AUSTRALIAN NETWORK ON DISABILITY

Australian Trends in Access & Inclusion

Five years of the Access & Inclusion Index
Plus 2020-21 Access & Inclusion Benchmark Report

Contents

Introduction

Welcome to Australia's leading benchmarking tool for building disability confidence, engagement and action.

Regardless of where you are on your journey to disability confidence, the Access & Inclusion Index can offer insights into your organisation's current maturity level and delivers a baseline to build upon. The tool provides a practical, sustainable and measurable approach to the inclusion of people with disability. Through the Index, you can understand where your business' strengths and opportunities lie, build awareness and knowledge across your workforce, and set goals for where you would like your business to be in the future.

The Access & Inclusion Index does this by supporting organisations to understand how they're performing across 10 Key Areas:

Commitment
Your organisation commits to best practice on access and inclusion for people with disability as employees, customers and stakeholders.

Premises
Your premises are accessible to people with disability and, when necessary, adjusted for individuals.

Workplace Adjustments
Your organisation anticipates the needs of people with disability and has an effective process in place for making any adjustments needed by individuals.

Communication and Marketing
No matter which communication and marketing channels you use, you commit to making sure they are accessible, and when necessary, make reasonable adjustments for individuals.

Products and Services
You value people with disability as customers, clients, and service users, and address their needs when developing and delivering your products and services.

Information Communication Technology (ICT)
Your ICT is accessible and usable by people with disability, and you also make reasonable adjustments for individuals.

Recruitment and Selection
You attract and recruit people with disability, which gives you access to the widest talent pool at every level.

Career Development
You value all employees, including those with lived experience of disability, and are committed to their retention and development.

Suppliers and Partners
You expect your suppliers and corporate partners to reflect and enable your commitment to best practice.

Innovation
You pride yourselves on your innovative practices and continually strive to do better.

Our Methodology

The questions we ask in each of the Index's Key Areas fall into in three sections: Framework, Implementation, and Review.

Framework	These questions cover organisational commitment, policies, procedures and guidelines.
Implementation	This section relates to the actions, programs and initiatives the organisation has taken towards their commitments.
Review	This section relates to monitoring and reviewing progress and using data to improve processes and outcomes.

The Index weighs the Key Areas and questions according to their relative importance and impact on the access and inclusion of people with disability to produce a total Index score out of 100. This scoring methodology is applied consistently across all participating organisations. The assessment, maturity model, scoring and weighting have been validated by the Centre for Workplace Leadership at the University of Melbourne.

The Access & Inclusion Index uses a four-point scale, based on maturity, to measure an organisation's progress within each of the 10 Key Areas:

Levels of Maturity

Level 1: Not Participating	The base level, where an organisation might not have considered its position yet and may still be planning their path.
Level 2: Basic	An organisation is reactive to certain issues, or is operating in a way which might reflect a compliance focus, and is missing out on opportunities to create a more inclusive environment.
Level 3: Programmatic	An organisation has developed tactics, programs, policies or procedures to address some issues. However, these issues may be only addressed in certain parts of the business or operations.
Level 4: Strategic	Business processes and practices are designed to deliver a consistently accessible and inclusive experience for employees, customers and stakeholders. Access and inclusion activities are part of the organisation and are sustainable.

2020-21 Access & Inclusion Benchmark Report

Over the past 12 months, we've seen many organisations make successful steps towards bringing access and inclusion into practice within their workplaces. 56 organisations used the Index to complete a comprehensive self-assessment and 28 submitted for evaluation and benchmarking, a 17% increase from the previous year.

Organisations involved in the 2020-21 Benchmark Report have demonstrated commitment to understand, assess and progress practices to meet the needs of customers and employees with disability. This plays a vital role in building a disability confident Australia.

