



Accessibility Action Plan 2022–2024

Acknowledgement of Country

The Reserve Bank of Australia acknowledges the Aboriginal and Torres Strait Islander Peoples of Australia as the Traditional Custodians of this land, and recognises their continuing connection to Country. We pay our respects to their Elders, past, present and emerging.

Our Values

The Reserve Bank of Australia's values are the promotion of the public interest, integrity, excellence, intelligent inquiry and respect.

A Message from Our Executive Sponsor

The Reserve Bank fosters a diverse, inclusive workplace aligned with the Bank's mission, values, goals, business practices, and objectives. We share a passion for inclusiveness and diversity in our workplace.

In Australia, almost one in five people have a disability. It is therefore important to ensure that our workplace is inclusive for people with disability. But this has broader benefits because everyone benefits from accessibility.

Reflecting on our 2019-2021 Accessibility Action Plan (the Plan), I think we have done well to deliver most of our goals. This was our first such plan and its aim was to deliver initiatives that lay strong foundations for making our workplace more inclusive for people with disability. The Bank is now well positioned to increase our maturity in accessibility practices.

I would highlight a couple of key achievements:

- We participated in the Australian Network on Disability's (AND) Access and Inclusion Index which assessed the Bank's current level of maturity in supporting staff with a disability and provided suggestions on how to improve our accessibility and inclusion practices. These improvements are well underway.
- We launched the Bank's first Workplace Adjustment Guideline which sets out the Bank's approach to ensuring that its workplace environment is inclusive to people who require temporary or permanent workplace adjustments.

As we build on the initiatives and momentum of our first two year Plan, we will continue our efforts and look forward to seeing the outcomes and benefits to our people and visitors. Our 2022 – 2024 Plan builds on our progress to date and focusses on four main areas:

- Recruitment
- Training and Awareness
- Procedures and Compliance
- Communication and Advocacy

I would like to thank our Accessibility Employee Resource Group (ERG) members for their hard work and dedication to date, and the AND for their guidance and support. The Bank is a Silver member of and an active supporter of AND, and has been working with them since 2016.

I hope you enjoy reading our Progress Report and 2022-24 Accessibility Action Plan and look forward to continuing our pursuit for absolute inclusion and recognition as a disability confident employer.

Michele Bullock

Executive Sponsor
Accessibility ERG



A vertical teal bar on the left side of the page, consisting of three parallel stripes of varying shades of teal.

Our Vision for Accessibility

Our objective is simple. We aim to enable talent and focus on ability.

'Barriers to access can impact anyone at any time. Understanding barriers and the benefits of inclusion is the key to support ability. So, why not make inclusion a baseline?'

Accessibility Action Plan 2022-2024

Key areas

1. Recruitment
2. Training and awareness
3. Procedures and compliance
4. Communications and advocacy

1. Recruitment

Action Item	No.	Commitment
Policy & Procedures Recruitment & Selection Guideline	1.1	Update Guidelines so that hiring managers are prompted to ask about and offer candidates adjustments at multiple stages of the recruitment and selection process.
	1.2	Include contact details for a 'go-to person/department with expertise in inclusive recruitment if a hiring manager requires support.
Policy & Procedures Hiring Manager accountabilities one pager	1.3	Include an obligation to ask and offer candidates if they require adjustments at multiple stages of the recruitment and selection process.
Website Life at the RBA webpage	1.4	Include a written statement from the CEO / Senior Management about creating and supporting a diverse workforce.
Website Careers webpage	1.5	Include contact details for a 'Go To' person/team at the RBA who can answer questions about workplace adjustments.
Job Advertisement & Position Descriptions	1.6	<p>Adjust job adverts template to cater for candidates who may need different communication options:</p> <p>Ensure all online job advertisements have screen reader capability</p> <p>Add a standard paragraph to all job advertisements 'If you have any accessibility requirements or require an alternative format of the application, please feel free to reach out to us on (phone number) or (email) to discuss'. Guidance on the template should also ensure acronyms are described.</p> <p>Check all job advertisements and position descriptions with the MS Word 'Accessibility Checker' tool to analyse accessibility of the content before promoting.</p>
Application Form	1.7	Add a question that allows a candidate to identify their preferred method of communication, to ensure initial contact is made in a way that is suitable for the candidate.
	1.8	Reasonable adjustment question – add information to make candidates aware of what happens when they select 'yes' to requiring adjustments (e.g., a Talent Acquisition Team member will be in touch to discuss adjustments etc).
Equity & Diversity Section	1.9	Include a definition of disability as defined by the <i>Disability Discrimination Act 1992</i> in Position Descriptions and Job Advertisements.

