

Access, Equity and Inclusion Strategy 2017-2022 2020 SUMMARY REPORT

Reporting on our progress

This is the fourth annual report of FamilyCare's progress against its Access, Equity and Inclusion Strategy 2017-2022. The report summarises actions and nominates priorities for 2021.

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>Summary of 2020 Actions</p> <ul style="list-style-type: none"> - Many of the physical 'access' issues in 2020 related to COVID19 restrictions and FamilyCare took a variety of actions to ensure continuity and safe access, consistent with changing public health rules. - The changes included: <ul style="list-style-type: none"> - The installation of hand sanitizers. - Provision of face masks. - Clear directions around usage of space, limitations on visitor numbers and so on, to ensure distancing requirements were met. - Regular public updates on changes, including periods of facility closure. - FamilyCare also invested heavily in IT and Communication infrastructure to support remote contact, including providing some equipment to people at risk of being excluded. <p>Priorities for 2021</p> <ul style="list-style-type: none"> - Plan for a safe and sustainable return to normal services, consistent with public health rules. - Ensure our consideration of physical access issues adequately reviews staff only facilities and work spaces.

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>Summary of 2020 Actions</p> <ul style="list-style-type: none"> - The collection and publication of client feedback data in 2020 continued, regardless of the COVID19 restrictions. - An additional survey of client experiences of the Goulburn Child and Family Service Alliance pandemic responses was facilitated by FamilyCare and will be available in early 2021. <p>Priorities for 2021</p> <ul style="list-style-type: none"> - Re-establish a physical community forum, as public health guidance allows. - Seek community engagement and guidance in the preparation of FamilyCare's first Reconciliation Action Plan. - Evaluate the diversity of the existing Volunteer base and initiate a targeted recruitment campaign to address any gaps.

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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 2020 Actions</p> <ul style="list-style-type: none"> - Provided a range of options for clients with various complex issues and communication needs to stay connected during COVID19 restrictions. - Maintained limited, modified and safe face-to-face options for disability clients and their families during restrictions. - Commenced the operation of Carer Gateway services with State-wide delivery partners in early April 2020. - Presented evidence to the Victorian Parliamentary Inquiry into early childhood engagement of culturally and linguistically diverse communities, with references throughout the Committee's final report published in September 2020. <p>Priorities for 2021</p> <ul style="list-style-type: none"> - Safe transition back to normal service provision and advocacy. - Continue to enhance the relevance, breadth and capacity of our Kineo training platform.

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>2020 was an extremely challenging year with the impact of COVID19 restrictions. Some services required modification and in some instances periods of suspension. FamilyCare was however able to provide alternatives and ensured continuity throughout the year.</p>