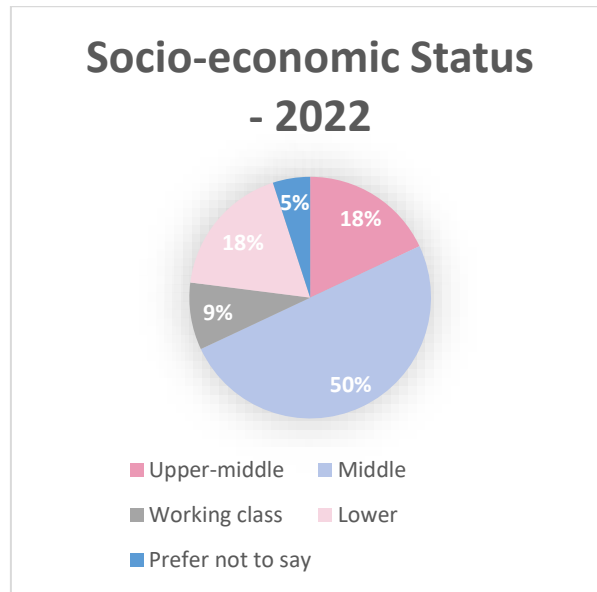
2021



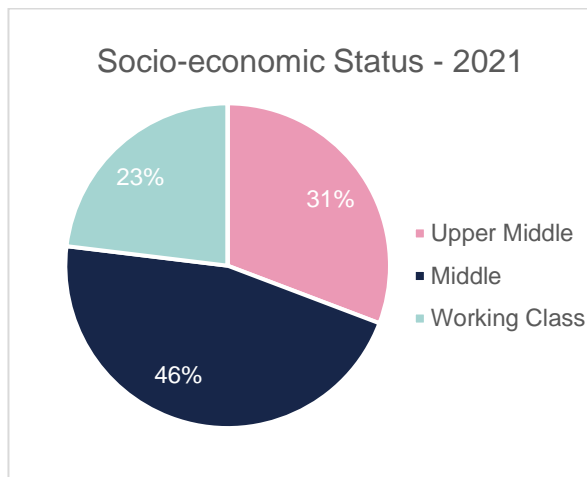
## Socio-Economic Status

50% of respondents in 2022 identify as middle class (an increase from 46% in 2021); with 18% identifying as upper-middle (down from 31%), and a further 18% as lower (not previously flagged by respondents). 9% identify as working class; comparatively in 2021, 23% of responders identified as working class.

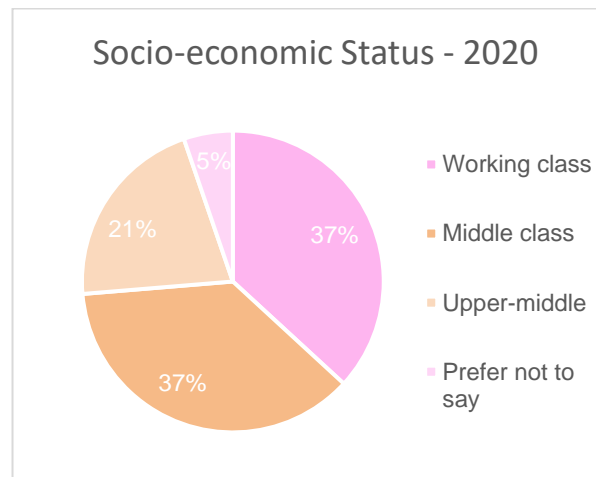
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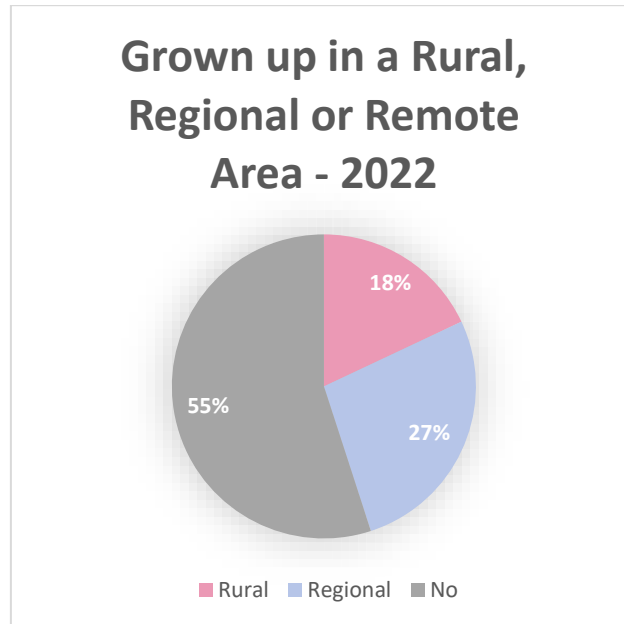
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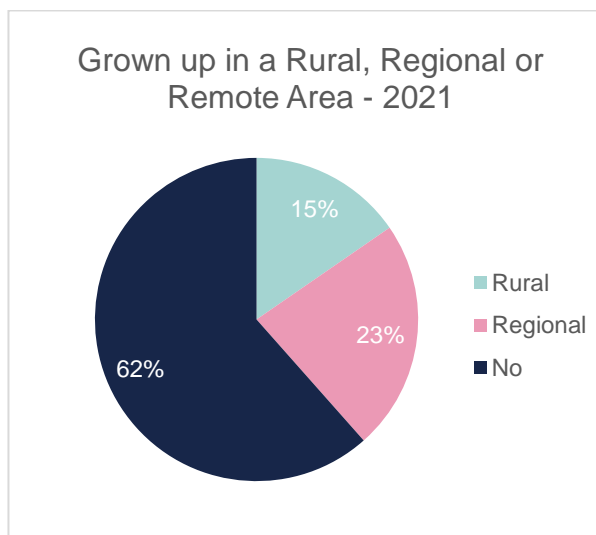
## Grew up in a Rural, Regional or Remote Setting

