



ACCESSIBILITY INCLUSION PLAN

2020

BACKGROUND

IN 2020, OVER 4 MILLION PEOPLE IN AUSTRALIA LIVE WITH A DISABILITY.

A disability is a condition that restricts a person's mental, sensory or mobility functions. A disability may be temporary or permanent, total or partial, lifelong or acquired, short term or chronic, visible or invisible.

People with a disability are three times more likely to avoid an organisation and twice as likely to dissuade others because of an organisation's less favourable diversity reputation.

1 in 3 people with a disability report that their customer needs are often unmet. People with a disability have both lower labour force participation rates and higher unemployment rates than

people without a disability. Graduates with a disability take 61.5% longer to gain full time employment than other graduates.



OVER 4 MILLION

or 20% of Australians have a disability.

There is also a ripple effect impacting families, carers and the broader community.



AROUND 1 MILLION

are from a non-English speaking background.

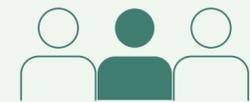
AROUND 37%

of the national Indigenous population 15 years and over, reported physical disability or a long term health condition (102,900 people).

AT LEAST

80%

of disabilities are not visible.



1 IN 3

people either has a disability or is likely to be close to someone who has a disability.

AROUND

15%

or 2.1 million Australians of working age (15-64 years) have a disability.

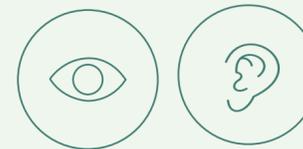
OVER 90,000 PEOPLE

have a mental health condition.

AROUND

15%

or 3.4 million Australians have a physical disability.



+350,000 Vision Australia estimates there are now over 350,000 people who are blind or have low vision.

ABOUT

17%

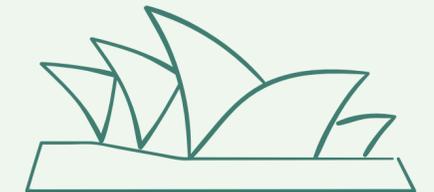
of Australians are affected by hearing loss. There are approximately 30,000 deaf Auslan users with total hearing loss.

AROUND 700,000

Australians have intellectual and/or developmental conditions.

AROUND 2 MILLION

Australians have dyslexia.



In the Sydney local government area, there are around 4,000 people who need help with day to day living and personal care.

In NSW around **1.3 million people** possess a disability, of which **over 30%** possess a severe or profound disability that affects their ability to communicate, get around and care for themselves.

THE ALLIANZ RESPONSE

AN ACCESSIBILITY INCLUSION PLAN (AIP) IS AN OUTWARD SIGN OF OUR INTENTION AND COMMITMENT TO BE INCLUSIVE OF PEOPLE WITH A DISABILITY AND OUTLINES OUR PLANS OF HOW WE WILL ACCOMPLISH THIS.

The aim of the AIP is to provide a framework through which Allianz can become more accessible in our operations and service delivery, reflect positive community attitudes and embed dignified access as 'business as usual'.

Our approach will be a pragmatic and systematic one that will see Allianz become a 'disability confident' organisation over the course of the next five years.

In developing the AIP we have partnered with Australian Network on Disability for their expert advice, sought input from our employees, undertaken

self-assessments of products and services and established an Accessibility Committee to drive ongoing progress and meet our objectives.

The Accessibility Committee is headed up by our Executive Sponsor, Julie Mitchell, Chief General Manager Workers Compensation, and comprises of representatives and decision makers from across the organisation including Market Management, Procurement, HR, Risk & Compliance, Digital & IT, Customer Services and Property.



OUR OBJECTIVES



OUR PRIMARY OBJECTIVES INCLUDE:

Dignified access and inclusion systematised as business as usual



Focus on behaviours, attitudes, systems and knowledge



Maintain a whole of organisation approach to accessibility



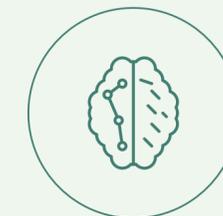
Ensure a good governance approach to delivering the objectives of the AIP

WE HAVE COMMITTED TO A PARTICULAR FOCUS ON:



ACQUIRED DISABILITY

Physical, mental and psychological – including secondary onset – acquired disability. This effort will be aligned with the work being undertaken in our Worker's Compensation division.



