



**DIVERSITY +  
INCLUSION**

# Accessibility in Action

Disability Access and Inclusion in Action Plan 2024-2025

## About the Plan

The Accessibility in Action Plan provides a platform for the development and delivery of actions that will be driven by the Access and Inclusion Working Group across 2024-2025.

Our aim is to continue our journey of continual improvement in providing services, a workplace and society that is accessible for people of all abilities. The Access and Inclusion Working Group will report to the Executive on the progress of the action plan twice a year.

## About the Access and Inclusion Working Group

The Access and Inclusion Working Group is a reference group comprised of Anglicare WA workers living with disability, workers supporting people living with disability and disability access and inclusion allies

### Vision

The Access and Inclusion Working Group strives to understand and address systemic barriers for people with disability. The group aims to make Anglicare WA an organisation that is accessible to people with visible and invisible disabilities.

### How

The Access and Inclusion Working Group aims to dismantle barriers to thriving for people with disability at Anglicare WA through the following actions:

- Education and awareness raising about access and inclusion issues.
- Engage and create connections and provide opportunities for the recruitment and retention of workers who have a disability.
- Advocate for people with a disability and distribute and promote resources and supports that enhance the workplace experience and service provision.
- Foster positive changes in attitudes and behaviours across the organisation to create a culture of inclusion and support.

## About Disability

Anglicare WA is dedicated to serving Western Australia's community, offering vital services to nearly 70,000 individuals yearly across 75 locations. Recognizing that about 18% of Australians live with a disability, we prioritize accessibility and inclusion in all our services. We value diversity within the disability community and prioritise person-centered engagement to ensure positive experiences and eliminate discrimination.

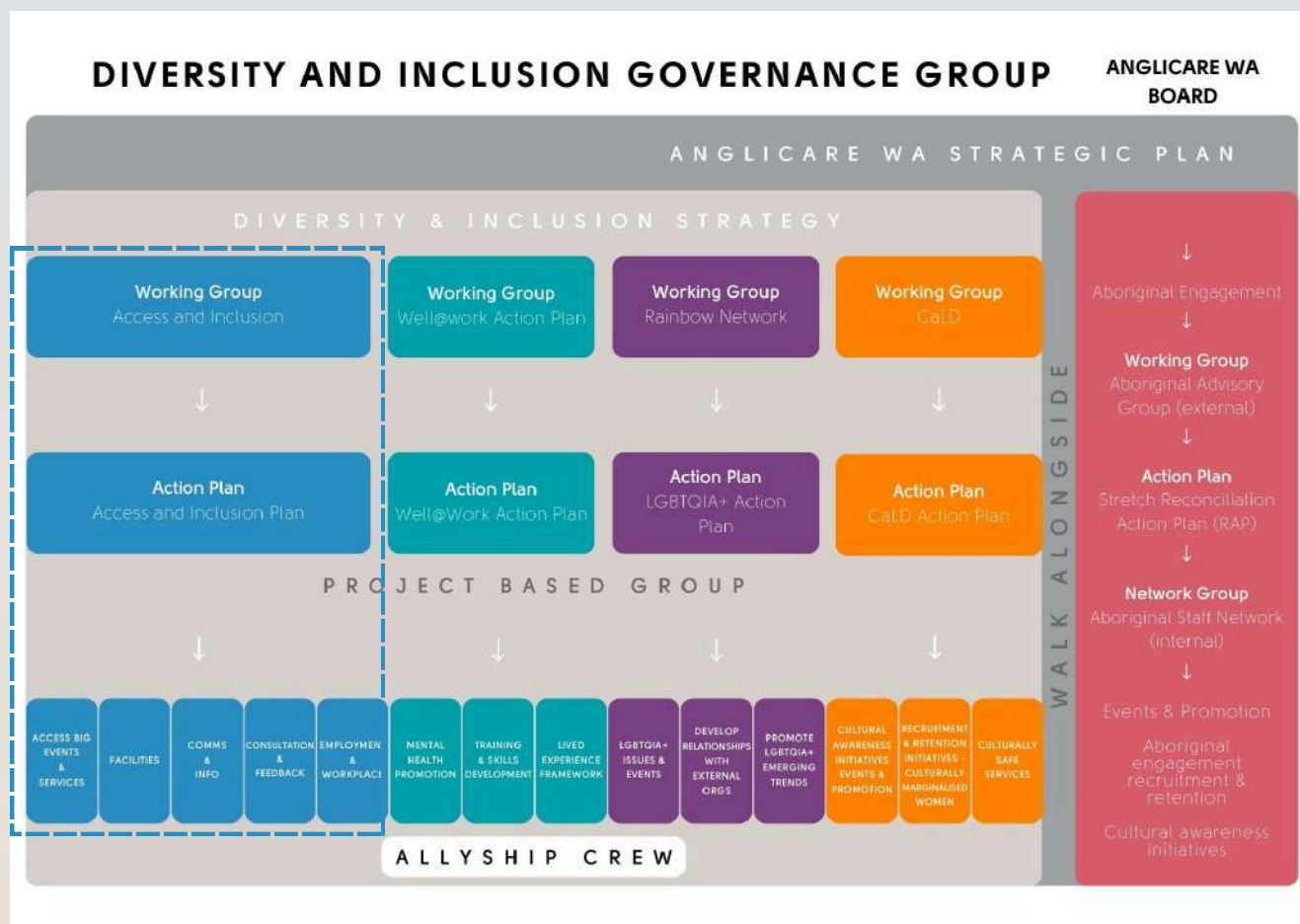
We're committed to fostering equity and maintaining an inclusive culture for clients, volunteers, and our workforce, many of whom may live with a disability.