28 organisations

participated this year, a 17% increase from last year

- Most organisations reached Programmatic across all ten Key Areas vs. Not Participating the previous year.
- Two organisations successfully reached Strategic level in the areas of Workplace Adjustments and Suppliers and Partners.
- The average score for organisations in 2020-21 is 44, which is the same as 2019-20.
- Government sector organisations made up the majority, representing 54% of this year's participating organisations, a 36% growth in their involvement from 2019-20.

Majority of organisations participating in the Access & Inclusion Index in 2020-21 were at Programmatic level of commitments, with opportunity to grow to Strategic levels. As demonstrated in Table 1 and Figure 1 below.

Key Area	Number of organisations at: Level 1	Level 2	Level 3	Level 4
Commitment	1	10	17	0
Premises	9	10	9	0
Workplace Adjustments	9	5	12	2
Communication and Marketing	9	6	13	0
Products and Services	9	10	8	1
Information Communication Technology	12	4	12	0
Recruitment and Selection	10	6	11	1
Career Development	8	9	11	0
Suppliers and Partners	14	8	4	2
Innovation	11	9	8	0

Table 1: Number of organisations in each maturity level by Key Areas

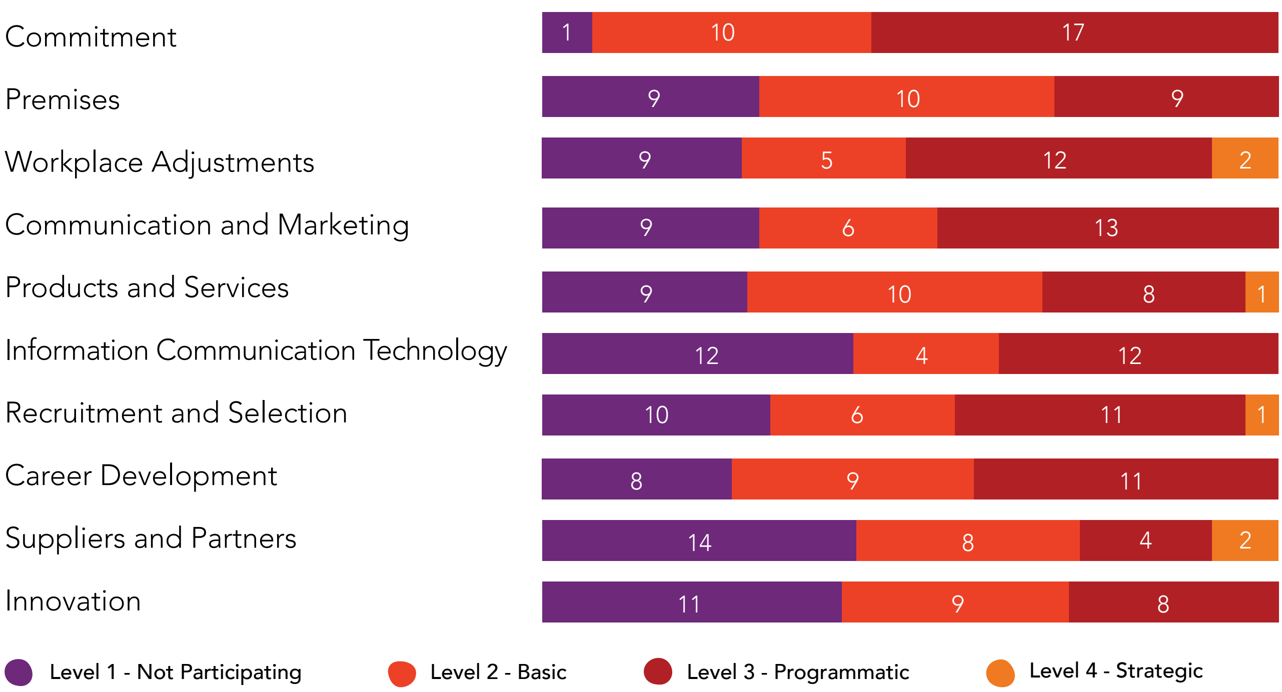

Figure 1: Number of organisations in each maturity level by Key Areas

Top Five Performers

Our top five performers are no strangers to the Index. Since we started the Index in 2016, each of these organisations have appeared as one of our top Index performers, reflecting their long-term commitment to creating equitable change.

