

Access, Equity and Inclusion Strategy 2017-2022 2018 SUMMARY REPORT

Reporting on our progress

This is the second 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>