



ACCESS AND INCLUSION INDEX

About the Access and Inclusion Index

The Index enables organisations to...



Self-assess their access
and inclusion maturity



Receive a personalised report to
support the next steps in their
access and inclusion journey



Be evaluated by Australian
Disability Network experts
in access and inclusion



Benchmark themselves
against other Australian
organisations

There are nine key areas in the Index

1. Commitment

4. Workplace Adjustments

7. Customer Experience

2. Premises

5. Candidate Experience

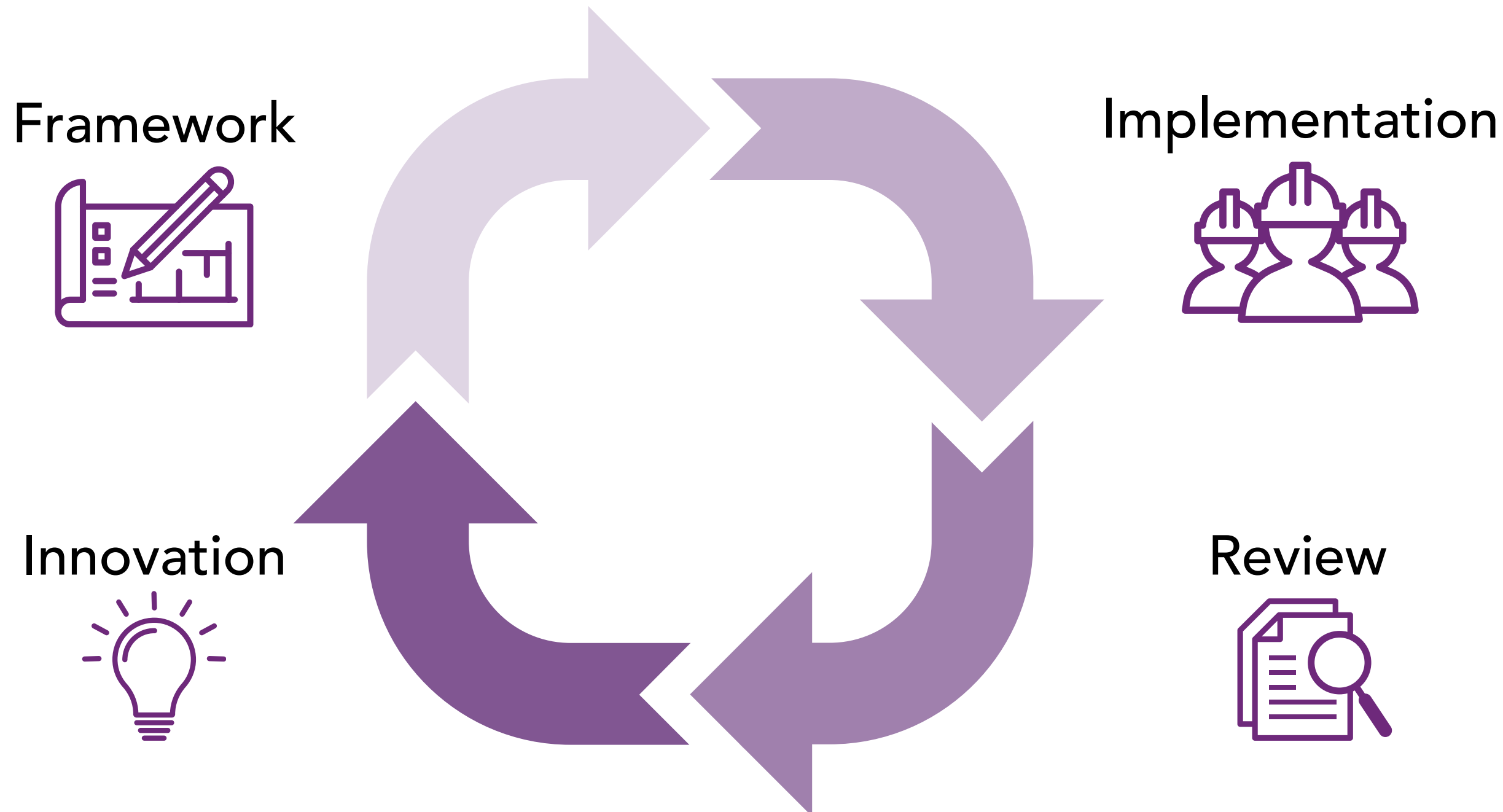
8. Communications and
Marketing

3. Procurement

6. Employee Experience

9. Digital Accessibility

There are four elements in each key area:



The Index has three proven benefits



Measuring Progress

- Identify strengths and areas for improvement
- Track progress with benchmarked data