Congratulations to our top performer for 2020-21, the National Disability Insurance Agency (NDIA), who has progressed their maturity by 94% over the four years of benchmark participation.

For the last five years, Medibank and Royal Melbourne Institute of Technology (RMIT) have participated in the Index and seen 75% and 138% growth in their overall results, respectively. These organisations have shown their commitment to making their organisations supportive of people with disability.

Congratulations to the five Access & Inclusion Index Top Performers for 2020-21

01 National disability insurance Agency

02 medibank For Better Health | RMIT UNIVERSITY

04 ANZ

05 IBM

Framework, Implementation and Review

To support organisations on their path to becoming disability confident, we've organised the Index into three sections: Framework, Implementation and Review. These sections assist organisations to find and identify structural opportunities to make their workplaces more inclusive for people with disability.

Each of the Framework, Implementation and Review scores are measured by maturity level, from the starting point of policy development through to the end game of monitoring and reviewing for continuous improvement.

Table 2 and Figure 2 shows the average maturity level within each of these sections. The majority of organisations are more mature in Framework and Implementation than in Review.

The Innovation Key Area is assessed differently from other Key Areas. There are only two questions: The first asks about innovative practices for employees with disability; the second asks about innovations for customers, clients or service users.

Framework is the most mature, which is representative of the member journey. Table 2 and Figure 2 show the average maturity.

Key Area	Framework	Implementation	Review
Commitment	4.0	3.0	2.5
Premises	2.5	2.5	2.5
Workplace Adjustments	3.0	3.0	2.0
Communication and Marketing	3.0	2.5	2.0
Products and Services	2.5	2.0	2.5
Information Communication Technology (ICT)	2.5	2.0	2.0
Recruitment and Selection	2.5	2.5	2.0
Career Development	2.5	2.0	2.5
Suppliers and Partners	2.0	2.0	1.5

Table 2: Average maturity level of 2020-21 organisations across Key Areas and sections