While the majority of respondents do not identify as having grown up in a rural, regional or remote setting (55%), 27% indicate a regional setting (23% in 2021), and 18% rurally (compared to 15% last year).

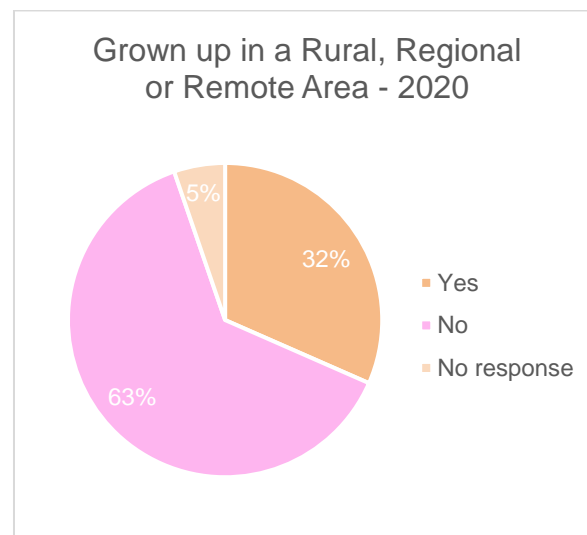
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2021



2020

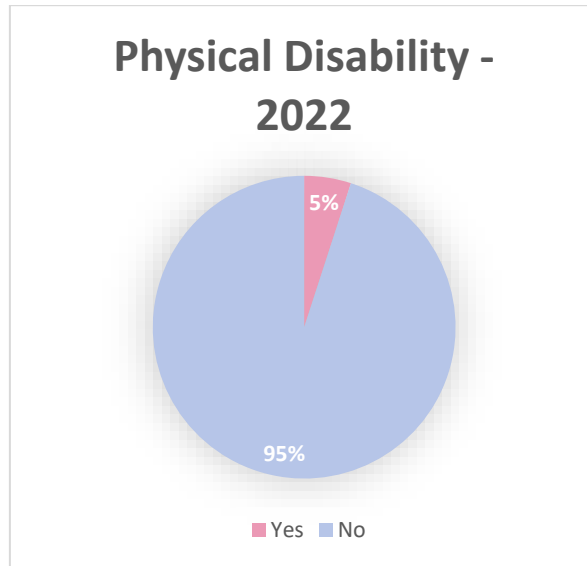




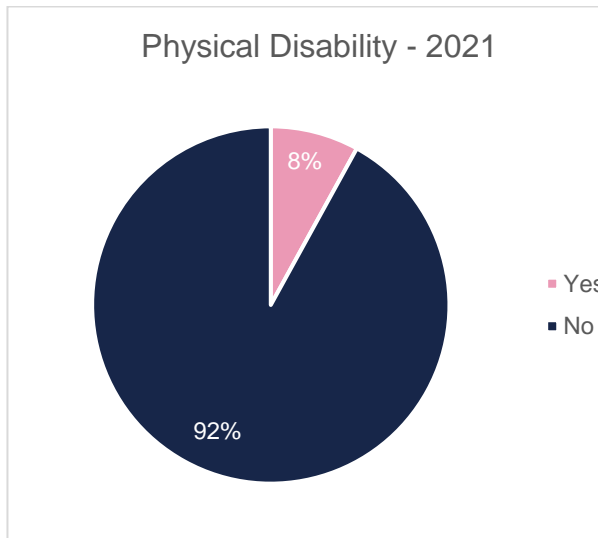