Enabling Delivery

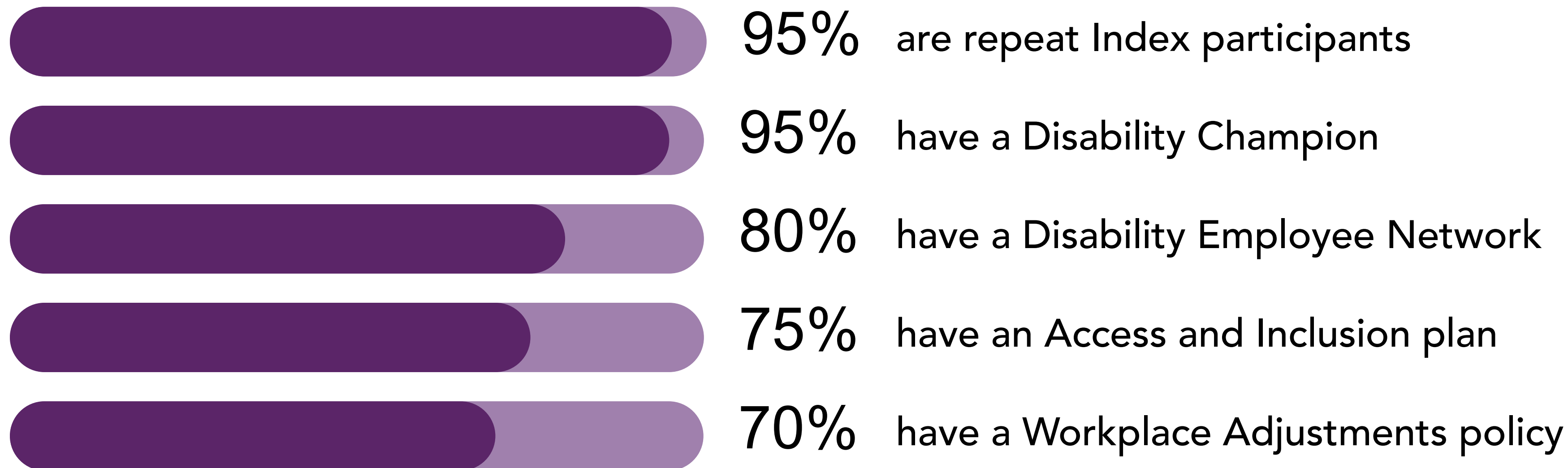
- Create evidence-based inclusion plans
- Focus resources for maximum impact