Action Item	No.	Commitment
Induction & Onboarding Diversity Details Form	1.10	Update definition of disability to the definition used by the <i>Disability Discrimination Act 1992</i> .
	1.11	Ensure the form is available in accessible and alternative formats if required.
	1.12	Add a section to the 'letter of offer' that details if an employee requires a workplace adjustment, the adjustment will be arranged and implemented before the employee begins their first day.
Readability	1.13	Provide guidance to ensure all acronyms are described.
Interview and Testing Interviewing	1.14	Provide guidance/develop a checklist on how to run accessible online meetings/interviews.
Interview and Testing Test interview guide	1.15	Add information about adjustments to the 'Candidate Information' section to make note of any adjustments requested.
	1.16	Consider how to support candidates that may have accessibility requirements to complete the tests/assessments.
Job Offer Induction	1.17	Review the accessibility of the 'letter of offer' and consider how accessible formats can be provided if requested.
	1.18	Add a contact number to discuss adjustments on the RBA Induction Enrolment Webpage.
Workplace Adjustment Passport	1.19	Integrate Workplace Adjustment Passport into HR system making it a simple electronic process that follows the employee.

2. Training and awareness

Action Item	No.	Commitment
Deliver online disability confidence training module to whole of bank	2.1	Targeted awareness training to all departments via town hall presentations, lunch and learn sessions etc. Periodic refresher training plan implemented to capture new starters and information updates.
Deliver manager focussed disability confidence training to all managers at the bank	2.2	All Managers to complete training. Increased confidence of Managers in dealing with disability related enquiries in the workplace.
Raise employee awareness about inclusivity in the workplace. Provide essential resources to enable staff to navigate accessibility requirements autonomously	2.3	Create a page on the Bank's intranet about inclusive meetings and presentations and information on how to be inclusive accessible in the workplace. Run regular information sessions with key departments that assist with implementing workplace adjustment solutions.

3. Procedures and compliance

Action Item	No.	Commitment
Continue to embed accessibility considerations into: <ul style="list-style-type: none"> • Business cases • Procurement Processes projects 	3.1	Work with communities of practice. Work with Enterprise Portfolio Management Office to develop compliance plans to ensure accessibility considerations are embedded in business cases. Work with Project Managers to ensure accessibility considerations are made early in projects. Hold regular information sessions.
Communicate accessibility responsibilities to all departments who publish content, forms, tools and applications	3.2	Develop a list of accessibility stakeholders. Mobilise a community of practice for inclusive communications.

4. Communications and advocacy

Action Item	No.	Commitment
Utilise ability champions to raise awareness about workplace adjustments and increase uptake	4.1	Communicate responsibilities to the Champions and provide resources. Engage Champions in ERG led initiatives across the Bank. Establish reporting rhythm for Champions to advise on progress, challenges or suggestions.
Increase regular internal news stories profiling: <ul style="list-style-type: none"> • Staff with disability at the bank Accessibility initiatives led by the accessibility ERG <ul style="list-style-type: none"> • Good accessibility and inclusion practices 	4.2	Develop and implement a communications strategy and roadmap. Increase awareness and understanding regarding accessibility in the office. Commit the Governor to two updates in weekly email per year.

2019-2021 Progress Report

The Reserve Bank of Australia is committed to making its workplace and services to the public accessible and inclusive for people with disabilities. In 2019, we publicly committed to achieving specific outcomes to close the gap on accessibility and inclusion. Here's how we did.

The Australian Network on Disability sets out ten key areas in which actions can be taken to improve access and inclusion for people with disabilities.