## Physical Disability

5% of respondents indicated that they experience a physical disability; a minor decrease from 8% in 2021.

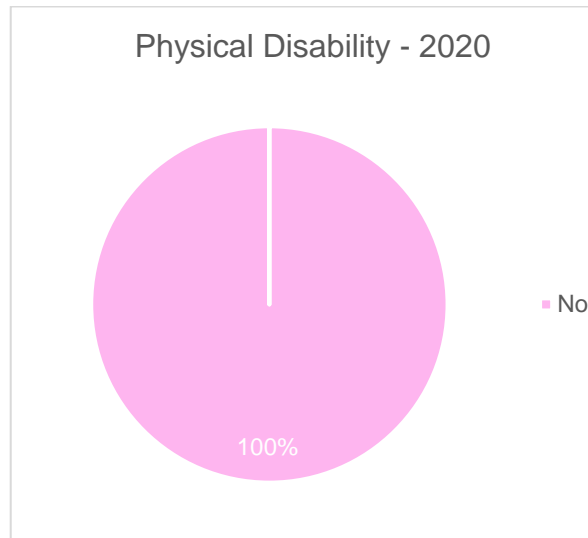
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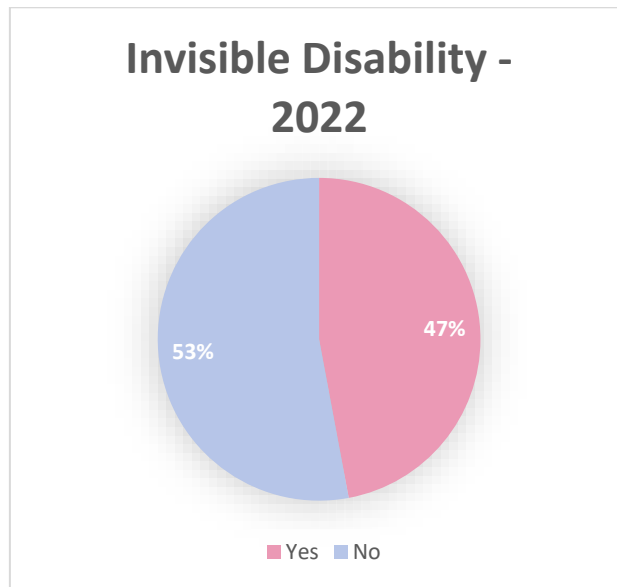
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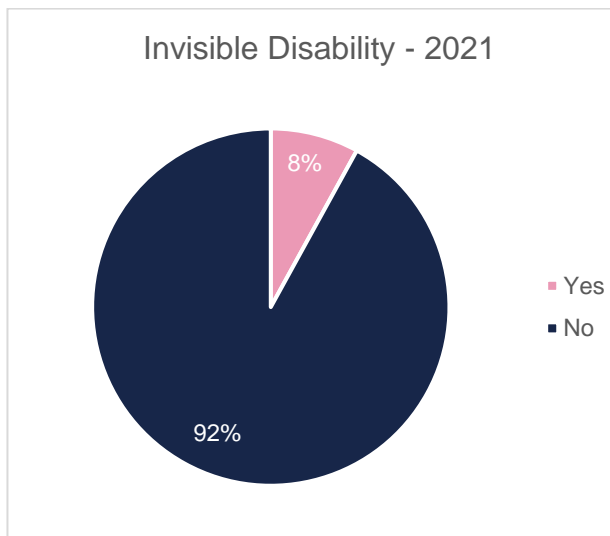
## Invisible Disability

47% of respondents experience an invisible disability, compared to 8% in 2021.

