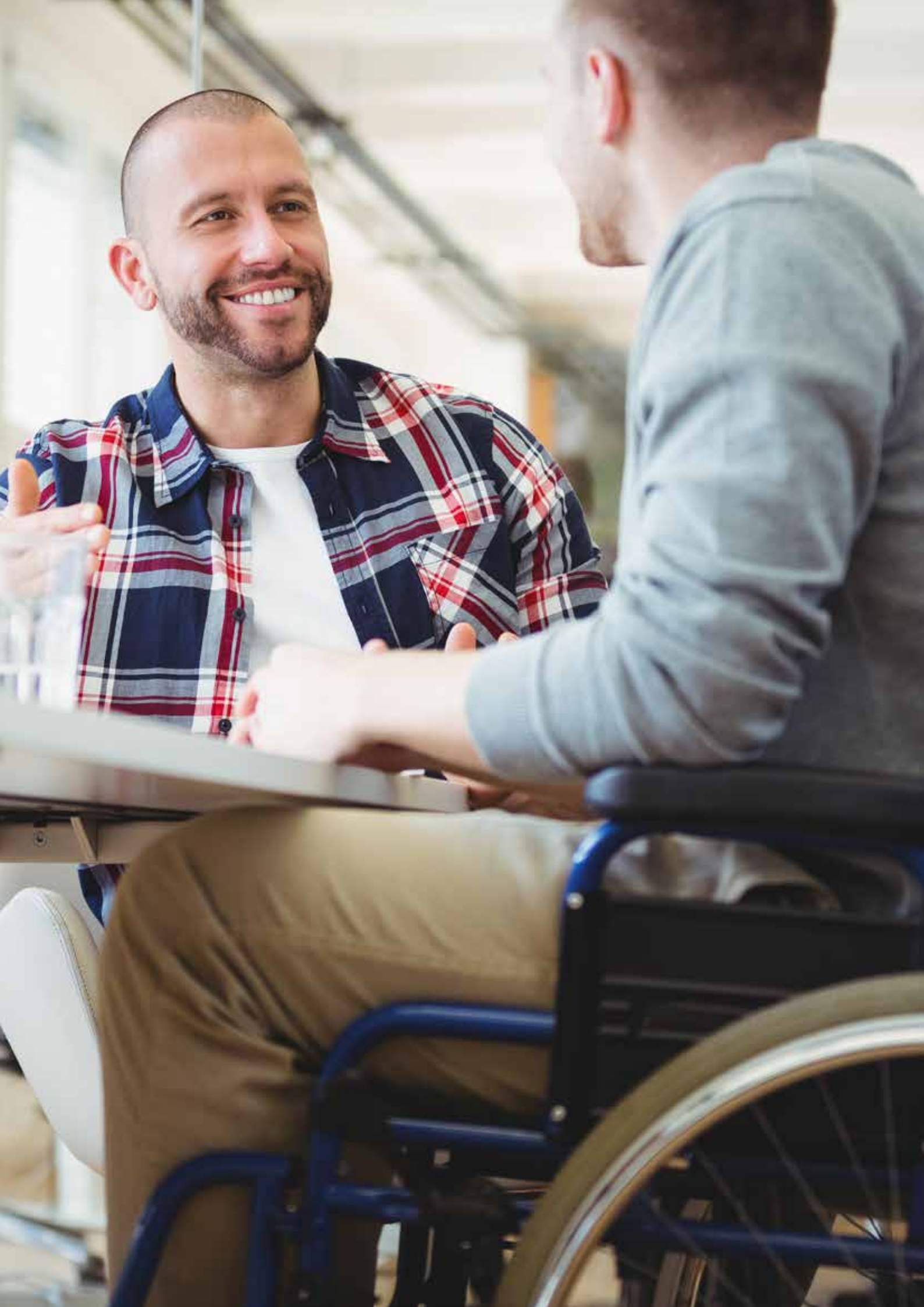


# nbn<sup>TM</sup> Accessibility and Inclusion Plan

2019 - 2021





## Message from our CEO



Our purpose at **nbn** is to connect Australia and bridge the digital divide, ensuring that all Australians have access to fast broadband as soon as possible, at affordable prices and at the least cost.

