



2026 Awards (2026)

Excellence in Diversity and Inclusion (Region: Far South Coast)

Business NSW - Excellence in Diversity and Inclusion



qbBAXMDB

Entry details

Trading name: Business NSW

Name to be used on all promotional materials (publicity materials, certificates, trophies, presentations): Business NSW

Registered ABN: 63 000 014 504

How is your business structured? Company

Is your business classified as a not for profit? Yes

Main office address: Level 7, 8 chifley Square

Suburb: Sydney

Postcode: 2000

Business trading commencement date: 2021-02-01

Number of employees: 100 to 199

What is the main industry your business operates in? Health Care and Social Assistance

Is your business primarily business to business or business to consumer? Business to Consumer

Describe your business, product/service you offer to the market or industry

Business NSW is a leading community service organisation with 48 years experience working to achieve positive social change in our communities. At Business NSW we work to build inclusive communities where everyone is valued and supported. We support people to thrive by connecting them to the support they need when they need it. Our work focuses across key areas of homelessness, housing, youth and family, mental health and wellbeing, disability inclusion, sector support and seniors in community.

Please provide a 100 word biography for your business to be used for promotional purposes.

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Website: <https://www.businessnsw.com/>

PROMOTIONAL IMAGES

Please attach 2 hero images that best depict your entry. It could be a logo or team group photo. Images will be used at the awards presentation and for Media for any promotions as required, (These must be no bigger than 10MB each in jpeg format – hi resolution, landscape format images).

PROMOTIONAL IMAGE 1

The logo for Business NSW, featuring the word "BUSINESS" in a large, bold, black, sans-serif font above the word "NSW" in a smaller, bold, black, sans-serif font.

[Download \(19 KiB download\)](#)

PROMOTIONAL IMAGE 2

The logo for Business NSW, featuring the word "BUSINESS" in a large, bold, black, sans-serif font above the word "NSW" in a smaller, bold, black, sans-serif font.

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Full name: Business NSW

Position: Test Entry

Email: test@businessnsw.com

Phone: +61416457620

The business has been trading/ operating for a continuous period of two years or more and is not bankrupt or trading insolvent at the time of entry. ✓

A representative of this business has not been a judge in this category in 2025. ✓

A representative of this business is not a judge in the 2026 Business Awards program. ✓

Excellence in Diversity and Inclusion

Outline the diversity of your employees, such as gender, employees with disability, older people (over 55), young people (18-24 years), Aboriginal and Torres Strait Islander people and people from multicultural backgrounds.

Business NSW is proud to be an employer supporting diversity, equity and inclusion. One of our three values is Inclusion which speaks to diversity and this is represented by:

- Workers over 55 – 78 people (20%)
- Women – 292 of 385 (76%)
- Those who identify as neither Male or Female – 6 people (1.6%)
- First Nations staff – 28 people (7.3%) • CALD – 28 people (7.3%)
- Persons with a disability– 30 people (7.8%)
- Carer of a Person with disability – 31 people (8%)

Our Board includes members with disability, CALD and Aboriginal and Torres Strait Islander representation and has 56% female membership.

Identify and describe the positive and proactive inclusive practices you take within your business that go beyond regulatory compliance.

Our Disability Inclusion Action Plan was created with specific input from staff who identify as having a disability. Members work on our actions identified in the plan to ensure best practice, and we have implemented a Reasonable Workplace Adjustments Procedure and application form, and conducted Leadership training on supporting neurodiverse workers.

Business NSW has the following staff support and advocacy groups;

- Access and Inclusion Advisory Group – advising on how we build a more accessible and inclusive workplace for our staff and customers
- Rainbow Group - promote, guide, improve and monitor LGBTIQSB+ inclusive workplace and service delivery practices
- Our Mob – promote First Nations employee connection, and share and inform knowledge and practice
- Disability Peer Network - a connection, co-mentoring & support group for staff with disability carers of people with disability.

These groups inform ways of doing and provide feedback on organisational initiatives, policies and procedures and always have an Executive or Senior Manager representative.

Business NSW achieved Rainbow Tick Accreditation in 2023 after a rigorous application and assessment process. The Accreditation attests to the quality of care and services provided to lesbian, gay, bisexual, trans and gender diverse, intersex and queer (LGBTIQSB+) service users and staff.

Business NSW is actively working with our third Reconciliation Action Plan, this includes a First Nations Staff Engagement and Retention Strategy that promotes diversity and employment. An example of an initiative under this strategy is access to cultural mentoring for Our Mob staff to support balancing of cultural loads, enhance skills and career opportunities.

Our Flexible Working Toolkit enables all staff to consider ways of working that best suit them and their program needs, including part time and compressed work weeks.

Business NSW has various leave entitlements to support staff, including gender reassignment leave, cultural leave and NAIDOC leave. We have paid parental leave over and above the unpaid leave.

Internal documents that inform our ways of working specific to inclusion and diversity are our Inclusive Language Guide and Practice Framework. The Practice framework includes a culturally responsive practice approach and principles such as 'language matters' and 'valuing culture'.

Describe your employment and hiring practices that demonstrate your commitment to being an inclusive employer.

We consider the needs of individuals, asking for any adjustments that may be required from the point of application onwards, and ensure each interview is accessible and inclusive. This includes ensuring culturally responsive interview spaces, questions and culturally appropriate panel members.