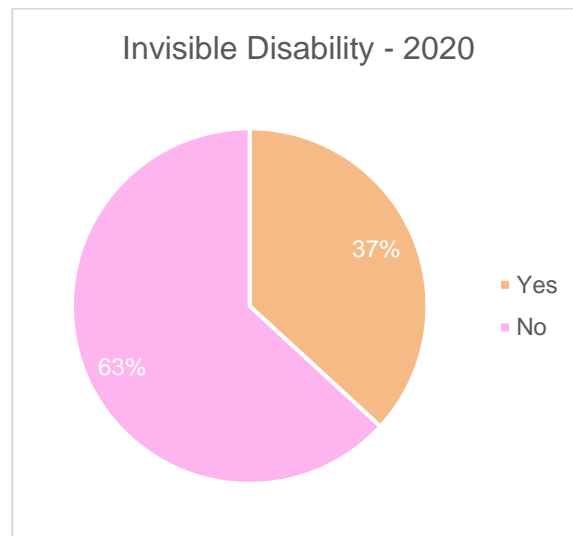
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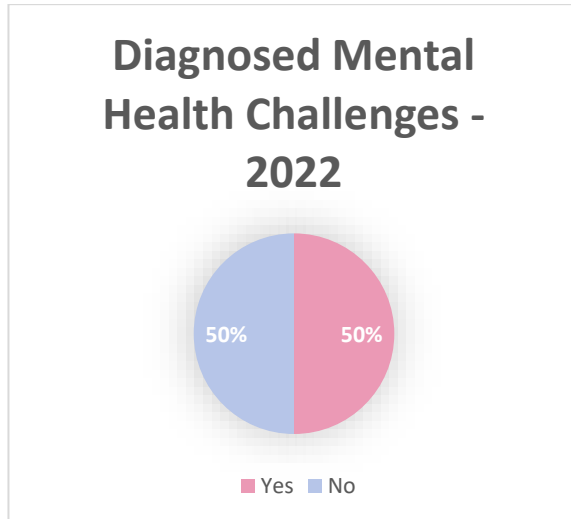
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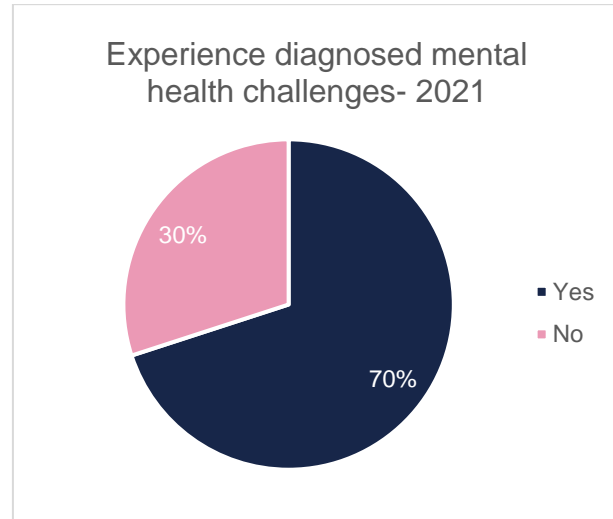
## Diagnosed Mental Health Challenges

50% of respondents in 2022 indicated that they have diagnosed mental health challenge, a decrease from 70% in 2021.