These are:

1. Commitment
2. Premises
3. Workplace adjustments
4. Communication and marketing
5. Products and services
6. Information and communication technology
7. Recruitment and selection
8. Career development
9. Suppliers and partners
10. Innovation

Short Term Actions – 3 to 6 Months

Key areas

- Commitment
- Recruitment and selection
- Communications and marketing, ICT
- Products and Services, Suppliers and Partners
- Communications and marketing
- Premises

Commitment

What we said	What we did
Develop an Accessibility Action Plan	<p>In early 2019, the Bank's Accessibility ERG held a workshop to determine and agree the areas of focus for our first Plan. We enlisted the help of the Australian Network on Disability (AND) who facilitated our workshop and assisted in summarising our outcomes.</p> <p>In December 2019, we officially launched our Plan on the Bank's internet site. We also internally launched and promoted the Plan at our International Day for People with Disability celebratory event in December 2019.</p>

What we said	What we did
Include email signatures for accessibility Champions	Advocacy is important to us. We have ensured that our ERG members promote their membership via their email signature in an effort to raise awareness and direct staff appropriately on disability and accessibility matters. We will extend this to our Executive Champions otherwise known as our 'Ability Champions' in the coming year.

Recruitment and selection

What we said	What we did
Review website messaging	<p>To date, we have conducted an elementary review of the Bank's online recruitment application processes and made some minor adjustments such as adding an option to request reasonable adjustments in the online application and interview processes.</p> <p>We are in the process of conducting a Recruitment Self-Assessment through AND. This Assessment will cover the end-to-end recruitment process – from advertising to induction and ongoing support – and identify any gaps and unintended barriers for applicants to the Bank. AND will review the self-assessment and provide a report of their findings with recommendations and guidance which we will implement.</p>

Communications and marketing, ICT

What we said	What we did
Identify senior leader accessibility Champions	<p>We have selected a core group of senior managers to be 'Ability Champions' in relevant business areas to actively champion accessibility and disability inclusion across the Bank.</p> <p>Our Ability Champions will:</p> <ul style="list-style-type: none"> • provide high level support for the Bank's disability initiatives, including support for practical solutions identified • help to spread awareness of disability-related employment initiatives (e.g. workplace adjustments or assistive technologies) and organisational change to create workplaces that value and support people with a disability • help to educate staff across the Bank in relation to disability and inclusion to improve disability confidence across the Bank • champion equal access and inclusion for people with a disability at the Bank • advocate good practice relating to employment policies and processes • be a point of reference for people with a disability at the Bank.

Products and Services, Suppliers and Partners

What we said	What we did
Ensure accessibility is included in the Bank's Procurement Policy and Guidelines	<p>We have engaged with the Bank's Procurement Community of Practice and wider Procurement team to implement accessibility considerations across the procurement process.</p> <p>The Bank's Procurement Policy and Guidelines were reviewed in 2019 and, as part of this review, were updated to reference the Bank's stance against disability discrimination, ensuring the Bank's services comply with the Australian Standard for Accessibility.</p> <p>The Bank now makes explicit reference to the Accessibility Standard in tender documents in order to ensure suppliers consider this in their response. This standard encourages applicants to use the most recent version of the Web Content Accessibility Guidelines (WCAG).</p> <p>We also provided feedback into the forthcoming Procurement Digital application to maximise the accessibility of the application.</p> <p>We will continue to work with the Procurement team and Procurement Community of Practice to review, update and improve accessibility in Procurement across the Bank.</p>

Communication and Marketing

What we said	What we did
Advertise the workplace adjustment guidelines	<p>We have promoted our workplace adjustment guidelines in multiple ways across the Bank. This has included mention at Accessibility ERG events, emails from our Governor, news stories on the intranet and word of mouth by our ERG members.</p> <p>Due to the pandemic, flexible working has become usual practice and has helped to promote accessible practices for all staff across the Bank. Staff are asking questions about how they get assistive equipment to perform at their best and we are extremely pleased these conversations are happening.</p> <p>Our future plans include improving the workplace adjustment process using our HR tools so that the request, approval and transfer processes are streamlined for staff that choose to move roles within the Bank.</p>

