

# Accessibility and Inclusion Action Plan

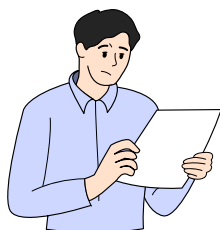
2023 to 2026

**nbn**

Easy English



## Hard words



This book has some hard words in it.

The first time we use a hard word:

- The word will be in blue.
- We will tell you what it means.



If you need more help with this report:

- Ask someone to read it to you.
- Or ask them what it's about.
- Find out more by looking at the 'Using the information list' at the end of this report.

## About our Action Plan

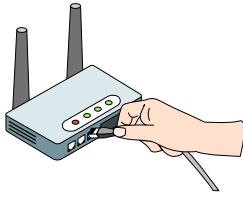


This report comes to you from **nbn**.

nbn stands for **National Broadband Network**.

- **National** means Australian.
- **Broadband** means fast internet.
- **Network** means all the cables that connect computers over long distances.

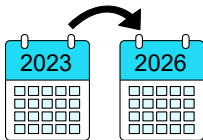
We always use our short name, nbn.



This report from nbn is all about our **Accessibility** and **Inclusion** Action Plan.

- Accessibility means making something easy to reach and easy to use.
- Inclusion means making everyone feel wanted and welcome.

We will call it our action plan.

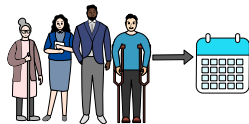


The plan goes from 2023 to 2026.



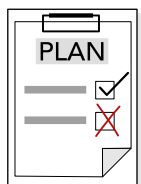
The actions in our plan will help to make sure:

- everyone is included
- nbn is easy for everyone to use.



**People with disability helped make this plan.**

**Each year we will tell everyone how the plan is going.**

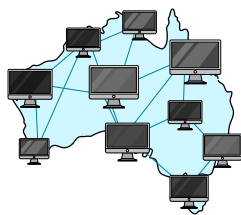


**We will share what we have learnt from following the plan.**



**We will also use what we have learnt to make the next plan even better.**

## Message from our Chief Executive Officer



**nbn is Australia's fast internet network.**

**The nbn network is like a big road that lets people and places all over Australia connect to the internet.**



**This includes millions of homes, schools and businesses.**

**You might not have heard of nbn before. That's because we don't sell the internet directly to you. We provide the internet to other companies first. Those companies then sell the internet on to you.**



**Our connections help bring people together so they can talk to friends and family online, watch videos and play games.**



**Importantly, nbn is for everyone.**



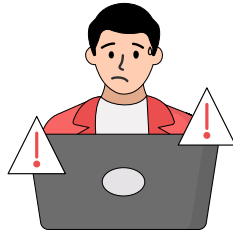
**We understand the need to make sure people living with disability can enjoy and use the digital world.**



**So they can live and work with dignity.**

## Why it matters to nbn

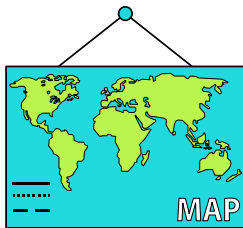
### Purpose



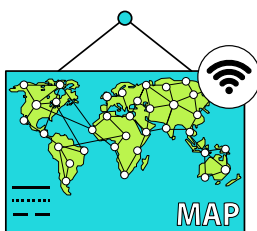
People living with disability often face problems getting onto the internet.



That is why we have created our Action Plan for Accessibility and Inclusion.



The Action Plan is like a map, or a path forward.



It shows how to make connecting to the internet better.



Better for people living with disability.



**Better for people living in isolation.**



**Better for all.**



**This starts with our team members.**



**Their positive way of thinking.**



**Their care for all customers.**

## Australia's National Disability Strategy



Creating  
an inclusive  
community  
together

**Our Action Plan supports Australia's ten-year plan to:**



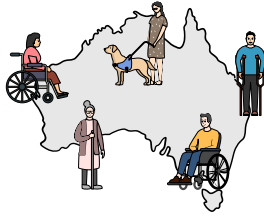
- **help people with disability to live and work just like everyone else.**



- **meet United Nations' goals on the Rights of Persons with Disabilities.**



## What disability means



About 4.5 million people in Australia live with disability.

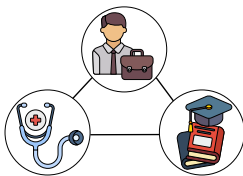


They are less likely to have access to the internet than others.



Less than half of these people will be able to find jobs.

An nbn connection can help them:



- Speak to a doctor on the phone or computer
- Learn at school or university
- Get a job and go to work.

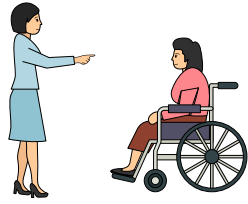
## Barriers to inclusion

Community attitudes, customs and habits.



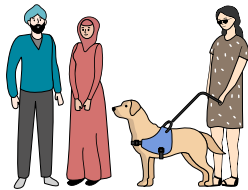
**nbn** wants to make sure there are no barriers for our customers and team members.

## Intersectionality



Intersectionality is a big word. It's used when:

- People are excluded for more than one reason.



It might be a mix of discrimination based on their:

Alt: This exclusion may be based on:

- race
- sex
- gender identity
- sexual orientation
- language
- class
- religion
- age.

And more.



Our Action Plan wants to find ways to deal with these difficulties:

- one by one
- many at once.

# Accessibility and Inclusion Plan 2023 to 2026

## Part A – Customer, Community and Partners

### Goal

### Action

#### Listening better



- Actively seek feedback from our customers with disability.
- Value this feedback.
- Act on this feedback.
- Include people with disability at every stage of the feedback, assessing it, and acting on it.