2022



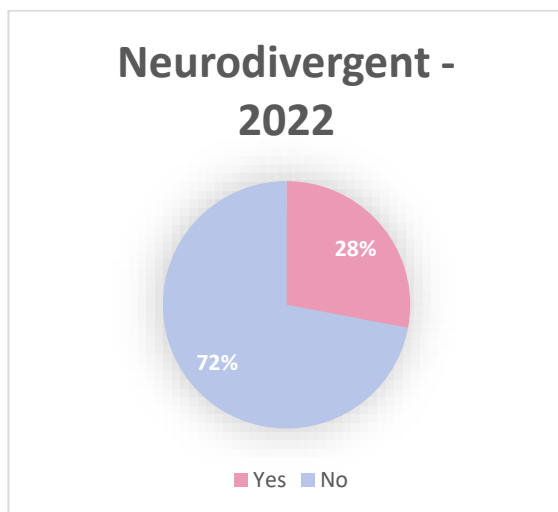
2021



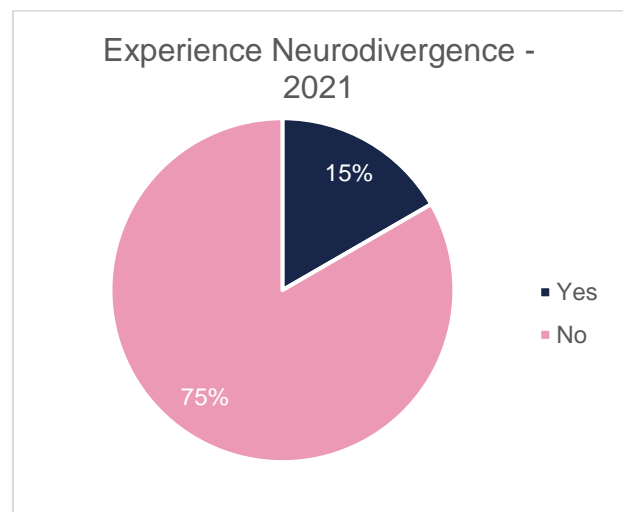
## Neurodivergence

28% of responders indicated that they have a neurodivergence, compared to 15% in the 2021 Equity Audit.

2022



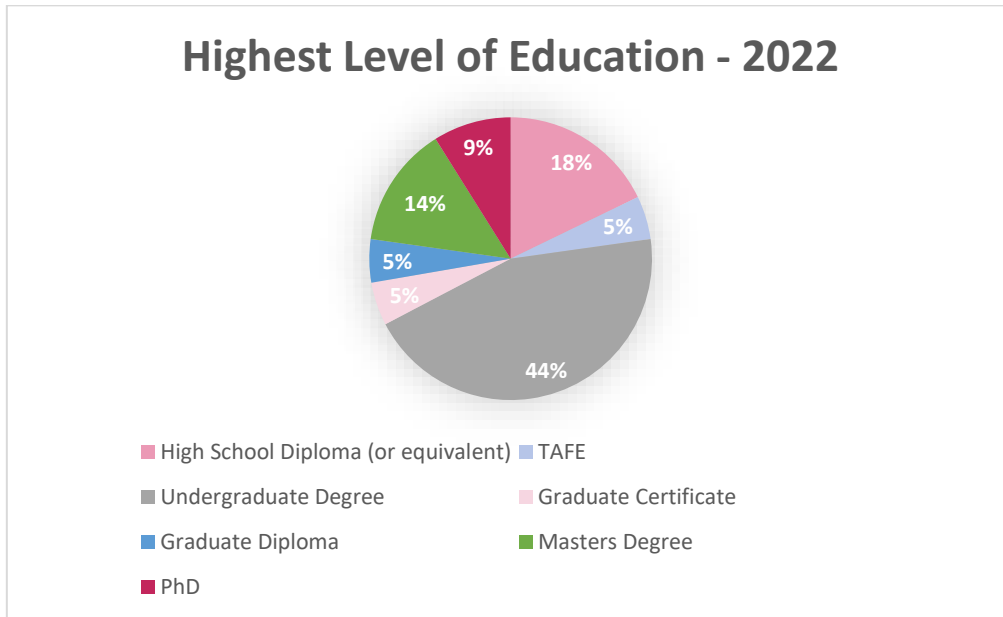
2021



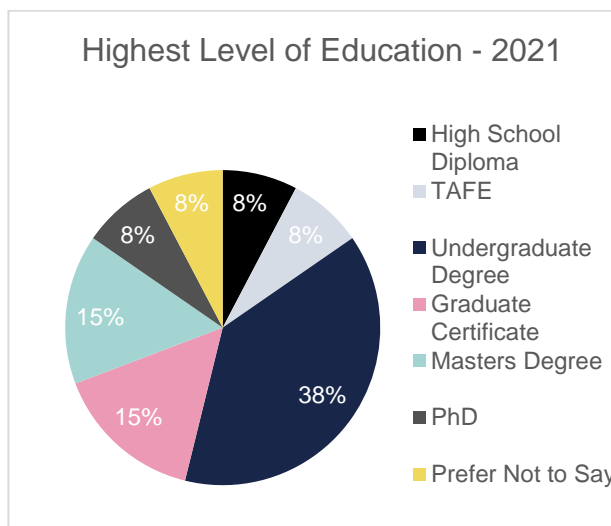
## Education Level

44% of respondents stated that their highest level of education is an Undergraduate Degree (38% in 2021); 18% hold a High School Diploma or equivalent (8% in 2021); and 14% hold a master's degree (15% in 2021). A further 9% attained a PhD (8% in 2021).