In doing this we aim to provide a supportive and inclusive workplace environment and culture for all our employees, and offer accessible products and services for people and customers with disability in the broader community. To deliver the best outcomes in a rapidly evolving environment I know how crucial it is that we value the rich diversity our workforce holds and ensure that we benefit from the unique perspective, skills and experiences each individual can contribute. Respecting and leveraging from difference means we can deliver a better working environment and offer better solutions to our end user customers who are as diverse as we are at **nbn**.

In keeping with this commitment to fostering a culture of diversity and inclusion I am proud to present **nbn**'s first Accessibility and Inclusion Plan. This Plan is effective 2019 – 2021 and outlines the steps we will take over the next three years to implement our goals for the inclusion of people with disability as employees, customers and communities. People living with some form of disability form a significant proportion of the Australian population (almost one in five) and it is imperative that they are properly supported and included in the **nbn** workplace and more broadly.

The creation of this Plan (and its subsequent execution) have and will come about through the investment and genuine care of people from right across our business. It is closely shaped by our company values: we are one team, we are fearless, we deliver and we care. These values underpin everything we do at **nbn**, and will absolutely inform the way in which we progress action against the plan to better engage, support and work with those with disability, both within **nbn** and our wider community.

We are very aware that the work we are doing to build the **nbn**<sup>™</sup> access network plays a vital role in connecting Australians. Underpinned by the **nbn**<sup>™</sup> access network, our country and its citizens have fantastic opportunities ahead. We need to make sure that Australians, including people with disability, have access to the opportunities that this network can provide.

A handwritten signature in dark ink, appearing to read 'Stephen Rue'. The signature is fluid and cursive, written over a light background.

**Stephen Rue**  
Chief Executive Officer, **nbn**

# Message from Australian Network on Disability



I congratulate **nbn** on the development of their first Accessibility and Inclusion Plan 2019 – 2021 and welcome their approach and actions. I commend their four pillar approach. The four pillars of the Plan will build understanding of the diversity of people with disability and build capability to accommodate difference for employees and community members. It's pleasing to see that the Plan also has a strong commitment to governance and reporting.

As a significant employer **nbn** aims to have an inclusive and diverse workforce that actively engages with and values the perspectives of people with disability and this plan will enable people with disability to compete equitably for jobs and to experience an inclusive workplace.

The Plan will help to ensure that the **nbn**<sup>TM</sup> network can be accessed by Australians, including people with disability. This is vitally important for economic, social and cultural inclusion.

The Australian Network on Disability seeks to promote the equitable inclusion of people with disability in all aspects of business. Businesses that have the vision to welcome people with disability in their day-to-day operations have a powerful impact on the whole of society. In Australia this helps to create a level playing field for people with disability and boosts the competitiveness of our economy. The Australian Network on Disability looks forward to supporting **nbn** and other leading organisations with a passion to create a more equitable and inclusive Australia.

A handwritten signature in black ink, appearing to read 'Suzanne Colbert', written over a light grey rectangular background.

**Suzanne Colbert**  
CEO, Australian Network on Disability

## Message from our Executive Sponsor



I am proud to be the Executive Sponsor for Accessibility at **nbn**. Our key objective is to create an inclusive and accessible workplace with the resources and support to enable employees with disability to contribute at their best.

Accessibility is something close to my heart as members of my close family experienced a number of both physical and mental disabilities. Following an accident, my dad had to use a wheelchair for the rest of his life and I saw first-hand how he was able to continue to be an active and very productive member of society. However, it took help and support from many, including his employers, and it wasn't without significant challenges or moments of doubt and despair. I want to make sure that, as an organisation, we provide support across every form of disability and do what we can to reduce the burden it could bring. Every Australian deserves to live a fulfilled life and have equal access to all resources.

I am delighted to introduce the **nbn** Accessibility and Inclusion Plan 2019 - 2021. This is **nbn**'s first Plan and it will help to ensure people with disability feel valued, supported and included in our organisation. We are aware that there are barriers for people with disability. This includes our employees but also our delivery partners and customers which is why **nbn** commits to promoting this Plan, ensuring reporting and evaluation of actions, and supporting teams with implementation of the Plan.

The Plan will be lodged with the Australian Human Rights Commission as a demonstration of our commitment to meet the objectives of the Federal Disability Discrimination Act. In adopting and implementing this Accessibility and Inclusion Plan, **nbn** demonstrates how it values the richness of diversity in our organisation, and recognises its responsibilities to take company-wide transformative actions to enhance inclusion for all. This Plan is one of the many ways we are bridging the divide between all Australians.

