

Beyond Bank Australia Limited

Disability Access and Inclusion Plan 2023-2025

Easy Read version



Beyond Bank
AUSTRALIA

How to use this plan

Beyond Bank wrote this plan.

When you see the words **'we', 'us'** or **'our'** it means Beyond Bank.

This plan is written in an easy to read way.

You may see some hard words. We will explain what they mean.

When you see the word **'plan'**, it means the Disability Access and Inclusion Plan

When you see the word **'accessible or accessibility'** is means making information, activities, and spaces usable for as many people as possible.

When you see the word **'inclusion'** is means when everyone can join in.

You can find other versions of the plan **here:**

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A message from the Chief Executive Officer

My name is Robert Keogh

I am the Chief Executive Officer of Beyond Bank

This message is from me

I am very happy to share our Disability Access and Inclusion Plan with you

The plan starts in the year 2023 and ends in the year 2025

We work in many different **communities**

Communities is a group of people who live in the same place



Every community has people who are:

- born in different countries
- enjoy doing different things and
- believe in different things

We want to make sure that everyone in a community can access us

We hope this plan will help people with disability to belong to our community

We will make it easier for people with disability to work for us

We will make sure our services are accessible for people with disability

We are proud of the work we have already done to make our spaces more accessible

We can't wait to do more to make us even more accessible.

A handwritten signature in black ink that reads "Robert Keogh". The signature is written in a cursive, slightly slanted style.

Robert Keogh, Chief Executive Officer

Why did we make a plan?

Beyond Bank is trying to change lives

We want everyone to feel they are appreciated and understood
Making the lives of people with **disability** better is something we want to do

A **disability** is when a person needs some help to join in their community because they have trouble:

- Hearing, or
- Seeing, or
- Using their arms and legs, or
- Understanding things, or
- Thinking straight because they feel sad, angry, worried or scared

Disability might happen at birth or because of an accident

Disability might be forever or for a short time

Disability might go away for a while and then come back

Not all disability can be seen



Some people with disability do not work, go to the shops, or join in the community

This is because they are not accessible for them

We want to help create more accessible spaces so that people with disability can have better lives

We believe that including people with disability is good for everyone

We have made this plan to show our commitment to accessibility and inclusion

An example from us

Here is an example of what we have already done to be more accessible for people with disability

We worked with people with disability when building our **branch** in Canberra

A **branch** is the name of a building where a bank is

We talked to people with different disability to make sure anyone with a disability can access our branch like anyone else

Some of the things we put into this branch include:

- Wide doorways, paths, rooms and toilets that are easy to navigate with a wheelchair
- **Soundproof** meeting rooms

Soundproof means that no sounds from outside can be heard

- Lights that are not too bright
- Colours that make it easier to move around safely
- Lots of signs so people know where to go
- A hearing loop that people who use hearing aids can access



Carl is 21 years old

Carl has autism

Carl likes coming to this branch because he feels comfortable in the soundproof meeting room

Carl can become stressed when there are loud noises and lots of different noises

We are happy that we asked people with disability to tell us what they need

We can now welcome people with disability to our branch

How we made this plan

We had help from an organisation called Maven to make the plan

Maven is made up of people with different types of disability

By getting help from Maven, we made sure people with disability were included in making the plan

The people that work for us did a survey

The survey asked questions about **diversity**, disability, what we are doing well and what we need to improve

Diversity is including people from different backgrounds, who like and believe different things

The survey helped us to understand:

- The diversity of the people that work for us
- The current barriers that make it hard for people with disability
- What we can do to be better

We created a group of people who will help to do the things on our plan.

This group is made of people from across many different teams.



What we promise to do

We will use this plan to achieve these things:

1. Create a space that everyone feels welcomed and can access



2. Get more people with disability to work for us



3. Increase the number of people with disability that use our services



What is in our plan

Our plan has six important focuses.

1. Check how ready we are to begin accessibility and inclusion

We will:

- Review our **policies**
Policies are a set of ideas that everyone in an organisation agrees to use
- Learn about **reasonable adjustments**
Reasonable adjustments are things that can assist a person with disability so that they can work just like anyone else.
- Make sure people know what they need to do for the plan
- Work with an external organisation who can help
- Tell people about the plan
- Check that we can assess how well we are going with the plan
- Find out the barriers that are in our offices and in the technology we use



2. Check if our staff understand how to include people with disability

We will:

- Give inclusion training to all staff
- Give specific inclusion training to managers
- Ensure all staff can join support networks
- Make fact sheets to help our staff remember how to be inclusive
- Celebrate special days for people with disability
- Encourage staff to be **advocates** for our plan
Advocates are people who make sure that the activities in the plan happen



3. Improve how we employ people with disability

We will:

- Add accessibility and inclusion needs to our job advertisements
- Make sure reasonable adjustments are part of our job process
- Add accessibility and inclusion needs to our learning for new staff
- Work with a Disability Employment Service to help us give jobs to people with disability

What is in our plan

4. Make sure our services are accessible for people with disability

We will:

- Ask other people who work in banking what we could do to be better
- Ask people who use our services what we could do better
- Work with a disability support service to make sure we are up to **standard**
A **standard** is a level of high quality
- Make sure that new products we make and projects are accessible
- Make a communication standard for any information we share with our customers
- Make a sentence about accessibility to put on our website.
- Get people with disability to check that any new things we make are accessible



What is in our plan

5. Make sure our website and applications are accessible for people with disability

We will:

- Make sure that our website is accessible for people with disability
- Get our website to the **Web Content Accessibility Guidelines AA** level

Web Content Accessibility Guidelines give tips on how to make websites more accessible. **AA** means a website is in the middle range of accessibility.



6. Make sure our spaces are accessible for people with disability

We will:

- Make sure that any new branches are accessible for people with disability
- Get help to check the accessibility of our current branches



Contact us

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