

Access, Equity and Inclusion Strategy 2017-2022 2021 SUMMARY REPORT

Reporting on our progress

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

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 2021 Actions</p> <ul style="list-style-type: none"> Sealing completed in Shepparton car-park enhancing all-abilities access and safety. Undertook significant security enhancements at Shepparton office, including CCTV and keyless entry, with other offices to follow. A number of keyless auto doors installed to provide better wheelchair access in Shepparton. <p>Priorities for 2022</p> <ul style="list-style-type: none"> Install additional emergency exit auto-door in Shepparton main building. Commence CCTV installation at other offices. Cobram redevelopment will provide significant improvements to accessibility for staff and clients. Continue to improve the clarity and usefulness of online and printed materials.

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 2021 Actions</p> <ul style="list-style-type: none"> Continued collecting and analysing feedback from a variety of sources. Significant increase in diversity amongst staff and volunteers in 2021 recruitment activities. Sustained continuity of service, in spite of significant disruptions caused by COVID19 restrictions. Received endorsement from Reconciliation Australia for Reflect Reconciliation Action Plan. <p>Priorities for 2022</p> <ul style="list-style-type: none"> Conduct public launch of Reflect RAP in early 2022. Continue to review and enhance feedback options and tools. Re-establish a range of community access activities disrupted by COVID19 restrictions.

**Access, Equity and Inclusion Strategy 2017-2022
2021 SUMMARY REPORT**

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>Report against Actions</p> <p>Summary of 2021 Actions</p> <ul style="list-style-type: none"> - Close relationship with key disability service partner, ConnectGV, through the Shepparton Community Share network. - Continued to enhance Carer Gateway supports. - Staff completed Aboriginal and Torres Strait Islander Cultural Appreciation training module on Kineo learning platform. - FamilyCare ensured continuation of the Shepparton-based Wise well Women multicultural support program, by assuming auspice responsibility. - Staff participated in forums on including LGBTIQ people, with plan for regular ongoing training. <p>Priorities for 2022</p> <ul style="list-style-type: none"> - Deliver enhanced cross-cultural and diversity training for all-staff as part of core competency training. - Provide commentary on client needs as required and appropriate in the course of Commonwealth and State elections.

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>Report against Actions</p> <p>Reports prepared and released, consistent with undertakings.</p>