A handwritten signature in blue ink, appearing to read 'JB Rousselot'.

**JB Rousselot**  
Chief Strategy Officer, **nbn**





# Our accessibility and inclusion goals for people with disability

## Why is this important to nbn?

nbn is committed to creating an inclusive, diverse and welcoming workplace for all. nbn recognises that this is best achieved by fostering and valuing the diversity of our workforce and the communities in which we operate. A focus on fostering a culture of inclusion is key to nbn's strategy. With respect to supporting people with disability, nbn aims to offer a supportive, accessible and inclusive workplace for our employees, as well as accessible products and services for people and customers with disability in the broader community.

## Our vision

### Our purpose

Connect Australia and bridge the digital divide



### Our goal

8 million homes and businesses connected by 2020



## Our people

To achieve our objective of ensuring access to fast broadband for Australians across this vast continent, nbn employs approximately 6,000 people nationally. They operate from headquarters in Sydney and Melbourne, state offices in the other capitals and deployment offices in regional areas (a total of 38 offices and depots). A number of nbn™ local community engagement teams are hard at work across Australia. nbn is an inclusive organisation that strives to ensure people with disability are included in the opportunities that one of Australia's most ambitious infrastructure projects offers.

# What does disability mean?

Persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others (Article 1, UN Convention on the Rights of Persons with Disability).

Disability may be caused by barriers to premises, employment, education, information and products and services. It can impact on a person's mobility, communication, comprehension and for many people it is non-visible. Disability may be something an individual is born with, or something that has eventuated later in life. It is important to note that disability takes many forms, seen and unseen, and impacts a significant proportion of the Australian population.

## Illness, injury or disability is diverse and can change over time



**~10%**

The 1 million employed people with disability (or nearly 10 per cent of the workforce) work in all industries and diverse occupations across Australia.



**>45  
~40%**

Disability prevalence increases with age, and nearly 40 per cent of the Australian workforce is aged 45 or over.<sup>2</sup>



**~32%**

32 per cent of employees with disability work as professionals or managers.



Disability is often invisible. For some people, disability may be episodic, while for others, it may be stable.



**~33%**

With one third of people aged 60 to 64 having acquired some type of disability throughout their life, an older workforce will have a higher need for workplace adjustments.<sup>3</sup>



As many as one in five Australians in any year experience mental illness or 45 per cent over their lifetime!<sup>1</sup>



It may be permanent or temporary; it may have existed from birth or may have been acquired due to an accident or as part of the ageing process.

Ensuring people with disability are part of your workforce



**MAKES GOOD BUSINESS SENSE!**

Potential employees and customers with disability represent a substantial opportunity to business. The opportunities include:

### Talent

When organisations make their recruitment processes and workplaces barrier-free to people with disability, they ensure that they are able to hire the best person for the job.

### Reputation

Studies<sup>4</sup> have shown employees and customers are more loyal to organisations that demonstrate they value diversity and inclusion.

### Risk

Research on workers with disability<sup>5</sup> show they often have lower absenteeism and employee turnover and low incidence of workplace injury, which all help to create cost effective businesses.

1. Australian Bureau of Statistics 4326 .0, National Survey of Mental Health and Wellbeing: Summary of Results, 2007.  
 2. Department of Employment, Australianjobs 201 5.  
 3. Australian Bureau of Statistics 4430.0, Survey of Disability, Ageing and Carers, 201 2.  
 4. Employer of Choice Study, 2014 by Instinct and Reason for Heads Up campaign. AND surveys of members and case studies.  
 5. Australian Safety and Compensation Council, 2007, Are People with Disability at Risk at Work? A Review of the Evidence, ASCC, Canberra, Du Paul University 2007 and Graffam J, Shinkfield A, Smith Kand Polzin, U 2002, Employer benefits and costs of employing a person with a disability, Journal of Vocational Rehabilitation, vol. 17, no. 4, p. 251-263.



# What is this Plan?

This Accessibility and Inclusion Plan ('Plan') sets out our commitment to the inclusion of people with disability as employees, customers and communities. The Plan goals are clear, measurable and designed to assist **nbn** in its aim to offer an accessible and inclusive workplace, products and services for our employees, customers and community:



**People:** we aim to foster an inclusive and diverse workforce that actively engages with and values the perspectives of people with disability;



**Workplace:** we aim to have a digital and physical environment that is accessible and inclusive to our people and end user customers with disability;



**Customers and Community:** we provide opportunity and engagement for communities across Australia by aiming to provide accessible and inclusive products and services to end user customers with disability; and



**Governance, Tracking Progress and Reporting:** we aim to be accountable for our commitments under this Plan and aim to ensure that accessibility and inclusion considerations are embedded into the operations of our business.

