

Auckland Transport

Emerging Diversity and Inclusion

Auckland Transport (AT) has made a long-term commitment to enhancing diversity and inclusion in its workplace and is seeing a high level of engagement and sense of pride across its team as a result.

The organisation is responsible for all of Auckland's transport services - from roads and footpaths, to cycling, parking and public transport. Auckland Transport has around 1,700 staff with a diverse mix of people from more than 50 different countries.

AT developed a business case for diversity and inclusion in late 2016 and launched the programme in March 2017 at CEO-led staff forums and via other communication channels, such as intranet and email. It was very well received by staff with lots of positive feedback.



After the launch, AT called for staff at various levels across the organisation to join the Diversity and Inclusion Leadership team which was established in July 2017. The team came with broad experiences and the passion to make AT a place where people can bring their whole selves to work.

The Diversity & Inclusion programme focuses on four key areas:

- **Governance and awareness:** In addition to forming the Diversity & Inclusion Leadership Team, this included establishing AT Connects (staff-led groups to inform and support specific streams of the Diversity and Inclusion strategy). The first networks, including Pasifika, Māori, Indian, Women and Rainbow staff, have been launched and meetings held. Each network has developed an action plan to achieve its goals and objectives to help build a more inclusive workplace.
- **Diverse workforce:** AT needed to support and plan for an aging workforce and create opportunities for greater gender balance. They developed a Mature Aged Workforce Strategy and Action Plan and rolled out the Staying On® programme, to encourage older workers to stay with the organisation. It also conducted focus groups with 40 women from across AT and used the input to develop a Women@AT action plan to provide opportunities for a more gender-balanced workforce
- **Inclusive workforce:** AT piloted its first Unconscious Bias workshop with key staff and hiring managers for its Graduate Programme. Cultural intelligence workshops were also piloted with key staff and managers. AT is working towards Rainbow Tick certification and participated in the Pride Parade for the first time with around 100 staff including the organisation's CEO. It developed strategies for supporting different groups e.g. Maori and Pasifika. Celebrations have taken place internally for Diwali, Pride, International Women's Day, Chinese New Year, Nowruz, (Persian New Year) Pasifika, and preparations are underway for upcoming language weeks. The organisation has introduced a Māori learning and development programme - Ngā Kete Kīwai - which covers the Treaty of Waitangi, Te Reo and Tikanga, Māori responsiveness and Māori

engagement. AT has also formed a working group with key staff to develop a Disability Action Plan to create improvements around accessibility.

- Diverse leaders: Diversity in leadership will be addressed through developing good succession and development plans and building leadership capability in leading a diverse team, supported by partnering with like-minded organisations.

Auckland Transport's CEO Shane Ellison has supported the diversity and inclusion programme internally and externally, actively engaging in related activities and celebrations, participating and speaking at AT Connects group meetings, marching in the Pride Parade, and conveying supporting messages.

Organisational Development Manager Anna Paris says: "We have made a long-term commitment to enhancing D&I in our workplace and are proud of the significant progress that has been achieved since we started.

"We are generating a higher level of engagement and sense of pride and enabling people to connect and engage with others across AT in ways that are helping to build the culture of inclusion we are seeking."

Staff member Sue summed up her feelings: "It is great that Auckland Transport is embracing making everyone feel valued, respected, safe and supported, regardless of our differences. Thank you for taking the lead Shane."



IF YOU WANT MORE INFORMATION,
TOOLS OR RESOURCES TO MAKE
YOUR WORKPLACE MORE INCLUSIVE

Visit diversityworks.nz
or call 0800 DIVERSITY (348 377)