Our action plan adheres to best practices in disability action planning, aiming to build upon our existing efforts to enhance access and inclusion for people with disabilities.

## Organisational Context

The Access and Inclusion Working Group is one of four working groups that fall under the diversity and inclusion area of Anglicare WA. Working Group members are diversity champions who have an action-focused and ambassadorial role in promoting diversity and inclusion through a disability access and inclusion lens across Anglicare WA.

Anglicare WA also has a Aboriginal Engagement function that works to deliver Anglicare WA's Reconciliation Action Plan. Find out more about the [Aboriginal Engagement Team](#).



Diversity and Inclusion Governance Structure (endorsed November 2023) See more information about the different groups within the new D+I governance structure see the [Diversity and Inclusion SharePoint page](#).

## Themes

The Access and Inclusion Working Group have worked throughout 2023, to develop a streamlined action plan to be implemented in 2024-2025.

The following outcomes are aligned with disability outcome measurements required by Anglicare WA's state government funding bodies and industry wide best practice.



Service and  
Event  
Accessibility



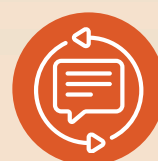
Premises and  
Facilities



Communication  
and Information



Skills and  
Knowledge



Consultation  
and Feedback



Employment  
and Workplace  
Adjustments



## Implementation

The Access and Inclusion Working Group has developed the following action table for implementation in 2024-2025. Each project will be driven by working group members and supported by the Diversity and Inclusion Lead. Some projects may require support from other stakeholders. Project leads will identify key stakeholders, timelines and key milestones for each project. Where possible actions will be evaluated and reported to the D+I Governance Group twice a year through the Access and Inclusion Working Group Chairs.

### 1.Service and Event Accessibility

People with disability have the same opportunities as other people to access Anglicare WA services and events

Action	How	Measures how we know we're successful	When/ Cost	Drivers
<b>1.1</b> Develop organisation wide pathways to enhance the way that staff and clients access Anglicare WA services, events and working environments.	<b>1.1.1</b> Explore opportunities to support staff to access options that enhance positive experiences for people with disability at Anglicare WA. <ul style="list-style-type: none"> <li>Quick reference guides for staff e.g. accessible events checklist, how to use NRS etc.</li> <li>Assistive technology</li> <li>Workplace adjustments and improved workplace practices</li> </ul> <b>1.1.2</b> Promote commitment to provide workplace adjustments for staff with disability e.g. recruitment process, D+I internal channels.	Establish at least 1 quick reference pathway related to events and service accessibility to support clients and staff while working at or accessing Anglicare WA services.  Explore the introduction of tech or approaches that may improve staff and clients experience at Anglicare WA. e.g. Invisible disability pins, hearing loops  Staff are aware/seek access to, workplace adjustments.	June 2025  Internal Resources	A&I Working Group D+I Lead. Project stakeholders: relevant service or operational area. WHS Manager
<b>1.2</b> Refine internal processes to build a data set about disability access and inclusion at Anglicare WA which can be a platform for future action.	<b>1.2.1</b> Improve services collection of disability data.  <b>1.2.1</b> Improve quality of disability access and inclusion workforce data -qualitative and quantitative.	Improved services data collection quality translated to improved program and services.  Improved workforce data collection translates to improved work practices, retention and recruitment of people with disability.	June 2025  Internal Resources	D+I Lead CGI People and Culture

### 2.Premises and Facilities

People with disability have the same opportunities as other people to access Anglicare WA buildings and other facilities.