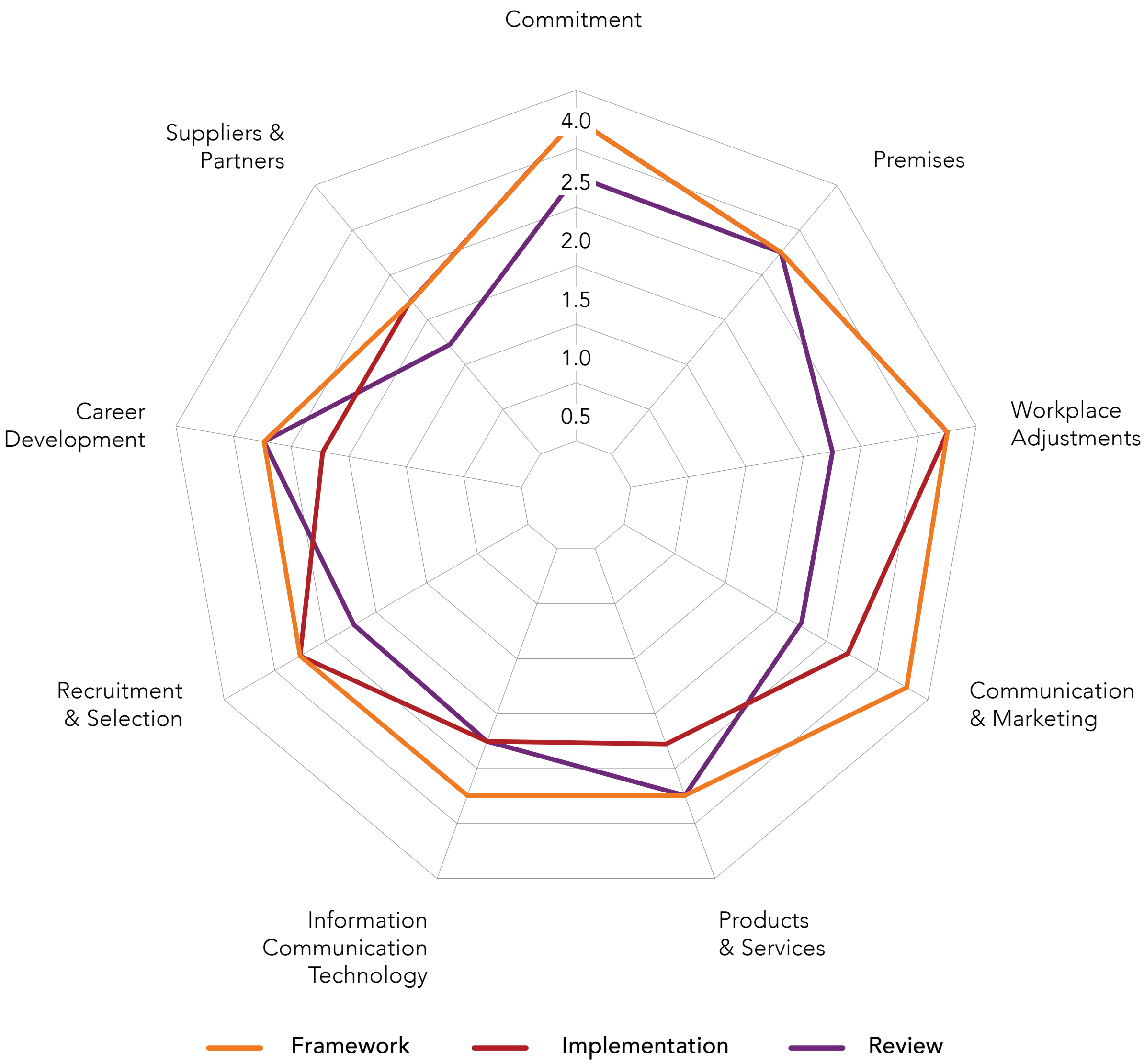

Figure 2: Average maturity level of 2020-21 organisations across Key Areas and sections

Five years of the Access & Inclusion Index

Over the last five years, 125 comprehensive Access & Inclusion Index self-assessments have been submitted for AND evaluation and benchmarking, from 79 different organisations. The strongest results have come from organisations that have completed the Index process more than once and, overall, we've observed that the more often an organisation participates, the better their results.

Commitment is the first area of focus for most organisations on their access and inclusion journey, which is demonstrated in their higher maturity level, followed by Workplace Adjustments. These areas rate highly for organisations in their first two years of engaging with the Access & Inclusion Index. As members progress and build a whole of business approach to inclusion, we see further growth across other areas.

In their first year of completing the Index, many organisations use the assessment to gain a baseline. These organisations have made significant commitment to understand current practices and are seeking a roadmap of what to do next or how to improve things.

Many organisations experienced their highest growth between Years 2 and 3. Often, organisations spend the first two years building their framework and, by Year 3, their policies and programmes have been implemented, are being reviewed, and are recognised as business practice.

79 Organisations completed

125 Benchmark Roadmap Reports

39% of organisations have completed the Index more than once

The best results come from the number of years an organisation participates

Government Agencies

were the sector with the most consistent participation and greatest overall improvements

Continuous engagement delivers growth

Consistent growth in maturity is seen for each participation year as demonstrated in Table 3 and Figure 3.