**nbn** has developed this Plan by reviewing current practice as well as holding a series of focus groups with employees from across the business. This Plan has been developed with an emphasis on striving to remove barriers to participation for people with disability and improve on our current practices across all areas of **nbn**.

**nbn** is working towards supporting employees to develop and succeed, and helping to ensure that we meet the needs of **nbn's** end user customers, including those living with disability.



# Accessibility and inclusion plan



## People

We aim to foster an inclusive and diverse workforce that actively engages with and values the perspectives of people with disability.

Goal	Action	Success Measures
<p><b>nbn</b> aims to seamlessly implement reasonable adjustments when requested by candidates and employees</p>	<p>Develop and implement a workplace adjustment policy and procedure to ensure reasonable adjustments are available for entire recruitment and employment lifecycle</p>	<p>Policy and procedure launched and accessible for employees and candidates</p> <p>Increase in number of adjustment requests made</p>
	<p>Update existing learning solutions for employees during induction to support the implementation of workplace adjustments</p>	<p>Number of employees completing learning solution tracked. Number completed meets expectation</p>
	<p>Explore establishing tracking and monitoring system to track adjustments through the employment lifecycle</p>	<p>Workplace adjustments are tracked and recorded in HR systems</p>
<p><b>nbn</b> aims for our recruitment processes to be welcoming and inclusive for candidates with a disability</p>	<p>Review recruitment processes to identify and remove unintended barriers for recruitment streams, including graduate intakes</p>	<p>Unintended barriers in recruitment process are identified and removed</p> <p>Applicants tracked and, an increase in the number of candidates either requesting adjustments or sharing information</p>
	<p>Implement learning solutions for the Talent Acquisition team on barrier-free and inclusive recruitment</p>	<p>All Talent and Acquisition team members participate in learning about inclusive and barrier-free recruitment</p>
	<p>Update feedback survey to ask candidates about their recruitment experience, and the accessibility of the recruitment process</p>	<p>Feedback from candidates is recorded to inform future policy and practice, and <b>nbn</b> tracks a positive and inclusive experience</p>
	<p>Ensure recruitment agencies and outsourced recruitment providers are aware of <b>nbn</b>'s commitment to accessible and inclusive recruitment</p>	<p>Mechanism in place to ensure agencies are aware and briefed</p>
	<p>Explore opportunities to attract candidates with disability through employment programs, schemes, and partnerships</p>	<p>Opportunity identified and considered for implementation at <b>nbn</b></p>

Goal	Action	Success Measures
<p><b>nbn</b> supports employees with disability with learning and development opportunities</p>	<p>Prioritise mandatory learning and development resources and courses to understand the accessibility of those resources and courses and update accessibility as needed</p>	<p>Opportunity identified and considered for implementation at <b>nbn</b></p>
	<p>Develop a framework to ensure that all new learning content is designed against accessibility principles</p>	<p>New content is accessible against WCAG (digital) and Universal Design principles (other)</p>
<p><b>nbn</b> actively engages and values input from our people</p>	<p>Establish an employee network to advance the inclusion of people with disability at <b>nbn</b></p>	<p>Internal employee network launched with established aims and objectives and assists in the implementation of the Plan</p>
<p><b>nbn</b> raises awareness and increases the disability confidence of our people</p>	<p>Use <b>nbn</b> internal communication channels to raise awareness through storytelling and case studies with planned communications for milestone dates</p>	<p>Employees feel comfortable to share their stories with <b>nbn</b> and the number of stories shared increases</p>
	<p>Consider accessible formats for internal communications including audio visual materials</p>	<p>Audio visual materials include accurate captions, audio description and transcripts</p>
	<p>Develop learning solution to build disability confidence and awareness for the workforce</p>	<p>All employees complete disability confidence and awareness training. This is tracked and meets <b>nbn</b> expectations</p>
	<p>Include disability confidence and awareness component in diversity learning for <b>nbn</b> Executive Committee</p>	<p>Content incorporated into Executive learning</p>
<p><b>nbn</b> aims to provide a mentally healthy work environment for our people as reasonably practicable</p>	<p>Raise awareness of mental health and personal crisis management procedures in the workplace</p>	<p>Increased use of management procedures</p> <p>Increased participation in workplace communications about mental health</p>
	<p>Update induction procedures to include information about the Employee Assistance Program (EAP)</p>	<p>All new hires receive information about the EAP during induction</p>
	<p>Develop Mental Health Plan for supporting employees</p>	<p>Launch Mental Health Plan internally</p>



## Workplace

We aim to have a digital and physical environment that is accessible and inclusive to our people and end user customers with disability.