The HR and ICT platforms that are used internally are rigorously tested to ensure they are compatible with any required Assistive Technology that staff may need. We do this by including staff with additional needs in the road testing of systems and applications prior to launch and seeking their feedback before, during and post-implementation.

Over 120 work pattern options ensure commitment to assisting with balancing work and life responsibilities. We have advocated for and been a lead player in having our nationally-owned ELMO HR platform changed to include employee preferred name for all ELMO organisations, ensuring that we are using and promoting an employee's desired name, which is especially important for our transgender staff. This has been greatly appreciated and staff report feeling valued. Our staff also have the option to include preferred name and pronouns on their name badge, business card and email footers, and can change these as required.

We have a number of roles in the organisation that are approved as Identified Positions, demonstrating

commitment to employing First Nations staff.

Our ELMO recognition program provides opportunity for staff to publicly recognise peers for living our values, with a specific Inclusion recognition awards or 'badges'. Our internal communications platform Yammer is regularly updated with internal events and celebrations, and pictures from around the offices where diversity days are being celebrated, such as Wear it Purple Day and Reconciliation Week.

To demonstrate our commitment to inclusion we ensure all staff, students and volunteers complete a raft of induction training including:

- Policies and Procedures
- Inclusive Language Guide
- Child Safe Practices
- LGBTIQSB+ Inclusive practice
- 7 Steps to Practical Reconciliation
- RAP
- Respect @ Work

Each month our HR reporting details for the Executive and Board our key HR metrics including workforce diversity against target KPIs, and flexible work numbers.

Identify and describe how your business has created an accessible and inclusive environment that is welcoming for all your customers, including people with disability, older people, and people from multicultural backgrounds.

Business NSW invests time and energy into ensuring all office premises are accessible and welcoming for customers and staff, enabling ease of access and egress to ensure staff with disabilities can work comfortably and safely and the community do not have barriers to seeking services. This includes ensuring the reception spaces and phone contact is staffed by caring and knowledgeable staff who are trained in culturally responsive practice approaches.

We consider a range of therapeutic styles and designs when establishing or refurbishing premises, and the cohort that will use the space. Our youth friendly spaces for example are colourful and playful, and have child and youth materials so that the environment does not feel clinical or office-like. The spaces for adults are accessible, comfortable and welcoming and we avoid clinical colours and settings where possible. We also provide many in-community and in-home supports and services, which aim to meet people's needs in the comfort of a known space, which can be the difference between seeking supports and not.

All of our Business NSW sites have consistent signage that includes First Nations artwork, LGBTIQSB+ friendly signage and rooms that are named using local First Nations language. Staff working in programs are representative of the community we are supporting in that program, and we encourage diversity in recruitment to meet these customer cohort needs.

Our online materials are developed using plain English and are accessible for assistive technology needs. Our newest office in Lismore has quiet spaces and neurodiverse friendly lighting and textures, and this design concept will be applied in future office renovations.

Our program staff are out and about in community and make meaningful connections. This work and the regular participation in community and cultural events broadens the awareness of Business NSW and our work, and provides a gentle introduction for the community to our on-site services. Staff also cross refer to other programs in the organisation, providing a warm referral which is regarded as more person centred for those seeking additional supports and services in times of need.

Explain why your business embarked on being more accessible and inclusive and describe what further actions you will take to become more accessible and inclusive to employees and customers.

It makes good business sense for Business NSW to be as accessible and inclusive as possible. We acknowledge that staff and our communities we support come from various backgrounds and experiences, and having a workforce that is representative of these communities is key to a great customer experience and staff feeling like they belong. A number of our programs are designed to deliver services to specific sectors of the community, such as people with disability, experiencing homelessness or mental ill health. Having a workforce that can bring a deeper understanding of these sectors and personal experience of the matters ensures service integrity and the best possible outcomes for the community.

Business NSW has three values Inclusion, Integrity and Learning. Part of living these values is to ensure our work aligns, and our strategies and planning are linked back to the core values. Our new 2024-2027 Strategic Plan is under development and the Key Performance Indicators (KPIs) and actions must be mapped to the values in order to be approved by our Board. Examples of KPIs directly linked to inclusion are: 10% of our staff identify as First Nations and 15% of Participants identify as First Nations peoples.

To further promote accessibility and inclusivity, Business NSW has established a number of external Advisory Groups. These groups are where representatives from community nominate to be part of a like-minded cohort to review, advise and promote their area of specialty or experience. They look at systems and processes to ensure best practice and ease of use and promote connection. Our Aboriginal Advisory Group is the most established, and have already reviewed our staff position descriptions, recruitment questions and a number of policies and procedures to ensure we can attract and retain First Nations staff. They also consider what the best customer journey looks like and continue to work with us in re-naming our premises and programs.

The newly formed Lived Experience Advisory Panel has members from a range of lived experiences including disability, homelessness and mental ill health and they actively review access and participation from a customer perspective.

Business NSW has worked hard on pay equity and equal opportunity and is proud to advise that the Workplace Gender Equality Agency reporting reveals a 0% Gender Pay Gap, which is well below the national average of 21.7%. Our senior staff have a greater female representation, and our Board comprises 56% female membership.

Log in to enter.businessnsw.com to see complete entry attachments.

BUSINESS NSW