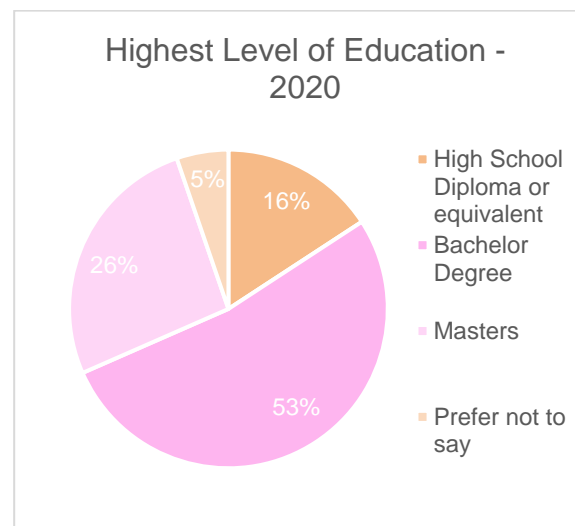
2022



2021



2020



# Discrimination

Respondents were asked to reflect on their perception of diversity at OWP.

Concerning the existence of discrimination within the One Woman Project, responses indicated discrimination levels were low, with 4.5% of respondents having experienced the discomfort of discrimination within OWP

- 95% of responders indicated that everyone at their level in the organisation is treated fairly (increase from 92% in 2021)
- 82% of respondents indicated that their friends and family would agree that they were being treated fairly (decreased from 92% in 2021)
- 95% of responders indicated that they believed the organisation followed its stated policies against discrimination (decreased from 100% in 2021)

The measurement of discrimination against specific groups was also assessed and analysed. The results were as follows:

- 100% of responders either disagreed or strongly disagreed that discrimination based on sexual orientation exists in the One Woman Project.
- 100% of responders disagree or strongly disagree that they have heard negative comments made about LGBTQIA2S+ folk (not measured in 2021); with 100% of responders believing that the organisation is not biased against people within the LGBTQIA2S+ (increase from 92% in 2021).
- 100% of responders disagree or strongly disagree that they have heard negative comments about people of colour, with 100% of responders believing that the organisation is not biased against people of colour.

When asked about managing diversity within OWP the following data was provided.

- 13.6% of respondents feel that the Executive within OWP talks about diversity, but doesn't really do anything about it.
- 82% of responders strongly agreed or agreed that OWP had sponsored classes, workshops and/ or seminars on managing a diverse team/ building a diverse team (decrease from 85% in 2021). In contrast 13.6% of responders were neutral (15% in 2021).
- 82% of responders strongly agreed or agreed that managing diversity had helped OWP to be more effective (decrease from 92% in 2021), meanwhile 18.2% responded neutrally (increase from 8% in 2021).

- 59% of responders agreed or strongly agreed that OWP accommodated the needs of people with a disability and disabled people (decrease from 78% in 2021) and 27% of responders were neutral (increase from 23% in 2021).

Respondents made the following comments regarding how OWP accommodates accessibility needs:

“We have many people and women of colour joining the organisation, and with them non-Western names, cultures, and traditions. I've noticed that their names are very occasionally misspelled or mispronounced. Since names are a sensitive issue to POCs and WOCs--they reflect our sense of identity and humanity--the org should try better to learn the spelling and pronunciation of these names.”

“I think OWP could do better to accommodate the needs of people with disability, in their events and potentially internal meets etc, tho [sic] I am not someone with a disability and can't speak but think internally there could be more consideration with how we use our platforms to communicate.”

“sig ageism-accumulated life experience is not valued - incompetence is sometimes presumed”

“Not a lot of neurodiverse people in the org [sic] which I think has led to a lack of education on what it means to be neurodiverse and therefore expectations can sometimes be set a little high.”

# Inclusion

## Belonging

Questions on belongingness focused on how connected and valued volunteers felt within their portfolio group using the Work Group Inclusion Scale. This scale was completed by survey participants and yielded the following results.

It was found that 95% of responders agreed or strongly agreed that they were treated as a valued member of their portfolio team; 86% that they belonged to their portfolio team; and 68% that they believed their portfolio team was where they were meant to be. Compared to the 2021 Equity Audit, this was a decrease in confidence of 5%, 14% and 32% respectively. It should be noted that no respondents disagreed, rather responded with neutrality.

