

Access, Equity and Inclusion Strategy 2017-2022 2023 SUMMARY REPORT

Reporting on our progress

This is the seventh annual report of FamilyCare's progress against its Access, Equity and Inclusion Strategy 2017-2022. The report summarises actions and nominates priorities for 2024, recognising that the release of a new Access, Equity & Inclusion Strategy for 2024 - 2029 is imminent.

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 2023 Actions</p> <ul style="list-style-type: none"> Increased digital presence to improve promotion of services available to the community. Consulted architect to provide options for improving accessibility at the rear of 94 Wyndham Street. Improved access to Cobram Building. <p>Priorities for 2024</p> <ul style="list-style-type: none"> Develop and implement standards for digital media to ensure accessible format. Improvements to access at rear of 94 Wyndham Street. Continue to ensure any scoping or development works at Wallan consider accessibility across the whole site.

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 2023 Actions</p> <ul style="list-style-type: none"> Established FamilyCare PRIDE group, to inform recognition and consideration of LGBTQIA+ issues. Implemented additional online options to provide feedback. Recruited volunteers to assist with access to services. <p>Priorities for 2024</p> <ul style="list-style-type: none"> Incorporate recommendations from PRIDE group. Complete and register Innovate Reconciliation Action Plan.

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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 2023 Actions</p> <ul style="list-style-type: none"> - Extension of Wise Well Women Project for a further 12 months to June 2024. <p>Priorities for 2024</p> <ul style="list-style-type: none"> - Completion of evaluation of Wise Well Women project and incorporate within our Family Services programs.

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>Reports published, consistent with commitments</p> <p>Development and release of 2024-29 Access, Equity and Inclusion Strategy</p>