

## Access, Equity and Inclusion Strategy 2017-2022 2019 SUMMARY REPORT

### Reporting on our progress

This is the third annual report of FamilyCare's progress against its Access, Equity and Inclusion Strategy 2017-2022. The report summarises actions and nominates priorities for 2020.

#### 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>Summary of 2019 Actions</b></p> <ul style="list-style-type: none"> <li>Completed work on the Sensory Garden and Boulderling Wall facilities at Shepparton, including a video gaming room, to enhance the experience for young participants in FamilyCare's Into Rec service.</li> <li>Commissioned community provider Scope to prepare a low-literacy version of FamilyCare's Charter of Rights and Responsibilities.</li> <li>Undertook a major refurbishment of FamilyCare's Seymour office, further improving the access to and utility of the facilities.</li> <li>Commenced a major transition of IT and Communications infrastructure that should significantly enhance access to supportive technology for FamilyCare's workers in the field, particularly during home visits.</li> <li>Obtained planning permission from Moira Council for the redevelopment of FamilyCare's Cobram office.</li> <li>Improved accessible toilet support infrastructure at 94 Wyndham Street property.</li> <li>Enhanced accessibility access to the Book Inn on Wyndham Street and Day Stay service off Welsford Street.</li> <li>Purchased a new Hi Ace bus to support IntoRec activities and enhance client access.</li> </ul> <p><b>Priorities for 2020</b></p> <ul style="list-style-type: none"> <li>Complete the IT and Communications transition in the first half of 2020.</li> <li>Consider further opportunities to develop low literacy versions of key FamilyCare information materials.</li> <li>Progress planning for the Cobram redevelopment.</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>Summary of 2019 Actions</b></p> <ul style="list-style-type: none"> <li>Continued developing opportunities to provide feedback about services and make better use of client input in design and review.</li> <li>Telstra released its 2019 Digital Inclusion Index in Shepparton in September 2019, with a specific study of CALD digital inclusion in our community and noting FamilyCare's role as a key local partner in the research.</li> <li>Participated in a wide variety of events and activities celebrating and acknowledging diversity across our service area.</li> <li>Through Shepparton Community Share, commenced a shared workforce pilot with local disability service provider Connect GV.</li> </ul> <p><b>Priorities for 2020</b></p> <ul style="list-style-type: none"> <li>Consistent with FamilyCare's new Strategic Plan 2020-2022, commence work on FamilyCare's first Reconciliation Action Plan.</li> <li>Continue to develop the Enhancing Volunteering Project, providing access to appropriate volunteering options for a broader variety of participants.</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>• Support events, activities and services that are inclusive and do not discriminate against, or exclude people.</li> <li>• Advocate strongly for tolerance and diversity in the communities in which we work.</li> <li>• Constantly learn more about the things that make people different so we can better understand, respect and include.</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 2019 Actions</b></p> <ul style="list-style-type: none"> <li>- Continued building training and development opportunities through Shepparton Community Share.</li> <li>- FamilyCare provided a wide variety of commentary on issues relevant to our diverse range of clients, including:               <ul style="list-style-type: none"> <li>- Undertook research with the Centre for Excellence in Child and Family Welfare on the impacts of welfare reform and conditionality on single mothers and their children which was presented at the Australian Social Policy Conference in September 2019.</li> <li>- Hosted a meeting with service providers and the local member for the Federal seat of Murray, the Hon Damian Drum MP, to discuss the experiences of vulnerable people in the NDIS transition.</li> <li>- Presented evidence to the Shepparton hearing of a Victorian Parliamentary Inquiry into the early childhood engagement of CALD community members.</li> </ul> </li> </ul> <p><b>Priorities for 2020</b></p> <ul style="list-style-type: none"> <li>- Reinvigorate links with the Ethnic Council through an updated version of Regional Settlement Planning and Review.</li> </ul>

**Priority: Transparency**

Strategic commitments	Comment	Report against Actions
<ul style="list-style-type: none"> <li>• Regularly evaluate our progress against these commitments.</li> <li>• Provide public reports, at least once a year, outlining our actions.</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>	<p>This is the third annual public report under FamilyCare's Access, Equity and Inclusion Strategy 2017-2022.</p> <p>The report again notes significant activity in 2019 and the completion or substantial progress against the priorities identified in our 2018 report.</p>