



**Access, Equity and Inclusion Strategy 2024 – 2029
Annual Report on Actions – 2024**

Priority: Access		
FamilyCare will ensure our services, facilities and information are easy to access.		
Commitments	Outcome Measures	Report against Actions
<p>Consider the physical needs of people who use our services or access our premises in all design, development and review steps.</p> <p>Identify obstacles that make it hard for people to obtain access to FamilyCare premises and address them.</p> <p>Make our written and other published information clear, accurate and easy to understand for as many people as possible.</p>	<p>Improvements in physical access to FamilyCare infrastructure for staff, volunteers, and service users.</p> <p>Promotion of services provided by FamilyCare across the community.</p> <p>A range of organisational information in accessible formats.</p> <p>Records of access needs for physical infrastructure and obstacles to access will be maintained, with an annual summary of actions taken prepared and published.</p> <p>A biennial internal audit of information accessibility.</p>	<p>Summary of 2024 Actions</p> <ul style="list-style-type: none"> • Drawings prepared and cost estimate obtained for improvements to ramp access at rear of 94 Wyndham Street. • Continued enhancement to and range of communications about services and activities. <p>Priorities for 2025</p> <ul style="list-style-type: none"> • Update of FamilyCare’s digital media processes and guidance. • Accessibility survey for clients and other stakeholders. • Pursue grant opportunities to support the redevelopment of Access at the rear of 94 Wyndham St. • Record of Access Needs.

Specific Actions for 2025*	Responsibility	Due Date
Controlled publication library project	Quality Risk and Compliance Manager	31 December 2025
Website Review and Update	To be determined	31 December 2025
Accessibility Survey	Director of Service Development	30 June 2025
Record of Access Needs - review current properties against 2017 access audits, identifying gaps and / or commission further work or review	Director of Business Services	30 June 2025

*Each action should have its own entry

Priority: Participation		
Whether in engaging staff and volunteers, or delivering services, FamilyCare will encourage and support broad participation.		
Commitments	Outcome Measures	Report against Actions
<p>Celebrate diversity in our community and across our staff and volunteers.</p> <p>Support people to participate in their community, to their full potential.</p> <p>Continue to develop FamilyCare's capacity to attract and support staff and volunteers, from a range of diverse backgrounds, reflective of our community.</p>	<p>Inviting, collecting, reviewing and using feedback from a wide variety of sources.</p> <p>Evidence of diversity across staff and volunteers.</p> <p>Records of events, activities and services that are inclusive and welcoming.</p> <p>Registering an Innovate Reconciliation Action Plan with Reconciliation Australia</p> <p>Supporting the PRIDE staff subcommittee and pursuing FamilyCare's LGBTIQ+ Action Plan.</p>	<p>Summary of 2024 Actions</p> <ul style="list-style-type: none"> • FamilyCare PRIDE posters and resources in all offices • LGBTIQ+ education sessions now recognised as core competencies for all staff. • Innovate Reconciliation Action Plan drafted and submitted. • Standard Email Footers updated and approved with relevant Flags and pronouns • Enhanced capacity for reporting on workforce diversity through HR Dashboard. • Work on transitioning multicultural services delivered through Wise Well Women to become a social enterprise hosted by FamilyCare. <p>Priorities for 2025</p> <ul style="list-style-type: none"> • Enhance visibility of FamilyCare's commitment to diversity and inclusion on Website, and in social media. • Review diversity questions asked of workforce. • Full transition of Wise Well Women to FamilyCare hosting. • Achieve registration of Innovate RAP.

Specific Actions for 2025*	Responsibility	Due Date
Provide an annual summary to evidence of staff and volunteer diversity.	HR Manager	30 June 2025
Achieve registration of Innovate RAP and embed Action Plan	Chief Executive Officer	30 June 2025

*Each action should have its own entry

<p>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.</p>		
<p>Commitments</p> <p>Support events, activities and services that are inclusive and do not discriminate against or exclude people.</p> <p>Advocate strongly for tolerance and diversity in the communities in which we work and live</p> <p>Continue to seek, gather, analyse and use feedback to improve our services.</p>	<p>Outcome Measures</p> <p>Evidence of partnerships between FamilyCare and organisations that support people from a diverse range of groups and backgrounds.</p> <p>Data confirming access to services and facilities by diverse client and stakeholder groups.</p> <p>Records of commentary and advocacy that support tolerance, respect and equity.</p> <p>Records of training and professional development that help staff and volunteers broaden their understanding of different backgrounds and needs.</p>	<p>Report against Actions</p> <p>Summary of 2024 Actions</p> <ul style="list-style-type: none"> • Wise Well Women project evaluation completed and incorporated within Family Services programs. • Carer Support & NDIS Community Event in July, with significant involvement of local Syrian community. • Carer Support Services - LGBTQIA+ Carers Cuppa hosted in partnership with GV Pride as part of the Out in the open festival. • Support for the Shepparton Queer Film Festival. <p>Priorities for 2025</p> <ul style="list-style-type: none"> • Continue and enhance relationship / partnership with GV Pride with provision of regular information for inclusion in newsletter and delivery of partnered events. • Work with service partners to enhance understanding of cross-cultural needs, particularly in relation to family violence. • Increase understanding of cross-cultural demographic and needs in Lower Hume.

Specific Actions for 2025*	Responsibility	Due Date
Provide evidence of Interpreter sessions numbers and access to community languages	Director of service Development	30 June 2025
Brief Board on changing cross-cultural needs in Lower Hume.	Director of Service Development	30 June 2025

*Each action should have its own entry

Priority Transparency		
Strategic Commitments	Comment	Report against Actions
<p>Regularly evaluate our progress against these commitments.</p> <p>Provide public reports, at least once a year, outlining our actions.</p>	<p>FamilyCare has published its Access, Equity and Inclusion Strategy and is committed to public reporting.</p>	<p>Summary of 2024 Actions</p> <ul style="list-style-type: none"> • Development and release of 2024-29 Access, Equity and Inclusion Strategy • Reports published, consistent with commitments <p>Priorities for 2025</p> <ul style="list-style-type: none"> • Publish report of 2024 Actions. • Provide Board with mid-year summary of Actions.

Specific Actions for 2025*	Responsibility	Due Date
<p>Provide update report to Board in July 2025 tracking progress.</p>	<p>Director of Service Development</p>	<p>22 July 2025</p>

*Each action should have its own entry