Goal	Action	Success Measures
<p><b>nbn</b> is working towards prioritising intranet and internal Information Communication Technology (ICT) platforms to be inclusive of people with disability</p>	Develop commitment to work towards Web Content Accessibility Guidelines (WCAG) 2.1 AA standard for internal web platforms	Commitment is written, launched and available on the intranet
	Review accessibility of frequently used content on intranet	Barriers to accessibility are identified and prioritised for upgrade
	Develop time-framed approach to ensure frequently used content is accessible against WCAG guidelines	Frequently used content is accessible
	Update development guidelines to include accessibility check points for all internally developed ICT platforms	Internally developed ICT platforms meet commitment to WCAG 2.1 AA
	Establish an accessibility feedback mechanism for internal ICT platforms	Feedback mechanism launched and employees provide feedback/comments
<p><b>nbn</b> is working towards our public website being accessible and inclusive of people with disability against relevant WCAG guidelines</p>	Formalise the 6-monthly accessibility testing and reporting process	Process is documented and shared with Enterprise Content Management Team
	Update IT development lifecycle guidelines to include accessibility in development testing	Guidelines are updated
	Provide supporting information on how to use the accessibility features of the website and provide contact details for escalations	Website is updated with accessibility information and contact details for escalations
	Identify and understand the accessibility of <b>nbn</b> 's external platforms/applications and create a time-framed plan to meet adherence with WCAG standards	Review completed and accessibility report available
<p><b>nbn</b> is working towards prioritising and having external facing platforms/ applications that are accessible and inclusive of people with disability against relevant WCAG guidelines</p>	Identify and understand the accessibility of <b>nbn</b> 's external platforms/applications and create a time-framed plan to meet adherence with WCAG standards	Review completed and accessibility report available  Approach to create accessible platforms documented
	Create new resources on external facing platforms in accessible formats and ensure alternate, accessible formats are available as needed for key existing resources	Frequently used resources are updated and new resources are created in accessible format
	Establish an accessibility feedback mechanism for external facing platforms	Mechanism launched and feedback received and tracked



Goal	Action	Success Measures
<p><b>nbn</b> will consider accessibility when sourcing ICT products and services</p>	<p>Develop feedback mechanism for scoping access requirements of users with disability or workplace adjustments for software and hardware for planned purchases and upgrades</p>	<p>Employee feedback received and considered in planned purchases and hardware upgrades</p>
	<p>Incorporate consideration of accessibility requirements into sourcing/procurement processes for ICT products and services</p>	<p>Consideration of accessibility included in sourcing/procurement processes/ documentation for ICT products and services</p>
<p><b>nbn</b> will consider accessibility of products and services for people with a disability when making procurement decisions</p>	<p><b>nbn</b>'s Procurement Policy or related documentation explains our commitment to procuring products and services that are accessible for people with disability</p>	<p>Policy or related procurement documentation is updated and accessible internally</p>
	<p>Update Supplier Code of Conduct to state <b>nbn</b>'s commitment to accessibility &amp; inclusion of people with a disability</p>	<p>Supplier Code of conduct updated</p>
	<p>Engage suppliers about <b>nbn</b>'s commitment to accessibility in the Supplier Code of Conduct</p>	<p>Suppliers informed of updated Supplier Code of Conduct</p>
<p><b>nbn</b> will adhere to accessibility standards when building or leasing premises</p>	<p><b>nbn</b>'s Property Policy and related documents explain our commitment in relation to accessibility and inclusion of people with disability</p>	<p>Policy is updated and easily accessible internally</p>
	<p>Explore creating <b>nbn</b> premises design guidelines that will include accessibility standards, including the Building Code of Australia</p>	<p>Guidelines created and internally available</p>
	<p>Create an access checklist for people with disability for the planning phase for all new <b>nbn</b> sites (including the Building Code of Australia standards)</p>	<p>Checklist created and internally available</p>
	<p>Establish employee consultation process for the design and fit out of all new <b>nbn</b> sites</p>	<p>Consultation for North Sydney site occurs. Process step to consult with employees included into formalised process</p>