Action	How	Measures how we know we're successful	When/ Cost	Drivers
<b>2.1</b> Anglicare WA commits to continuous improvements to existing buildings and facilities. Accessibility Register (AR) will be created to identify and address barriers to access and inclusion across the organisation.  Note: Anglicare WA infrastructure adheres to minimum Building Code of Australia (BCA) standards and reasonable adjustments are made upon request if feasible.	<b>2.1.1</b> Establish AR that contains all access and inclusion issues/concerns across Anglicare WA sites. AR supporting continual improvement related to access and inclusion (physical, operational, process etc)  <b>2.1.2</b> Identify common accessibility trends and barriers that people with disability may face when engaging with Anglicare WA. Use this information to address identified barriers.  <b>2.1.3</b> Engage with staff org wide to gain feedback on accessibility issues.	Accessibility Register is developed, and effective processes are established resulting in: <ul style="list-style-type: none"> <li>Identify chievable short-term actions</li> <li>Identify long term actions where external funding or innovative solutions could be achieved.</li> </ul> Staff are actively consulted on access and inclusion matters and are provided with feedback and updates on the progress and resolution of said issues.	June 2025  Internal Resources	D+I Lead. Facilities Service Strategy Site based/ Project stakeholders: relevant service/ operational area.

## 2.Premises and Facilities (continued)

People with disability have the same opportunities as other people to access Anglicare WA buildings and other facilities.

Action	How	Measures how we know we're successful	When/ Cost	Drivers
<b>2.2</b> Ensure that Access and Inclusion is considered as part of: <ul style="list-style-type: none"> <li>Existing services and facilities reviews</li> <li>New services and facilities establishment</li> </ul>	<b>2.2.1</b> Work with Anglicare WA services, landlord's and facility partners to identify access and inclusion issues and report in AR. Collaborate where possible to address these.  <b>2.2.2</b> External stakeholders and specialist groups collaboration to identify funding opportunities to support continuous improvements to buildings and facilities following principles of universal design.	New and recently reviewed services and facilities are well designed and accessible for all.	June 2025  Ad hoc per project.	D+I Lead Facilities Service Strategy Stakeholders Relevant service operational area A&I Working Group

## 3.Communication and Information

People with disability receive information from Anglicare WA in a format that will enable them to access the information as readily as other people

Action	How	Measures how we know we're successful	When/ Cost	Drivers
<b>3.1</b> Promote organisation wide pathways for workers to be able to provide information developed by and for Anglicare WA in alternative formats on request.	<b>3.1.1</b> Map pathways for workers to access alternative format information for their clients and colleagues where applicable e.g. cheat sheets and guide on how to support clients and staff to overcome access barriers.  <b>3.1.2</b> Identify staff trained in "Easy English Format" for peer support. Help connect staff who can assist in developing Easy English marketing materials and other content, promoting accessibility and inclusion across a range of projects and services  <b>3.2.3</b> Provide information about external providers of alternative format materials and services that workers can access when needed.	Establish at least 2 Quick reference pathways related to communication and information for workers to use to support clients and workers while working at Anglicare WA or accessing Anglicare WA services.  Workers feel confident that they know who to contact and how to provide alternative format communication material.	Dec 2024  Internal Resources & <b>\$300 training</b>	Marketing D+I Lead A+I Working Group Staff with specialised skills on knowledge.
<b>3.2</b> Ensure Anglicare WA's website complies with Web Content Accessibility Guidelines;	<b>3.2.1</b> Undertake a review and update of the Anglicare WA website. Consider accessibility as part of the updated site.	Anglicare WA's website is accessible and people are aware of and use the accessible features on the site.	June 2025 Internal resources	Marketing
<b>3.3</b> Provide more opportunities to showcase diversity, in particular disability inclusion in Anglicare WA publications and promotional material.	<b>3.3.1</b> Build a database of images that can be used by Anglicare WA to promote inclusion. E.g. images of people with disability.  <b>3.3.2</b> Promote the database to workers so they are aware and able to access images that showcase diversity. E.g. via D+I internal marketing channels.	Anglicare WA's website is accessible and people are aware of and use the accessible features on the site.	Jan 2025 Internal resources	Marketing D+I Lead A+I Working Group

## 4. Skills and Knowledge

People with disability receive the same level and quality of service from Anglicare WA as other people who access our services.