With regards to feeling connected to their portfolio team, 82% agreed and strongly agreed with this statement in the 2022 Equity Audit, which was a decrease from 92% in 2021. When asked if they felt that people really care about them in their portfolio team, 77% agreed or strongly agreed, which was a decrease from 92% in 2021 (23% of respondents responding neutrally).

One respondent made the following comments regarding belonging:

"I feel disconnected from OWP at times because 1/ I'm not based in the same state as the majority of volunteers and 2/ the demanding nature of both my full time job and my role in OWP. I've chosen 'agree' instead of 'strongly agree' for some of these questions because I feel like I haven't been able to get all the benefits of volunteering or able to give my all to the role, per expectations."

## Uniqueness

The 2022 Equity Audit found that 86% of responders agreed or strongly agreed that they felt able to bring unique aspects of themselves to their portfolio team, a decrease from 92% in 2021. When asked if people in their portfolio team listened to them, even when their views are dissimilar, 90% state they strongly agreed or agreed compared to 85% in 2021.

In 2022, 90% of responders stated that they agreed or strongly agreed that while at work with OWP, they felt comfortable expressing opinions that diverged from the

group and could share a perspective on work issues that was different from their portfolio team members. This was in comparison to 92% in 2021.

Finally, in 2022 when asked if they felt able to bring new points of view to the group when its perspective became too narrow 81% stated they strongly agreed or agreed, an increase from 77% in 2021.



# Accessibility

100% of responders stated that the online and digital platforms used by OWP were accessible; with 86% indicating that the physical aspects of their role were accessible (14% neutral).

91% of responders indicated that they were comfortable in their abilities to understand all aspects of their role (4.5% disagree); and 86% feel that they are able to fully participate in the organisation (9% disagree).

Comparatively in 2021 responses throughout were 100% in agreement.

When asked if they felt able to fully participate in their particular role, 91% of respondents agreed to strongly agreed (an increase from 84% in 2021); 4.5% disagree.

In response to a question regarding accessibility and ease of use of the Equity Audit survey tool, 82% found it extremely easy to use; 14% somewhat easy; and 5% neutral

## Focus Groups

### Identified Barriers

- The main barriers that were identified were time, financial stability, and the current lack of diversity within the organisation. Participants reflected on the importance of representation as a welcoming sign to prospective volunteers. One participant highlighted that on name alone “One Woman Project” may appear Trans Exclusionary.
- One participant commented on the difficulty faced by organisations without a common purpose. They described gender justice as a ‘nebulous’ issue. The participant speculated that perhaps people of more marginalised positions looked for organisations aiming at improving their particular concerns, rather than a group trying to encompass them all, especially if they did not see themselves represented within.

### Suggested Improvements

- Change OWP’s advertising strategies and instead of focusing on existing social media platforms (which only allows reach to a specific demographic), to instead extend advertising to volunteer websites.

- Partner with like-minded organisations to reach more people with similar interests, while simultaneously working toward a common goal.
- Simplify the induction process and introduce opportunities for mentoring or other guided assistance from team members, or even a dedicated volunteer role. It was noted that OWP's onboarding process required a certain level of reading and comprehension of complex topics.

# Recommendations

We want our commitments to deliver systemic organisational and cultural change, as well as positively impact our sector and our communities. As a volunteer-led organisation we acknowledge the need for realistic and achievable targets, recognising our reliance on the commitment and efforts of an unpaid workforce.

Over the next twelve months (2022-2023) it is recommended that OWP focus on:

**Developing a robust action plan and impact measurement framework that defines how OWP plans to reach our diversity and inclusion targets.**

**We will achieve it by:**

- Forming an inclusive Working Group that is as representative (diverse) as our current team allows
- Operationalising the strategic plan: develop an action plan aligned to the targets set out in our diversity and inclusion policy;
- Setting objectives that assist in embedding diversity, inclusion and accessibility within OWP;
- Define the short and long-term diversity, inclusion and accessibility actions of OWP; and
- Establish a regular organisation wide feedback loop for implementation of annual recommendations, including the development of metric tracking systems for a more real time view of our progress.

**What success will look like:**

- At the 2023 Equity Audit OWP will be clear on its interim and long-term goals, and capable of assessing if these objectives are being met.
- Relevant metrics will be readily available to conduct interim tracking of our diversity goals.
- Volunteers across the organisation will be aware of these goals, their metrics, and will contribute regularly to the feedback loop on their implementation.