Premises

What we said	What we did
Develop an event/venue checklist	<p>We created an 'Accessible Events Checklist' that includes considerations that should be made to accommodate people with disability. This Checklist has been circulated to staff that regularly arrange events across the Bank, in particular our catering team and external events team.</p> <p>We intend to conduct annual refresher sessions to ensure accessibility and inclusion remains at the forefront of all Bank events.</p>

Medium Term Actions – 1 to 2 Years

Key areas

- Workplace adjustments
- Commitment
- Products and service, ICT, Suppliers and Partners
- ICT, Products and service
- Innovation
- Data and Metrics

Workplace adjustments

What we said	What we did
Develop and implement a training module for workplace adjustments	<p>Whilst we did not rollout an online training module for Workplace Adjustments, the launch of our Guideline demonstrates the Bank's support of this practice. The pandemic has also encouraged staff to ask for adjustments as we work flexibly from home. The Bank has been accommodating in the delivery of office equipment to employee's homes to ensure the safety and comfort of staff.</p> <p>We will revisit the need for a training module when we look at disability confidence training for Bank staff.</p>

Commitment

What we said	What we did
Implement disability confidence training	We have been looking at options for training. We plan to publish an online module in 2022.

Products and service, ICT, Suppliers and Partners

What we said	What we did
Embed accessibility considerations into business cases	<p>The Bank is committed to ensuring that all digital products built, acquired, and operated by the Bank conform to accessibility standards set by the Australian Government. These standards focus on ensuring inclusiveness for all users regardless of their ability and environment.</p> <p>Our intranet accessibility page sets out guidance, resources, and frequently asked questions, supporting project teams as they integrate accessibility into projects.</p> <p>Accessibility Threshold Assessment is mandatory for Business cases. This assessment provides an early indicator of how Bank accessibility experts will need to support projects throughout their delivery lifecycle and informs project stakeholders of potential accessibility-related risks that should be addressed.</p>

ICT, Products and service

What we said	What we did
Strengthen accessibility controls	<p>We have implemented multiple checkpoints for digital products.</p> <ul style="list-style-type: none">• We verify Accessibility Conformance report obtained from suppliers during procurement• We review internal product development practices for accessibility during design and development• Our centralised accessibility experts audit applications as part of IT go-live certification. <p>We are in the process of aligning our accessibility health check and IT product health check to promote ongoing maintenance of accessibility in digital products over their lifecycle.</p>

Innovation

What we said	What we did
Partner with Innovation Lab to include accessibility considerations in Lab experiments	<p>All experiments carried out in the Bank's Innovation Lab incorporate universal design. The Innovation Lab is passionate about inclusion.</p>

Data and Metrics

What we said	What we did
Develop better data and metrics	<p>In the Bank's anonymous bi-annual employee engagement survey, we ask staff to disclose if they have a disability'. This is an optional question and the rate of disclosure is generally low. We encourage a safe working environment in the hope that staff feel comfortable to disclose their disability and we can implement tailored support and processes.</p> <p>We will work with HR in the future to define metrics on recruitment of people with disability at the Bank. This will form part of our 2022-2024 Action Plan.</p> <p>We are working with the Bank's external communication team and service desk team to build analytical data on accessibility related enquiries</p>
Develop a list of accessibility stakeholders	<p>We did not formally develop a list of accessibility stakeholders. We will endeavour to do so in our 2022-2024 Action Plan.</p>

Accessibility Employee Resource Group (ERG)

Chair:

Katie Sherman

Executive Sponsor:

Michele Bullock

Diversity and Inclusion (D&I) Partner:

Maria Papageorgiou

Members:

Herin Hentry, Aaron Bovis, Venn Hardy, Jeanne Atkinson, Benjamin Griffiths, Tarnia Major, Bonney Joseph, Martin Bowerman, Jacqui Dwyer, Nicolene Rabe, Mamata Pant, Rajkumar Kannori, Thi Hong Nguyen

Ability Champions:

Martin Western, Susan Slocum, Andrew Boyd, Susan Black, Kate McAlpine



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