

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 2025 Actions</p> <ul style="list-style-type: none"> Completed the Controlled Publication Library project, ensuring organisational information is clear, accurate, and accessible. Reviewed access across all current properties against the 2017 audits, identifying gaps through building walkthroughs, maintenance requests, incident or near-miss reports, and commissioning further work where required. Maintained comprehensive records of physical access needs and obstacles, with ongoing monitoring through service improvement processes and maintenance schedules to support continuous infrastructure improvements. Enhanced promotion of services and ensured information is available in accessible formats for clients, staff, and volunteers. Provided transport and childcare for parenting programs for culturally diverse communities where lack of transport and childcare are a barrier to service access. <p>Priorities for 2026</p> <ul style="list-style-type: none"> A comprehensive review and update of the FamilyCare website to improve usability and accessibility (budget dependent). Undertake an Accessibility Survey to identify barriers and gather stakeholder feedback on access needs Resolve outstanding access issues at the rear of 94 Wyndham St, supported by completed plans and cost estimates. Assess and incorporate accessible egress improvements for the Wallan Office into upcoming Capital Works planning.

Specific Actions for 2025*	Responsibility	Due Date	Completed
Controlled publication library project	Quality Risk and Compliance Manager	31 December 2025	Yes
Website Review and Update	To be determined	31 December 2025	2026
Accessibility Survey	Director of Service Development	30 June 2025	2026
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	Yes

Priority: Participation Whether in engaging staff and volunteers, or delivering services, FamilyCare will encourage and support broad participation.		
Commitments	Outcome Measures	Report against Actions
Celebrate diversity in our community and across our staff and volunteers. Support people 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.	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. Registering an Innovate Reconciliation Action Plan with Reconciliation Australia Supporting the PRIDE staff subcommittee and pursuing FamilyCare's LGBTIQA+ Action Plan.	Summary of 2025 Actions <ul style="list-style-type: none"> Registered FamilyCare's Innovate Reconciliation Action Plan with Reconciliation Australia and commenced implementation of key commitments. Delivered inclusive events and communications that celebrate diversity among staff, volunteers, and the community. Enhanced opportunities for community participation by providing accessible and inclusive programs and activities. Strengthened recruitment and support practices to attract and retain staff and volunteers from diverse backgrounds. Eg.CHE and TOD Maintained inclusive events, activities, and services. Continued support for the FamilyCare PRIDE committee and advanced initiatives under the FamilyCare LGBTIQA+ Action Plan. Supported staff to deliver culturally sensitive services with access to Community Health Educators to provide cultural support. Priorities for 2026 <ul style="list-style-type: none"> Summary demonstrating staff and volunteer diversity across the organisation. Provide an annual summary to evidence of staff and volunteer diversity.

		<ul style="list-style-type: none"> Participate in community events that celebrate diversity and inclusion – elevating FamilyCare's profile
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Specific Actions for 2025*	Responsibility	Due Date	Completed
Provide an annual summary to evidence of staff and volunteer diversity.	HR Manager	30 June 2025	2026
Achieve registration of Innovate RAP and embed Action Plan	Chief Executive Officer	30 June 2025	Yes

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.		
Commitments	Outcome Measures	Report against Actions
Support events, activities and services that are inclusive and do not discriminate against or exclude people.	Evidence of partnerships between FamilyCare and organisations that support people from a diverse range of groups and backgrounds.	Summary of 2025 Actions <ul style="list-style-type: none"> Recorded and reported languages and session numbers regarding access to community language and cultural support services, ensuring equitable service provision. Supported inclusive events, activities, and services that prevent discrimination and promote participation from all community members. Provided evidence-based parenting support programs tailored to the needs of local culturally diverse communities. Delivered in the relevant language of each cultural group. Strengthened partnerships with organisations serving diverse groups, enhancing access to services for clients from varied backgrounds. (Wise Well Women) Collected and analysed feedback from clients to inform continuous improvement of services. Delivered staff and volunteer training to broaden understanding of diverse backgrounds, cultural needs, and inclusive practices. (ELMO)
Advocate strongly for tolerance and diversity in the communities in which we work and live	Data confirming access to services and facilities by diverse client and stakeholder groups.	
Continue to seek, gather, analyse and use feedback to improve our services.	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.	

		Priorities for 2026 <ul style="list-style-type: none"> Brief the Board on emerging cross-cultural needs in the Lower Hume region to inform strategic planning and service delivery. Mitchell council are in the final stages of developing a Human Services gap analysis to inform us.
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Specific Actions for 2025*	Responsibility	Due Date	Completed
Provide evidence of Interpreter sessions numbers and access to community languages	Director of service Development	30 June 2025	Yes
Brief Board on changing cross-cultural needs in Lower Hume.	Director of Service Development	30 June 2025	2026

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 2025 Actions</p> <ul style="list-style-type: none"> Published the FamilyCare Access, Equity, and Inclusion Strategy, demonstrating commitment to regular public reporting and accountability. Established processes to regularly evaluate progress against strategic commitments, ensuring ongoing transparency and continuous improvement. <p>Priorities for 2026</p> <ul style="list-style-type: none"> Undertake plan review in the first half of 2026. Revised priorities and actions to be updated. Provide an update report to the Board in July 2026, tracking progress against Access, Equity, and Inclusion commitments.

Specific Actions for 2025*	Responsibility	Due Date	Completed
Provide update report to Board in July 2025 tracking progress.	Director of Service Development	22 July 2025	Yes