#### Communication



- Make sure our website [nbnco.com.au](https://nbnco.com.au) is easy to find and read.
- Give users with disability or accessibility needs a say in matters about them.
- Include captions and audio descriptions for all advertising.

#### Products and services



- Make services and internet on nbn more accessible for people with disabilities.

## Part B – People, Culture and Capability

### Goal

### Action

#### Staff confidence



- Set targets for team members with disability.

#### Respect



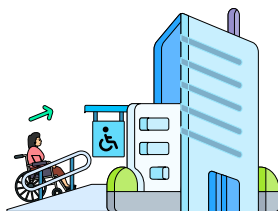
- Listen to people with disability.
- Include their thoughts and opinions in our research.
- Set up a Disability Reference Group to ask about disability issues.
- Update our policies as our workplace changes.

#### Visitors and new employees



- Help new team members and visitors appreciate employees with disability as much as we do.

#### Dignity of movement



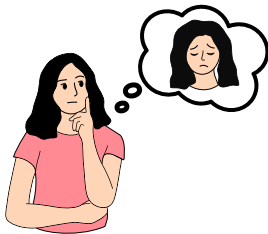
- Adjust nbn worksites to make sure everyone can easily get in and out.
- Make sure newly built or leased sites meet our accessibility standards.
- Develop a Property Policy to explain how accessibility and inclusion works.

## Site Access



- Have a dignified access review of all nbn buildings including:
  - Easy to read signs
  - Accessible toilets
  - Hearing loops
  - Furniture.
- Internal and external events will need to meet these same high standards.
- Make sure evacuation plans include accessibility needs.

## Mental health



- Work within Safety and Wellbeing guidelines.
- Promote wellbeing tools like the Employee Assistance Program (EAP).
- Provide confidential crisis management for all team members.

## Recruitment

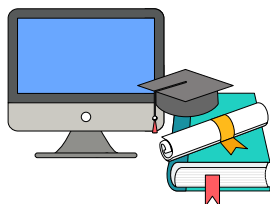


- Remove unintended barriers to fair and open hiring.
- Run recruitment in ways that are easy and usable for all.
- Aim to be a certified Disability Confident Recruiter by 2026.
- Run post-interview surveys to find out how candidates felt about their experience.
- Get feedback from hiring managers to make sure all efforts were made to interview applicants with a disability.
- Make sure recruitment agencies are aware of our targets for accessible and inclusive hiring.
- Make sure suppliers are aware of our hiring policies.

**Set up programs to attract more candidates with disability.**

- **Use talent agencies that look for disability specific talent.**

## **Learning programs**



- **Audit learning programs for accessibility.**
- **Increase learning opportunities for people with disability.**
- **Make sure all new learning content meets accessibility goals.**
- **Develop methods that encourage disability confidence.**
- **Develop ability-building programs for specific employees' needs.**
- **Encourage and support people with disability to work towards leadership roles.**
- **Let team members know they can ask for workplace adjustments to help their work.**
- **Educate our Talent Acquisition team about inclusive recruitment.**

## **Websites**

•



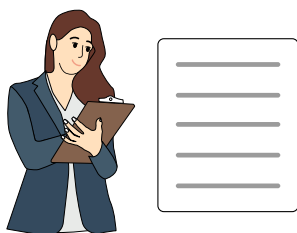
- **Meet all latest website accessibility standards.**
- **Listen to feedback.**
- **Set timetables to meet company-wide standards.**
- **Share user feedback from people with disability with our website developers.**
- **Plan ahead for future accessibility needs in software and hardware purchases.**

## Purchases

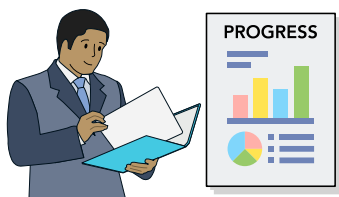


- Make guidelines for accessibility a key part of sourcing and buying all computer products.
- Get expert support to help with the choice that the supplier is offering.
- Keep our Supplier Code of Conduct up to date.
- Ask our suppliers to sign up to the intentions of our Code of Conduct.
- Work towards meeting our new Accessible Procurement standards by 2026.

## Part C – Governance and Reporting



**Provide regular progress reports to nbn's Executive Team.**








**Include annual progress in the nbn Annual Report.**

## Alternative Formats

This plan is available in alternative formats on our website  
<https://www.nbnco.com.au/corporate-information/careers/diversity-and-inclusion>

## Follow us

-  **Twitter** [@NBN\\_Australia](#)
-  **LinkedIn** [@nbn Australia](#)
-  **Facebook** [@nbnAustralia](#)
-  **Website** <https://www.nbnco.com.au/>
-  **YouTube** [@nbn\\_australia](#)

## Contact us

-  **Call us** from within Australia on 1800 687 626
-  **Email us** [DiversityAndInclusion@nbnco.com.au](mailto:DiversityAndInclusion@nbnco.com.au)

## National Relay Service

If you need help to speak or listen, contact **nbn** through the National Relay Service.

Call the National Relay Service Help Desk 1800 555 660

Go to the National Relay Service Website  
[communications.gov.au/accesshub/nrs](https://communications.gov.au/accesshub/nrs)

For Deaf, hearing or speech impairment services please contact:  
TTY phone **1800 555 677** and enter **1800 687 626**.

For Speak and Listen support services please phone **1800 555 727**  
and enter **1800 687 626** or go to [nbn.com.au/SupportServices](https://nbn.com.au/SupportServices)

If you need an interpreter, please call the Translating and Interpreting Service (TIS National) on **131 450** and ask them to call the **nbn** Contact Centre