Goal	Action	Success Measures
<p><b>nbn</b> will aim to ensure our premises are welcoming and accessible to people with disability</p>	<p>Review signage in existing premises to improve wayfinding to accessible bathrooms</p>	<p>Signage reviewed and a time-framed plan for any changes to signage as needed</p>
	<p>Include wayfinding information on accessible facilities on intranet for employees</p>	<p>Information easily accessed on intranet</p>
	<p>Include questions regarding the accessibility of premises into the Post Occupancy Review process</p>	<p>Post Occupancy Review is updated</p>
	<p>Promote Facilities Hub as feedback portal for employees to report accessibility issues</p>	<p>Facilities Hub used by employees to report accessibility issues</p>
<p><b>nbn</b> evacuation procedures to consider the individual requirements of employees with disability</p>	<p>Inform employees of the provision of Personal Emergency Evacuation Plan (PEEP) via learning module</p>	<p>Mechanism set up for managers to check-in with employees at induction</p>
	<p>Promote PEEP information to employees via multiple platforms</p>	<p>PEEP information is accessible to employees on intranet</p>
	<p>Incorporate PEEP learning module as mandatory module for all employees</p>	<p>All <b>nbn</b> employees have completed the PEEP learning module and module is incorporated into induction</p>



## Customers and community

We provide opportunity and engagement for communities across Australia by aiming to provide accessible and inclusive products and services to end user customers with disability.

Goal	Action	Success Measures
<b>nbn</b> will consider accessibility and inclusive communication in marketing materials	Incorporate <b>nbn</b> 's commitment and accessibility principles into brand guidelines for external marketing and communications as appropriate	Brand guidelines are updated and readily available
	Include accurate captions, audio description and transcripts for new audio-visual external advertising/marketing materials	Audio-visual content includes accessibility features
<b>nbn</b> will build capability of our people to create accessible and inclusive communications and marketing	Raise awareness and build capability of new team members to create accessible and inclusive communications and marketing content	Provide Brand guidelines in induction to inform new team members of <b>nbn</b> 's commitment to accessible and inclusive communications
<b>nbn</b> aims to provide customer service that is welcoming of end user customers with disability	Our call-centre employees are National Relay Service aware	Call centre employees are informed and aware of National Relay Service
<b>nbn</b> aims to host external events that are welcoming and inclusive of people with disability	Create an accessibility events checklist to factor into the planning phase of events hosted by <b>nbn</b> local team	Accessibility events checklist considered in the planning phase of external events



## Governance, tracking progress and reporting

We aim to be accountable for our commitments under this Plan and aim to ensure that accessibility and inclusion considerations are embedded into the operations of our business.

Goal	Action	Success Measures
nbn will update key stakeholders and measure progress regularly	Investigate participating in the AND Access and Inclusion Index self-assessment to track and monitor progress	Maturity increases over life-span of Plan
	Establish Plan Implementation Team	Plan Implementation Team established and meet quarterly
	Maintain and communicate required internal governance reporting to nbn Executive team	Quarterly reporting to Executive Team on progress and successes of Plan
	Review and refresh Plan within plan timeframe	New Plan developed in 2021
nbn leaders actively champion accessibility and inclusion at nbn	nbn's Executive Sponsor to send regular communications to employees about Plan progress	Active readership and participation with Accessibility Workplace Group and other communications
	Executive Sponsor to periodically meet with Accessibility Pillar Lead	Accessibility Employee Network activities reported to Executive Sponsor and shared broadly at nbn

## Feedback

We would love to hear from you. If you have any feedback, questions or comments about our Plan please let us know. We are always improving the way we better connect with our teams, customers and the community so your feedback is extremely helpful.

### Contact us

Email: [diversityandinclusion@nbnco.com.au](mailto:diversityandinclusion@nbnco.com.au)

Phone: 1800 687 626

## Alternative access formats

Our Accessibility and Inclusion Plan 2019-2021 is available on the **nbn** website in a PDF and accessible word version.

If you would like to be provided with the plan in an alternative format, please email us at [diversityandinclusion@nbnco.com.au](mailto:diversityandinclusion@nbnco.com.au) or phone 1800 687 626.





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