	Year on year maturity growth			
	One to Two	Two to Three	Three to Four	Four to Five
Total Index score	16%	28%	4%	18%*

Table 3: Maturity growth of organisations against their year of participation.
**Year five is indicative as currently small numbers.*

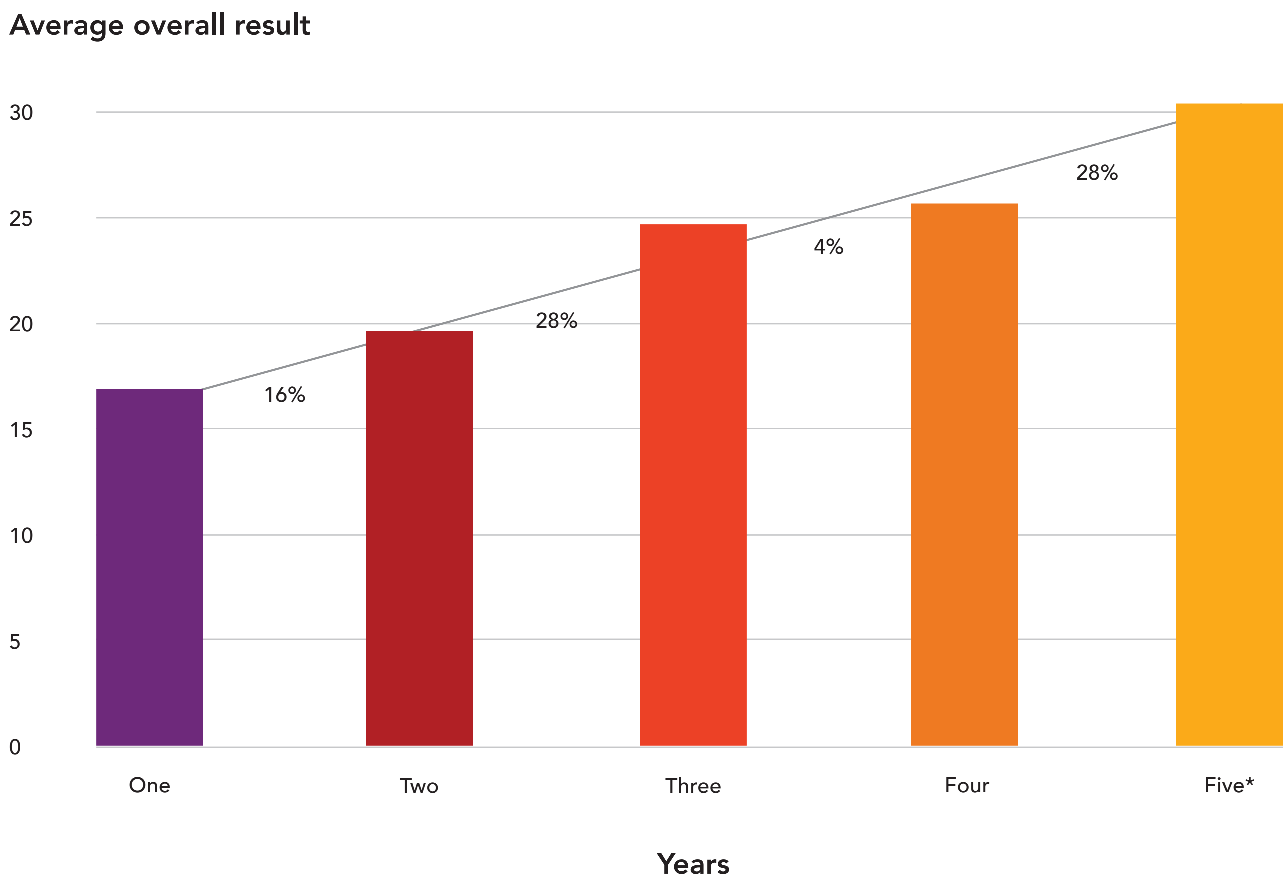

Figure 3: Maturity growth of organisations against their year of participation.
**Year five is indicative as currently small numbers.*

The results are consistent with our typical member journey:

1 **Find a baseline**

2 **Put into action**

3 **See the results**

All Key Areas were most mature in Framework which is representative of the member journey. Table 4 and Figure 4 below demonstrate the average maturity for each Key Area.

