

Access, Equity and Inclusion Strategy 2017-2022 2018 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 2019.

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"> • Consider the physical needs of people who use our services or access our premises in all design, development and review steps. • Identify obstacles that make it hard for people to obtain access to FamilyCare premises and address them. • Make our written and other published information clear, accurate and easy to understand for as many people as possible. 	<ul style="list-style-type: none"> • Improvements in physical access to FamilyCare infrastructure for staff, volunteers, and service users. • Promotion of services provided by FamilyCare across the community. • A range of organisational information in accessible formats. 	<p>Report against Actions</p> <p>Summary of 2018 Actions</p> <ul style="list-style-type: none"> - Major works at Seymour and Shepparton offices identified as priorities in the 2017 report were completed. - Remaining Access Audit recommendations are being monitored, managed and regularly updated. - Significant upgrade to FamilyCare's website completed and launched in November 2018. - Increased promotion through a variety of media ahead of the NDIS commencement. - Redevelopment of the previous home of the Book Inn into an accessible space. <p>Priorities for 2019</p> <ul style="list-style-type: none"> - Ensure equity of access is appropriately recognised in strategic planning discussions. - Continue to enhance alternate service access options, including after-hours and in-home, particularly for NDIS services. - Complete the installation of the Bouldering Wall. - Plan the redevelopment of a dedicated space for the delivery of Day Stay service in Cobram.

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"> • Invite input and use it in service planning and review. • Celebrate diversity in our community and across our staff and volunteers. • Support people to participate in their community, to their full potential. • Improve our capacity to attract and support diverse staff and volunteers, reflective of our community. 	<ul style="list-style-type: none"> • Inviting, collecting, reviewing and using feedback from a wide variety of sources. • Evidence of diversity across staff and volunteers. • Records of events, activities and services that are inclusive and welcoming. 	<p>Report against Actions</p> <p>Summary of 2018 Actions</p> <ul style="list-style-type: none"> - Completed Aboriginal Cultural Competence Improvement plan, referred to in the 2017 summary report, including a Board Aboriginal Cultural Competence training activity in July 2018. - Negotiated with the Telstra Digital Inclusion Index research team to undertake a specific study of CALD digital inclusion in Shepparton in the 2019 research. - Provided electronic option for client feedback to FamilyCare staff, via mobile devices. - Participated in a wide variety of events and activities celebrating and acknowledging diversity across our service area. <p>Priorities for 2019</p> <ul style="list-style-type: none"> - Actively participate in and assist with the Telstra Digital Inclusion index Shepparton research project. - Continue to develop our collaboration and capacity building with Shepparton Community Share network partners.

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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"> • Support events, activities and services that are inclusive and do not discriminate against, or exclude people. • Advocate strongly for tolerance and diversity in the communities in which we work. • Constantly learn more about the things that make people different so we can better understand, respect and include. 	<ul style="list-style-type: none"> • Evidence of partnerships between FamilyCare and organisations that support people from a diverse range of groups and backgrounds. • Data confirming access to services and facilities by diverse client and stakeholder groups. • Records of commentary and advocacy that support tolerance, respect and equity. • Records of training and professional development that help staff and volunteers broaden their understanding of different backgrounds and needs. 	<p>Summary of 2018 Actions</p> <ul style="list-style-type: none"> - Ensured staff accessed a range of relevant and appropriate training ahead of NDIS commencement. - Successfully operationalised the share arrangements with Rumbalara and The Bridge in FamilyCare's Wallan office. - Enhanced relationships with key sector partners, particularly ConnectGV, as part of the Shepparton Community Share network. - Promoted FamilyCare's options and access arrangements broadly across our service area. <p>Priorities for 2019</p> <ul style="list-style-type: none"> - Expand access to shared training through Shepparton Community Share. - Ensure the needs of our clients and service areas are recognised in discussions leading up to the Federal election.

Priority: Transparency

Strategic commitments	Comment	Report against Actions
<ul style="list-style-type: none"> • Regularly evaluate our progress against these commitments. • Provide public reports, at least once a year, outlining our actions. 	<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>	<p>This is the second annual report under FamilyCare's Access Equity and Inclusion Strategy 2017-2020.</p> <p>It notes significant progress in 2018, particularly in the completion of a number of priorities identified in the 2017 report.</p>