

Position Statement on Inclusion



St John Ambulance Australia (St John) is committed to being an inclusive organisation that values diversity. Inclusion is a partnership between all members of our organisation, with respect for each individual being the linchpin for our success.

At St John, we believe our people are our greatest asset. By harnessing the diverse talents, knowledge, perspectives and experiences of our people, we can build a bridge between our organisation and the community that we serve.¹ Strengthening inclusion, particularly in the areas of age, gender and cultural diversity, is a good business practice that will give St John a competitive advantage.^{1,2,3}

Background

For over 133 years, St John has served the Australian community. In order to ensure that we meet our community's needs, it is imperative that our membership reflects the diverse community that we serve. With Australia experiencing rapid population growth, an ageing population, greater competition in the marketplace and significant technological advancement, St John recognises the competitive edge that diversity and inclusion brings, and the importance of change. We believe that by leveraging the power of diversity, we will increase our ability to reach new markets, expand our reach, harness talent, increase customer satisfaction and be a leader in the not-for-profit sector.^{1,2}

Definitions

For the purposes of this policy, *diversity* can be seen as the characteristics or demographic differences that individuals bring to workforce groups (e.g. observable characteristics such as age, gender, ethnicity and race plus non-observable characteristics such as religion, sexuality, socio-economic status, educational attainment and beliefs).²

Inclusion refers to the individual involvement (e.g. participation and engagement) in an organisation, and the integration of diversity and inclusion into organisational policies, processes and systems.²

Position statements

1. **Organisational success:** Regardless of difference, every individual brings unique skills, knowledges and abilities. Diversity and inclusion leads to better ideas that will increase productivity and contribute to our success.
2. **Reflect our community:** Our organisation will be reflective of the communities and customers we serve. We aim to attract, retain and engage diverse individuals.

3. **Equality:** Promoting equity and respect for diversity is key to organisational success. St John is committed to facilitating a culture of fair treatment, equal opportunity and participation, with zero tolerance for bullying, harassment and discrimination.
4. **Innovation:** Our inclusive culture will foster innovation, creativity and critical thought that help to make us a more relevant, modern and responsive organisation. We will work to actively remove the barriers to participation.
5. **Leadership:** We recognise that all individuals have a role to play in shaping our organisation, and all members have ownership for inclusion in St John. We are committed to developing effective and accountable leaders with the skills to foster a culture of inclusion and reduce stigma.
6. **Access:** St John will take steps to ensure that first aid learning is accessible for all Australians, regardless of background or ability.

Monitoring and reporting

Annually, the Chief Executive Officer of the Australian Office will report on progress against the action plan, including the measurable objectives, and make recommendations regarding revision to the plan as required.

The National Board of Directors is responsible for monitoring and reporting against this Position Statement.

Champions

Inclusion in St John will be led by the Chancellor of St John Ambulance Australia and the Chief Executive Officer of the Australian Office.

Notes

1. Childs JT (2005). Managing workforce diversity at IBM: A global HR topic that has arrived. *Human Resource Management*, 44(1), 73–77. Retrieved from ProQuest.
2. Roberson QM (2006). Disentangling the meanings of diversity and inclusion in organizations. *Group & Organization Management*, 31(2), 202–36. Retrieved from ProQuest.
3. Hussain S, Khan MN, Nadeem B & Abbas Q (2016). The impact of workforce diversity towards employee performance: Evidence from banking sector of Pakistan. *American Journal of Marketing Research*, 2(2), 53–60. Retrieved from Ebscohost.