Key Area	Total Sample Average
Commitment	3.01
Premises	2.08
Workplace Adjustments	2.27
Communication and Marketing	1.99
Products and Services	2.09
Information Communication Technology (ICT)	1.81
Recruitment and Selection	1.94
Career Development	1.84
Suppliers and Partners	1.37
Innovation	1.51

Table 4: Average maturity score across the 10 Key Areas over the past 5 years.

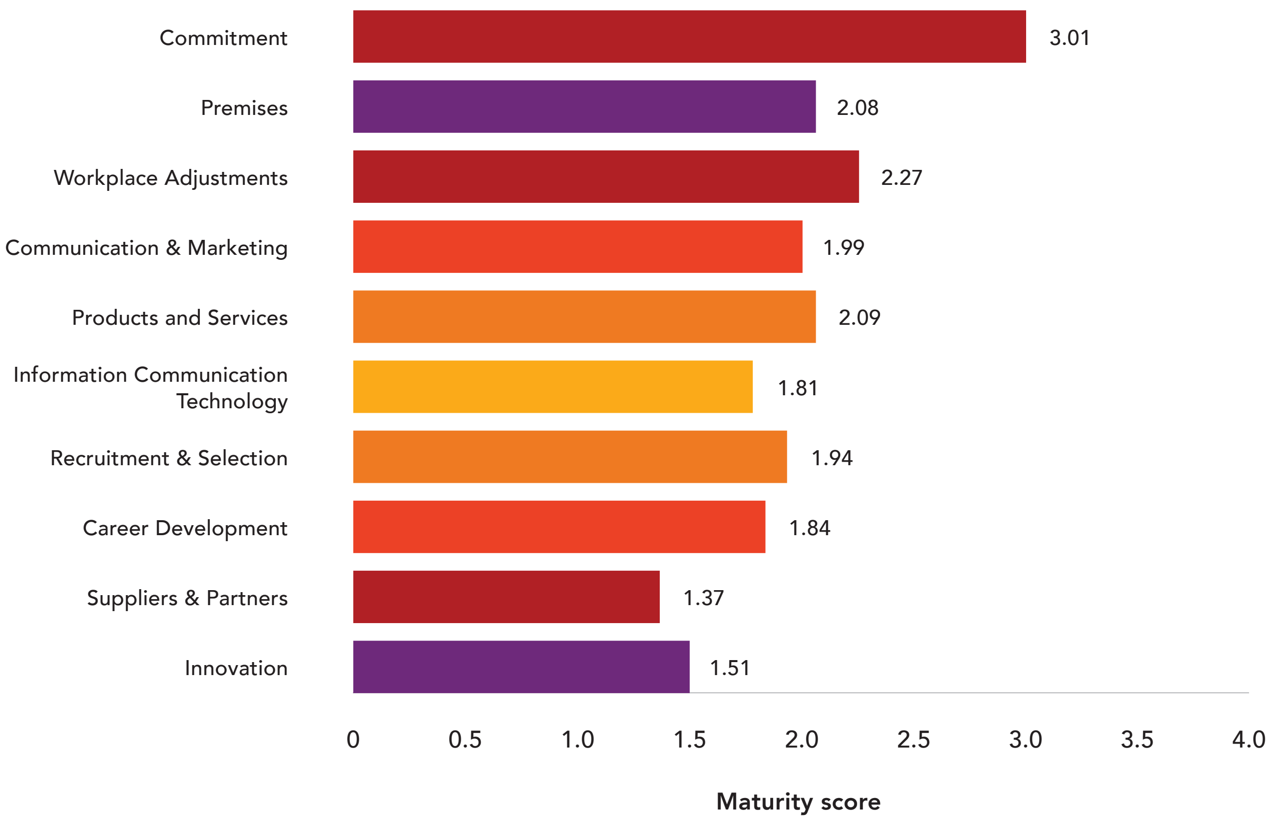

Figure 4: Average maturity score across the 10 Key Areas over the past 5 years.