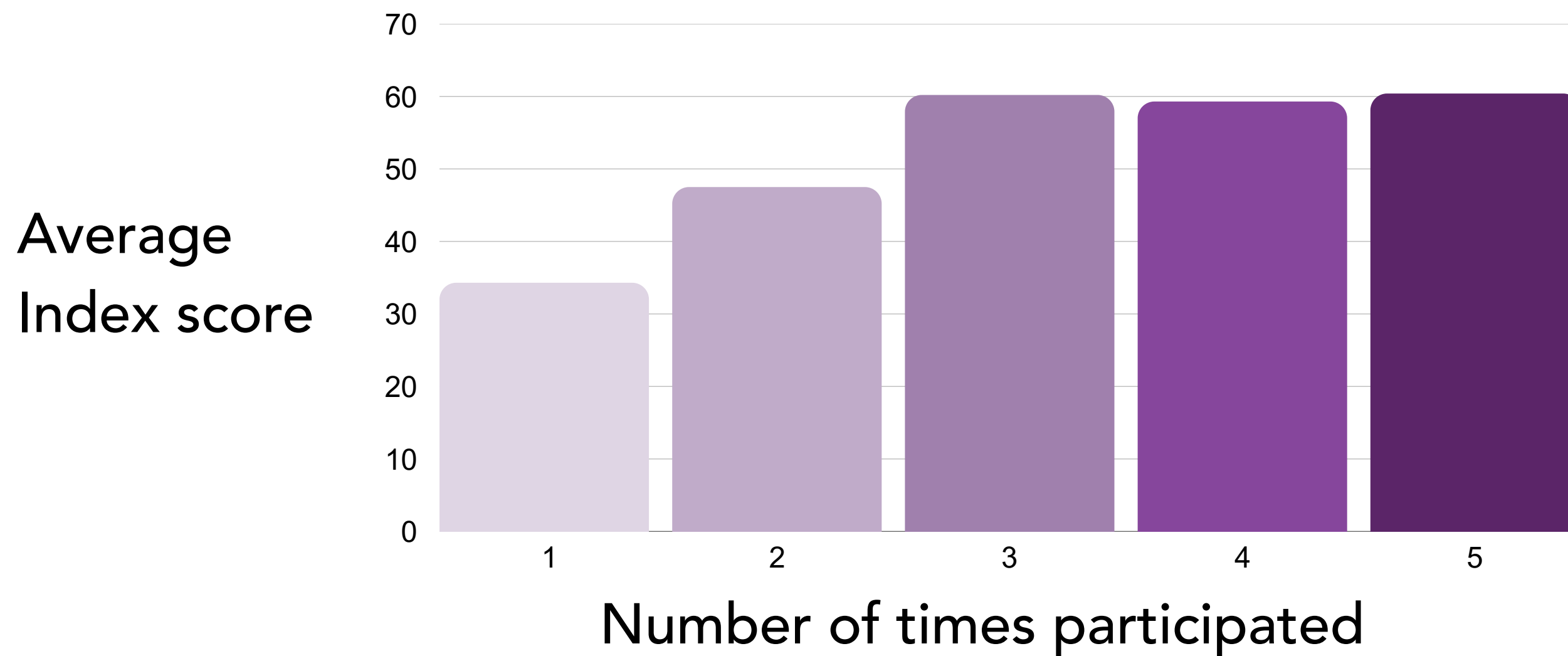
Driving Engagement

- Foster organisation-wide inclusion conversations
- Strengthen the business case for investment

Top performers have five things in common



Consistent participation drives measurable improvement



"It is really the foundation. For us it is the blueprint of our inclusion plan... what gets measured gets done. And when you have a foundation, you then have the building blocks."



Julie Duncan

Head of Diversity, Inclusion & Talent, People and Culture

Australia Post

Top Performer 2025 Disability Confident Awards

Your individual report and companion guide



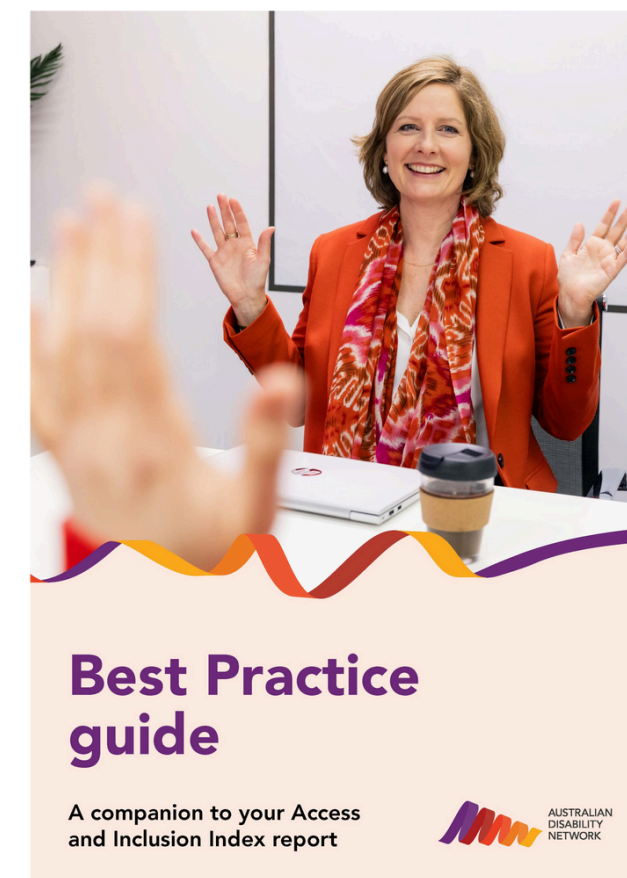
Benchmark Results
The scorecard in this section is an overview of the final 2023 Index score for your organisation in comparison to the performance of all participating organisations with respect to the nine Key Areas. Table 7 provides an overall ranking for your organisation within each area.

Key Area	Maturity Level	Rank (/40)	Orgs at Level 1	Orgs at Level 2	Orgs at Level 3	Orgs at Level 4
Commitment	Level 3	2	22	13	5	0
Premises	Level 3	2	31	7	2	0
Procurement	Level 3	1	36	2	2	0
Workplace Adjustments	Level 3.5	2	23	9	8	0
Candidate Experience	Level 3	1	35	3	2	0
Employee Experience	Level 2.5	2	33	7	0	0
Customer Experience	Level 3	2	29	9	2	0
Communication and Marketing	Level 2.5	5	30	8	2	0
Digital Accessibility	Level 3	2	31	7	2	0

Table 7 - Benchmark results for the nine Key Areas

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Be part of the 2025 Access and Inclusion Index
email Index@AusDN.org.au today



Start where you are and grow where you're going