

## Access, Equity and Inclusion Strategy 2017-2022 2017 SUMMARY REPORT

### Reporting on our progress

This is the first annual report of FamilyCare's progress against its Access, Equity and Inclusion Strategy 2017-2022. The report summarises actions and nominates priorities for 2018.

#### Priority: Access

FamilyCare's primary priority is to ensure our services and facilities are easy to access.

Commitments	Outcome Measures	Report against Actions
<ul style="list-style-type: none"> <li>• Consider the physical needs of people who use our services or access our premises in all design, development and review steps.</li>   <li>• Identify obstacles that make it hard for people to obtain access to FamilyCare premises and address them.</li>   <li>• Make our written and other published information clear, accurate and easy to understand for as many people as possible.</li> </ul>	<ul style="list-style-type: none"> <li>• Improvements in physical access to FamilyCare infrastructure for staff, volunteers, and service users.</li>   <li>• Promotion of services provided by FamilyCare across the community.</li>   <li>• A range of organisational information in accessible formats.</li> </ul>	<p><b>Report against Actions</b></p> <p><b>Summary of 2017 Actions</b></p> <ul style="list-style-type: none"> <li>- Commissioned an independent Access Audit of all FamilyCare premises.</li>   <li>- Analysed the recommendations in the Access Audit and identified actions and priorities.</li>   <li>- Work undertaken in 2017 included:               <ul style="list-style-type: none"> <li>- moving the access ramp at 94 Wyndham Street Shepparton, the main delivery site for FamilyCare's Disability Support Services</li> <li>- significant refit to the bathroom and kitchen areas at 94 Wyndham Street</li> <li>- major improvements to parking, and ramp access at FamilyCare's Seymour office</li> <li>- removal of a wall at the front of FamilyCare's main office in Shepparton to improve wheelchair access to the entrance ramp.</li> </ul> </li>   <li>- Launched FamilyCare's Facebook site to broaden the range of information options for community members.</li>   <li>- Extended use of alternative media, in particular short videos to explain service options.</li> </ul> <p><b>Priorities for 2018</b></p> <ul style="list-style-type: none"> <li>- Complete major access works at Shepparton and Seymour offices.</li>   <li>- Continue to develop and diversify communication tools to improve accessibility.</li>   <li>- Complete the development of a sensory garden in Shepparton and commence work on a Boulderling wall.</li> </ul>

#### Priority: Participation

Whether in engaging staff and volunteers, or delivering services, FamilyCare will encourage and support broad participation.

Strategic commitments	Outcome Measures	Report against Actions
<ul style="list-style-type: none"> <li>• Invite input and use it in service planning and review.</li>   <li>• Celebrate diversity in our community and across our staff and volunteers.</li>   <li>• Support people to participate in their community, to their full potential.</li>   <li>• Improve our capacity to attract and support diverse staff and volunteers, reflective of our community.</li> </ul>	<ul style="list-style-type: none"> <li>• Inviting, collecting, reviewing and using feedback from a wide variety of sources.</li>   <li>• Evidence of diversity across staff and volunteers.</li>   <li>• Records of events, activities and services that are inclusive and welcoming.</li> </ul>	<p><b>Report against Actions</b></p> <p><b>Summary of 2017 Actions</b></p> <ul style="list-style-type: none"> <li>- FamilyCare provided a written submission and gave evidence to a Victorian Parliamentary Inquiry into services for people with autism spectrum disorder.</li>   <li>- CEO and Board member participated in the Aboriginal Wellbeing Cultural Competence Project, which included a review of current practices and procedures and the creation of an Improvement plan.</li> </ul> <p><b>Priorities for 2018</b></p> <ul style="list-style-type: none"> <li>- Complete the Improvement Plan arising from participation in the Aboriginal Wellbeing Cultural Competence Project.</li>   <li>- Investigate the use of simple apps to broaden the options for and accessibility of providing feedback.</li> </ul>

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### Priority: Services

As a large and well-known regional service provider, FamilyCare supports local communities through a range of services, employment opportunities, and by advocating for systemic changes that will benefit the local community.

Strategic commitments	Outcome Measures	Report against Actions
<ul style="list-style-type: none"> <li>• <b>Support events, activities and services that are inclusive and do not discriminate against, or exclude people.</b></li>   <li>• <b>Advocate strongly for tolerance and diversity in the communities in which we work.</b></li>   <li>• <b>Constantly learn more about the things that make people different so we can better understand, respect and include.</b></li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of partnerships between FamilyCare and organisations that support people from a diverse range of groups and backgrounds.</li>   <li>• Data confirming access to services and facilities by diverse client and stakeholder groups.</li>   <li>• Records of commentary and advocacy that support tolerance, respect and equity.</li>   <li>• Records of training and professional development that help staff and volunteers broaden their understanding of different backgrounds and needs.</li> </ul>	<p><b>Summary of 2017 Actions</b></p> <ul style="list-style-type: none"> <li>- FamilyCare has continued to engage with and grow the Shepparton Community Share network which includes our colleagues at local disability service provider ConnectGV.</li>   <li>- Rumbalara Aboriginal Cooperative is a core member of the Child FIRST Alliance which FamilyCare hosts and Chairs. Negotiations commenced in late 2017 for Rumbalara to share FamilyCare's office space in Wallan.</li>   <li>- Dying to know day (August) held an information forum in partnership with Kildonan, Gateway Health, Murray PHN and GV PCPC, focused on advanced care planning and aimed at the LGBTI community.</li>   <li>- Carers Week (October) hosted a luncheon and information sessions for carers from all backgrounds, ages and cultures, in partnership with Villa Maria</li>   <li>- International day of people with disability (December) held a community information event at the MacIntosh Centre in partnership with COGS, Connect GV, Shepparton Access and other local disability and youth services.</li>   <li>- Cultural Competence for Community Agencies training was delivered at an all of staff meeting, with staff unable to attend accessing the training online.</li>   <li>- Disability Support Service staff completed the NDS participation project training, looking at all aspects of working with people with a disability.</li>   <li>- Carer Support Service staff received training on working with people with dementia.</li> </ul> <p><b>Priorities for 2018</b></p> <ul style="list-style-type: none"> <li>- Operationalise the share arrangements in FamilyCare's Wallan Office.</li>   <li>- Continue to source high quality training for staff, wherever possible delivered in a FamilyCare office, or our service region.</li> </ul>

### Priority: Transparency

Strategic commitments	Comment
<ul style="list-style-type: none"> <li>• <b>Regularly evaluate our progress against these commitments.</b></li>   <li>• <b>Provide public reports, at least once a year, outlining our actions.</b></li> </ul>	<p>FamilyCare has published its Access, Equity and Inclusion Strategy and is committed to public reporting.</p> <p>This is the first report under this plan. The review of actions is an important part of FamilyCare's planning and the ongoing identification of priorities.</p>