From Year 1 to Year 2

While organisations start strong in Commitment and Premises in the early years, those Key Areas tend to remain consistent. The strongest area of growth between Year 1 and 2 is in Communication and Marketing, with the Review section increasing 89%. This is due to organisations using feedback from employees and customers to inform their policies and practices.

From Year 2 to Year 3

Many organisations managed to grow consistently across all Key Areas in their third year, with the most improvements in Products and Services, followed by Suppliers and Partners.

While organisations showed consistent growth in each Key Area year on year, there was less growth in Innovation than expected. We believe there might be a good reason why: many organisations might not acknowledge that even small changes are innovative.

Communication and Marketing Key Area showed the strongest growth rate of

38%

FROM YEAR 1 TO YEAR 2

IN YEAR 3

most organisations saw growth

in Products and Services, and Suppliers and Partners

Overall

Many organisations saw growth between Years 2 and 3, and we have seen the most effective results from organisations who had participated for three years or more. One fact continuously stood out: the longer an organisation engaged with the Access & Inclusion Index, the further they went along their road to creating an inclusive, equitable environment for everyone.

Outside of Innovation all Key Areas see an increase in maturity with ongoing engagement. Table 5 and Figure 5 provide the maturity scores across the 10 Key Areas for Year 1 to Year 5.

Key Areas	Year 1	Year 2	Year 3	Year 4	Year 5*
Commitment	3.0	3.0	3.5	3.5	4.0
Premises	2.0	2.0	2.5	3.0	4.0
Workplace Adjustments	2.0	2.0	3.0	3.0	3.5
Communication and Marketing	1.5	2.0	3.0	2.5	3.5
Products and Services	1.5	2.0	3.0	3.0	3.5
Information Communication Technology (ICT)	1.5	2.0	2.0	2.5	2.5
Recruitment and Selection	1.5	2.0	2.5	3.0	3.0
Career Development	1.5	2.0	2.0	2.5	3.5
Suppliers and Partners	1.0	1.5	2.0	2.0	3.0
Innovation	1.5	1.5	1.5	1.5	1.0

Table 5: Average maturity score across the 10 Key Areas over the past 5 years.
**Year five is indicative due to small numbers.*

