

# Access, Equity & Inclusion Strategy 2024 – 2029



## Vision

**Strong, resilient families and communities**  
**FamilyCare respects all people and their right to reach full potential**

## Access

We will:

- Include an assessment of the physical needs of people who use our services or access our premises in all design, development and review activities for physical infrastructure.
- Have a range of mechanisms to identify obstacles that make it hard for people to obtain access to FamilyCare premises and address them.
- Make sure that our written and other published information is clear, accurate and easy to understand for as many people as possible.

## Services

We will:

- 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 and live.
- Continue to seek, gather, analyse and use feedback to improve our services.

## Participation

We will:

- Celebrate diversity in our community and across our staff and volunteers.
- Support our staff, volunteers and service users to participate in their community, to their full potential.
- Continue to develop FamilyCare's capacity to attract and support staff and volunteers, from a range of diverse backgrounds, reflective of our community.

## Transparency

FamilyCare will regularly evaluate our progress against these commitments.