

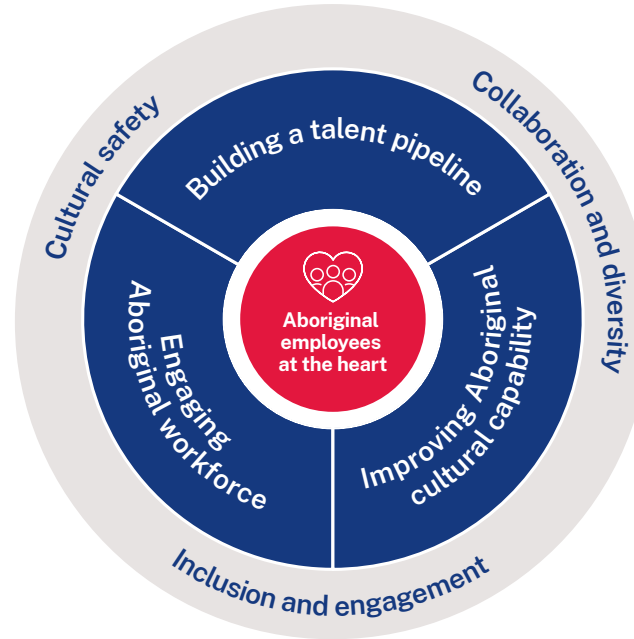
Aboriginal Employment Strategy 2022–23 update

In 2020, the Department of Customer Service (DCS) launched the Aboriginal Employment Strategy 2020–2025. We're committed to filling 10 senior leadership positions by 2025. We will also increase our current workforce who identify as Aboriginal to at least 4% of all staff in non-executive roles.

2022–23 ACHIEVEMENTS

Improving Aboriginal cultural capability by teaching all DCS employees to respect and accommodate cultural differences

- ✓ Updated Aboriginal Consultation and Protocols Guide
- ✓ Developing an Aboriginal orientation and induction program – Phase 1
- ✓ Established Aboriginal language renaming project
- ✓ Developed leaders guide for supporting Aboriginal team members
- ✓ Developing DCS Aboriginal Leaders Program – Phase 1
- ✓ Partnered with TAFE NSW to pilot a 2-day Aboriginal Cultural Awareness course
- ✓ Launched Service NSW Cultural Hub
- ✓ Refreshed Aboriginal Engagement Strategy – Phase 1



Building a talent pipeline by attracting more Aboriginal people to work for DCS and helping them advance their careers

- ✓ 354 Aboriginal employees as of June 2023
- ✓ 2.7% Aboriginal employment as of June 2023
- ✓ Launch of Aboriginal Emerging Leaders Training Program with TAFE NSW
- ✓ Replenished talent pools for grades 3/4, 5/6, 7/8 and 9/10
- ✓ Funding for Elsa Dixon school-based traineeships 2024
- ✓ 9 Aboriginal Senior Leaders employed as of June 2023

Engaging with our Aboriginal workforce to help us meet our targets

- ✓ Aboriginal Employee Network teams page
- ✓ Aboriginal Employee Conference held February 2023
- ✓ Aboriginal Wellbeing Program – Phase 2
- ✓ Aboriginal Senior Leaders Focus Group
- ✓ Aboriginal Buddy Support Program – Phase 1
- ✓ Aboriginal networks established – People and Culture, Office of the Secretary, Better Regulation Division, and Customer, Delivery and Transformation

Future of the strategy

- Develop a DCS Cultural Capability Framework
- Replenish talent pools every 3–6 months
- Establish mentoring and reverse mentoring programs
- Annual Aboriginal Employee Conference
- Embed the Aboriginal Budding Program
- Continue the Aboriginal Wellbeing Program
- Guide for managers of Aboriginal team members
- Aboriginal Peer Support Program
- DCS Aboriginal Career Leadership Program with TAFE NSW
- Cultural Awareness Journey
- Establish a DCS program similar to the Jawun Program
- Aboriginal Graduate Program
- Aboriginal Induction Guide