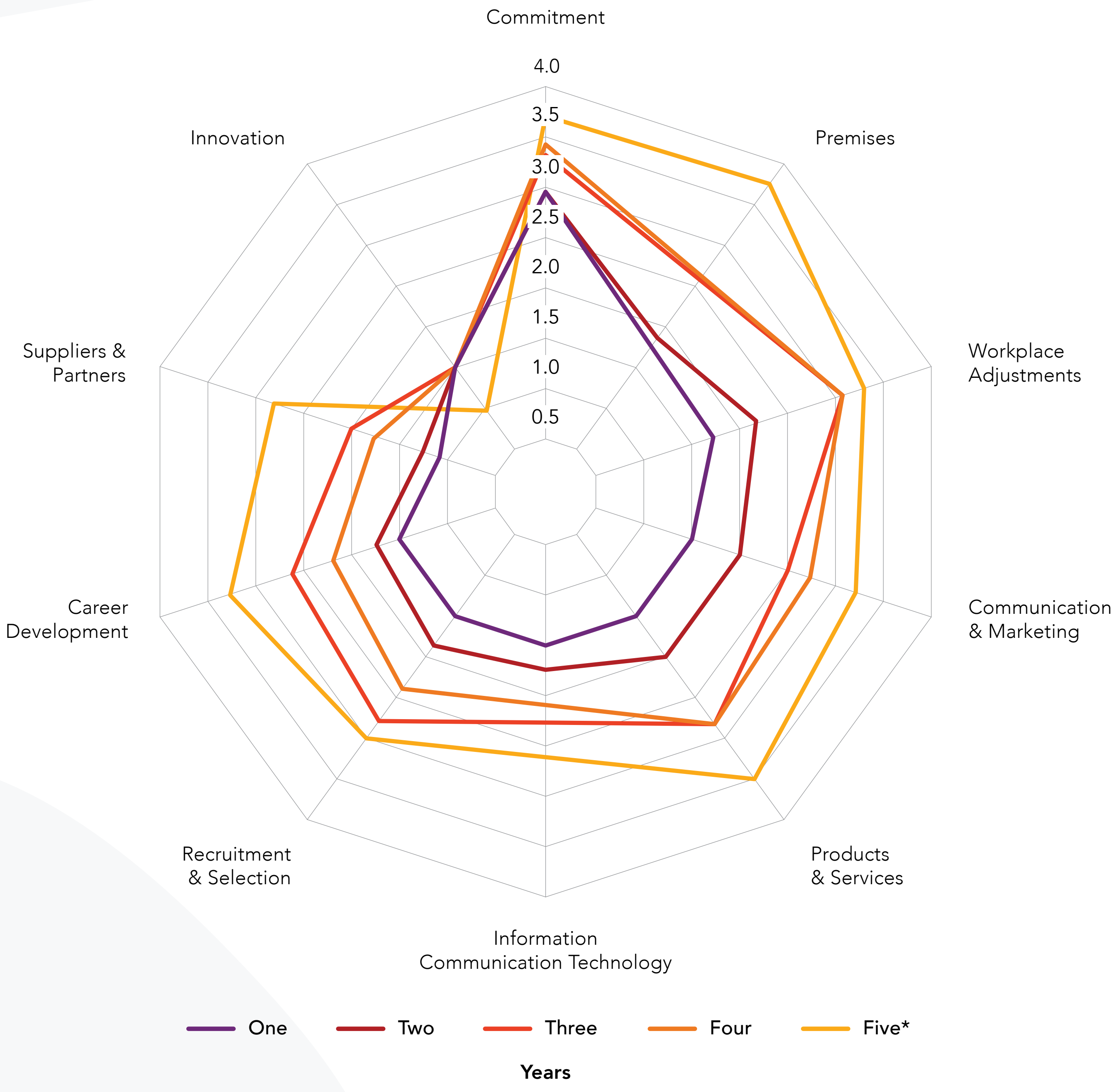

*Figure 5: Average maturity score across the 10 Key Areas over the past 5 years. *Year five is indicative due to small numbers.*

Conclusion

Throughout the last five years, we've seen organisations consistently striving to improve and progress disability inclusion across all Key Areas of the Access & Inclusion Index.

We have worked alongside organisations who started their journey with a strong Commitment, and have seen growth in areas across their business, as they set benchmarks and a direction to follow. This is evident in the growth of maturity between Years 2 and 3, and most effective from organisations who had participated greater than three years.

To achieve Programmatic or Strategic maturity and create strong cultural change across all levels requires a long-term approach. Ongoing engagement with the Access & Inclusion Index helps organisations understand what it takes to create a more equitable, inclusive and accessible future.

We believe in the power of employers to build a disability confident Australia. The essential data from the Index shows the progress Australian organisations are making and provides leadership and direction for others to share our vision. We believe that together, we can challenge the status quo and create an equitable place to belong for everyone.

Australian Network on Disability

Australian Network on Disability is a national, membership based, for-purpose organisation that makes it easier for organisations to welcome people with disability in all aspects of business.

We are driven by our belief that people with disability are skilled and capable social and economic contributors, entitled to equitable opportunities in society. We work together with your business to help you increase your disability confidence, engagement and action.

Acknowledgement

The development and implementation of the Access & Inclusion Index was made possible by the funding and in-kind support of the NSW Department of Family and Community Services (NSW FACS), the National Disability Insurance Agency (NDIA), the Department of Defence, IBM and Westpac Group. We sincerely thank them for their time and valuable feedback in contributing to the Access & Inclusion Index.

AUSTRALIAN
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