

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

Reporting on our progress

This is the sixth annual report of FamilyCare's progress against its Access, Equity and Inclusion Strategy 2017-2022. The report summarises actions and nominates priorities for 2023.

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 2022 Actions</p> <ul style="list-style-type: none"> - Upgrade of main entrance to 94 Wyndham St. Works included replacement of tiles to and rework of ramp to remove trip hazards. - Completion of Cobram project with inclusion bathroom, passageways, entrances and car parking that meet or exceed current access requirements. <p>Priorities for 2023</p> <ul style="list-style-type: none"> - Ensure early scoping works for Wallan site incorporate consideration of access requirements from the outset. This will include accessibility for the whole premises not only the client zones.

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 2022 Actions</p> <ul style="list-style-type: none"> - Inclusion of Cultural Leave in draft EBA - Support for Visa Holders - Financially and paid leave - Core Inclusion Online competency added for all agency staff <p>Priorities for 2023</p> <ul style="list-style-type: none"> - Further three online inclusion competencies to be accessed and completed by agency staff

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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 2022 Actions</p> <ul style="list-style-type: none"> - Wise Well Women Project. 12 month project to run to June 2023 <p>Priorities for 2023</p> <ul style="list-style-type: none"> - Review and evaluation of Wise Well Women Project with a view to sourcing funding to deliver for a further 12 months.

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