



# BCFMA Inclusion Diversity Equity & Accessibility Plan Overview

2023 – 2026

## BC Family Maintenance Agency

*Helping families achieve their best outcomes and future for their children.*



BC Family  
Maintenance  
Agency



Contents

**Introduction ..... 3**

**IDEA Mission Statement..... 3**

**Terminology ..... 4**

**Desired Outcomes..... 5**

**IDEA Plan ..... 6**

**Goal #1 – Support an Increasingly Diverse Workforce ..... 7**

**Goal #2 – Enhance Inclusion in the Workplace ..... 7**

**Goal #3 – Build a Solid Foundation for Lasting and Meaningful Reconciliation ..... 7**

**Goal #4 – Remove Barriers to Accessibility throughout the Agency ..... 7**

**Next Steps..... 8**

**Evaluation and Learning ..... 8**



## Introduction

The BC Family Maintenance Agency (BCFMA) values the importance of eradicating systemic and distinctions-based discrimination and will take action to create conditions that increase inclusion, equity, and justice in our workplace and client services. As per direction received through our [2023 Mandate Letter](#) from government, and in alignment with government's [Equity, Diversity & Inclusion Strategy](#), BCFMA is documenting our Inclusion, Diversity, Equity and Accessibility (IDEA) Plan in order to identify opportunities for meaningful change inclusive of Indigenous peoples, minority communities, immigrants, persons with disabilities and the 2SLGBTQ+ community.

As a Crown agency we recognize our social responsibility to collaborate with Indigenous Peoples and implement the principles and rights set out in the United Nations Declaration on the Rights of Indigenous Peoples to further advance reconciliation. BCFMA is dedicated towards working cooperatively with Indigenous governments and communities to establish a distinctions-based service delivery model and supports.

## Our Workforce

BCFMA values the importance of building a workforce that reflects British Columbia's diversity and commits to the principles of inclusion, diversity, equity and accessibility. We will enhance our ongoing learning and development plan in the areas of IDEA and enhance our Gender-Based Analysis Plus (GBA+) lens to ensure equity is reflected throughout the Agency. In accordance with government's areas of focus, the Agency will develop our diversity and inclusion best practices through leadership and education, structure and alignment, recruitment and retention, and flexibility.

## Our Services

BCFMA commits to providing services and supports that are inclusive and accessible to all clients and are representative of the people we serve. Through collaboration with our stakeholders, service delivery partners, Indigenous communities, and under-served groups, we are committed to developing distinction-based enhancements to our integrated service delivery model that remove barriers to access and improve outcomes for all British Columbian families.

### IDEA Mission Statement

To foster a culture of belonging that exemplifies teamwork, embraces differences, and values inclusion, diversity and equity.

## Terminology

**Inclusion** – Creating services and work environments where clients and employees feel included respected and connected.

**Diversity** – Legally protected differences such as race, age, disability, sexual orientation, and gender identity and expression. Diversity also includes such ‘non-visible’ qualities as diversity in thought, perspectives, education, socio-economic status and life experiences.

**Equity** – The quality of being fair and impartial, ensuring that processes and programs are accessible and provide equal opportunity for every individual.

### BCFMA Moosehide Walk



**Accessibility** – The quality of being easy to obtain or use. Provides flexibility to accommodate needs and preferences, and refers to the design of products, devices, services, or environment.

**Reconciliation** – A journey, achieved through a multitude of ongoing processes and substantive and concrete actions that close socio-economic gaps.

**Gender Based Analysis Plus (GBA+)** – An analytical tool used to assess how diverse groups of people may experience policies, programs and initiatives.

**Distinctions-based approach** – An approach that addresses the specific rights, interests, priorities and concerns of First Nations, Métis and Inuit Peoples while respecting and acknowledging these distinct Peoples with unique cultures, histories, rights, laws, and governments.