Action	How	Measure	When/ Cost	Drivers
<b>4.1</b> Raise awareness about Anglicare WA's Accessibility in Action Plan.	<b>4.1.1</b> Promote the Accessibility Action Plan via a small-scale launch event.	Staff are aware of the Accessibility Action Plan and contribute to achieving the actions.	June 2024  Internal resources	D+I Lead A&I Working Group
<b>4.2</b> A&I Working Group to drive the progress and report the AAP across the organisation and oversee the implementation of AAP tasks.	<b>4.2.1</b> A&I Working Group promote Anglicare WA's commitment to access and inclusion through their roles as ambassadors for access and inclusion. E.g. via D+I internal marketing channels and in person.	A&I Working Group recognised by staff as champions of diversity and a point of contact for access and inclusion topics.  Accessibility Action Plan delivered, qualitative information gathered and reported as appropriate organisation wide.	June 2025  Internal resources	Marketing Team D+I Lead A&I Working Group L&D Team
<b>4.3</b> Communicate Anglicare WA's commitment to access and inclusion and encourage staff take ownership of their roles and responsibilities in providing an accessible workplace and services.	<b>4.3.1</b> Milestone and progress updates to the organisation throughout plans duration (as appropriate). <b>4.3.2</b> Provide staff training Face to Face and online. Ensure training is relevant and appropriate for the audience e.g. NDIS trained staff are provided with advanced training opportunities as specialists in the field. Whereas corporate staff are provided with foundational training relevant to office position.	Staff aware of Accessibility Plan, engaging with updates and promotional activities related to the actions.  20% increase in staff undertaking training related to disability access and inclusion over the plans duration.  Training found useful and relevant by staff.  Funding and/or support identified and provided for staff to do specialised training where applicable/ possible.	Aug 2024 and Feb 2025  June 2025  \$1000 P+C budget	Marketing Team D+I Lead A&I Working Group L&D Team
<b>4.4</b> Raise awareness and profile of disability access and inclusion topics and significant days.  Participate in campaigns and awareness days throughout year.	<b>4.4.1</b> Identify and deliver a range of communications, events and activities that raise awareness about disability access and inclusion. <b>4.4.2</b> Create greater recognition of disability access and inclusion initiatives as part of Anglicare WA's commitment to D+I via D+I brand.	Range of events identified yearly by the A&I Working Group and are featured in the D+I event calendar.  Events are promoted and supported organisation wide  Staff use the brand, recognition is optimised through consistent promotional messaging and aesthetic.	Dec 2024  \$700	Marketing Team D+I Lead A&I Working Group L&D Team

## 5. Consultation and Feedback

People with disability have the same opportunities as other people to participate in any Anglicare WA public consultation and provide feedback.

Action	How	Measures how we know we're successful	When/ Cost	Drivers
<b>5.1</b> Investigate opportunities to consult with clients and staff with disability to better understand access and inclusion barriers, opportunities and what's working well at Anglicare WA.	<b>5.1.1</b> Investigate opportunities to engage with clients/consumers via the Bridges Reference Group. <b>5.1.2</b> Seek feedback from clients and participants with disability regarding Anglicare WA service accessibility via a variety of formats. <b>3.1.3</b> Seek input from people with lived experience and staff with disability to contribute to workplace practices, policies and procedures development and implementation. <b>5.1.4</b> Identify consultation and engagement opportunities e.g. focus groups, open dialogue.	<p>A baseline of informative and useful information is gathered and used to inform continual improvement of Anglicare WA's services.</p> <p>A baseline of informative and useful information is gathered and used to inform continual improvement of Anglicare WA's workplace practices and workplaces/ sites.</p>	<p>June 2025</p> <p>Internal Resources</p>	<p>D+I Lead A&amp;I Working Group P&amp;C Team CGI Bridges</p>

## 6. Employment and Workplace Adjustments

People with disability have the same opportunities as others regarding Anglicare WA's employment opportunities, including recruitment, volunteering and retention.

Action	How	Measures how we know we're successful	When/ Cost	Drivers
<b>6.1</b> Gather information and develop strategies that inform and enhance Anglicare WA's recruitment and retention of people with disability. <b>6.2</b> Develop approaches that prepare staff to respond and support staff who may have newly diagnosed or acquired disability, temporary disability, and invisible disability such as neurodivergence.	<b>6.1.1</b> Investigate ways to gain insight about the Anglicare WA workforce and the lived experience of people with disability. <b>6.1.2 &amp; 6.2.1</b> Ensure workplace flexibility, modifications and utilise adaptive technologies, so people with disability successfully included in Anglicare WA's workforce. Provide additional supports and required adjustments in a timely manner in consultation with individuals. <b>6.2.2</b> Continue promotion of Anglicare WA as an accessible workplace as part of the recruitment process.	<p>The organisation has a good understanding of the workforce make up and is responsive to emerging trends and the needs of people with disability within it.</p> <p>Staff with disability feel safe and included and confident that they can provide feedback and request support as needed.</p> <p>Candidates with disability apply for Anglicare WA roles.</p>	<p>June 2025</p> <p>Internal resources</p>	<p>D+I Lead A&amp;I Working Group P+C Team Manager WHS</p>
<b>6.3</b> Investigate working partnerships with organisations to create employment pathways for people with disability at Anglicare WA.	<b>6.3.1</b> Identify possible partnership with disability focus job service providers and other disability focus organisations and investigate possible pathways to enhance recruitment and retention of staff, including students and volunteers with disability.	Increase number of staff that identify as having a disability work with Anglicare WA.	<p>June 2025</p> <p>Internal resources</p>	<p>D+I Lead A&amp;I Working Group P+C Team</p>