## Desired Outcomes

- ❖ Recognizing and promoting inclusion, diversity, equity, and accessibility in the workplace is both an individual and a shared responsibility
- ❖ BCFMA's workforce reflects British Columbia's diversity
- ❖ Staff and clients are treated equitably and ethically with dignity and respect
- ❖ Inclusion, diversity, equity, and accessibility are essential to effectively carry out our goals and commitment to our organization and the families we serve
- ❖ Better BCFMA policy and service delivery outcomes/performance
- ❖ It is important to cultivate an inclusive work environment in which all employees are meaningfully engaged and have the opportunity to develop and succeed
- ❖ A commitment to building a distinctions-based approach to support lasting and meaningful reconciliation



## IDEA Plan

Through guidance provided by BCFMA's Board of Directors, we have developed a three-year Inclusion, Diversity, Equity, and Accessibility Plan (IDEA) to deliver a blueprint to build upon. We aim to continue making progress towards promoting diversity, inclusion, and opportunity, in light of the dynamic and ever-changing nature of our work. All while navigating shifting demographics and emerging technologies that dynamically affect the way we work and interact.

Establishing clear goals will support BCFMA by focusing our efforts on measurable accomplishments and by providing staff with direction and motivation to achieve our desired state. We have accepted the following four broad goals in alignment with public sector principles, to help identify the high-level outcomes the Agency needs to achieve to be successful:



1. Support an increasingly diverse workforce
2. Enhance inclusion in the workplace
3. Build a strong foundation for lasting and meaningful reconciliation
4. Remove barriers to accessibility throughout the Agency





## Goal #1 – Support an Increasingly Diverse Workforce

**Objective:** Apply a GBA+ lens to inform our policies, procedures, supports and services to promote an inclusive and diverse workforce and organization structure.



## Goal #2 – Enhance Inclusion in the Workplace

**Objective:** Explore ways to embed inclusivity within our organization and expand employee training opportunities in support of a resilient and engaged workplace culture.



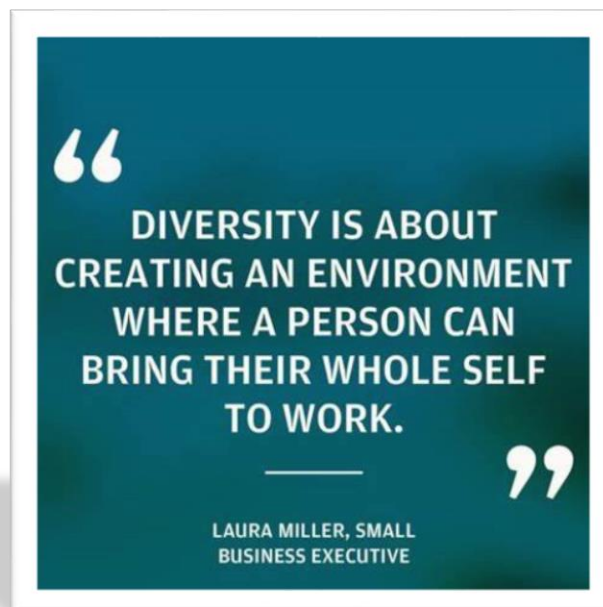
## Goal #3 – Build a Solid Foundation for Lasting and Meaningful Reconciliation

**Objective:** Work in cooperation with Indigenous Peoples to establish a clear and sustainable path to lasting and meaningful reconciliation.



## Goal #4 – Remove Barriers to Accessibility throughout the Agency

**Objective:** Identify, remove, and prevent barriers to access to BCFMA's services and workplace.



## Next Steps

Attributes from this IDEA Plan will be reflected in BCFMA's divisional plans for our Operations, Finance, Human Resources, Business and Technology Solutions, Legal Services, and Corporate/Financial Services components. The divisional plans will support the overall IDEA plan and will further break down each of the activities BCFMA will undertake to meet our IDEA commitments and priorities.

## Evaluation and Learning

BCFMA commits to monitoring our progress towards meeting our diversity and inclusion goals/deliverables and reporting out on the differences that our IDEA Plan activities make in the places that we work and in the lives of the families we serve.

Our first year is expected to involve exploration and discovery as we begin to develop options to meet our three-year goals. In subsequent years greater emphasis will be placed on implementing deliverables, identifying key learnings as we evaluate their impact, and receiving feedback from our staff, clients and government on the key differences our efforts have made.

As lessons learned are gathered, we will report up to the BCFMA Board of Directors by providing updates and requesting feedback/support on our progress towards meeting our obligations while fulfilling the Agency's direction. The BCFMA IDEA Plan will be revisited and updated/revised as corporate goals are achieved and/or when new direction is provided by the Board of Directors.