NEURO-DIVERSITY

Focus on recruitment of people who are neuro-diverse including those on the Autistic Spectrum.

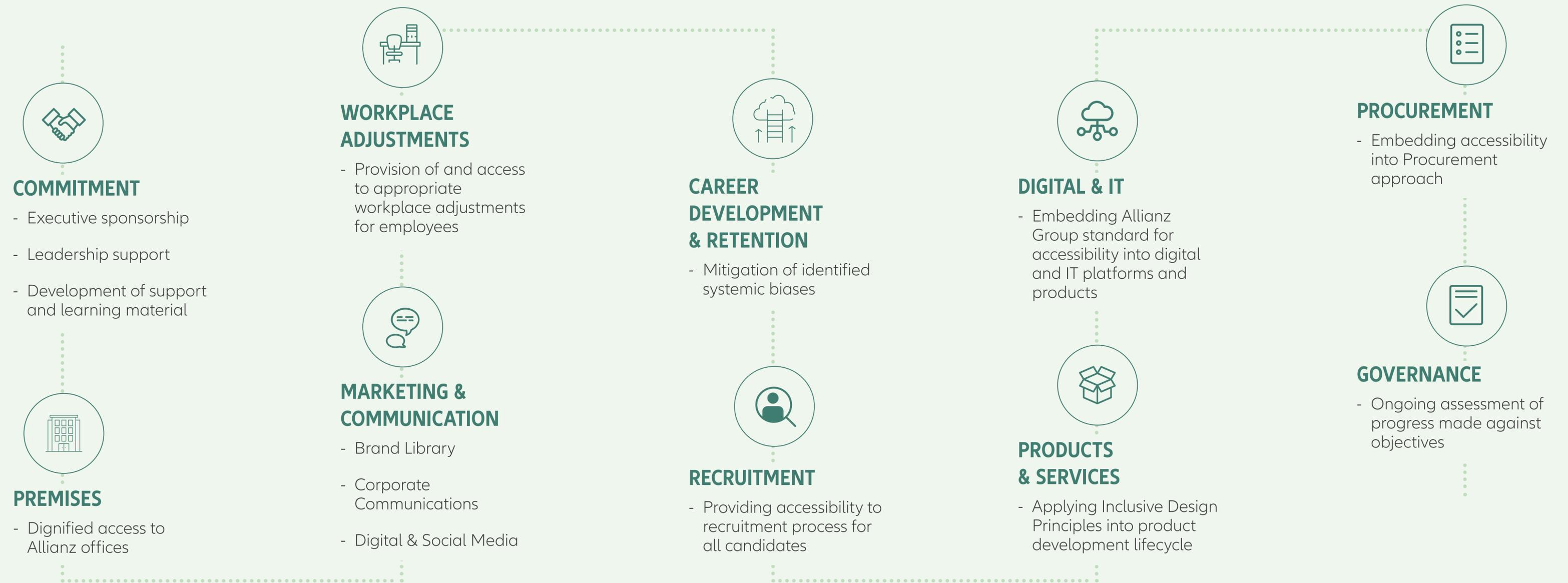


PARALYMPIAN

Focus on ensuring a synergy with our partnership with the Paralympics.

OUR APPROACH

IN DEVELOPING THE AIP, WE HAVE CATEGORISED THE ACTIONS WITHIN THE FOLLOWING FRAMEWORK:



DEFINITIONS

DISABILITY:

'Disability' describes a person living with sensory, cognitive, physical or other conditions, and who experiences unintended barriers when engaging with their environment. The World Health Organisation reports there are over 1 billion people with a disability globally. These numbers are expected to increase as the population ages, and the prevalence of chronic health conditions such as diabetes, cardiovascular and mental illness increases. The spectrum of disability is therefore broader than the stereotypical images of people in wheelchairs, deafness and blindness.

DIGNIFIED ACCESS:

Ensuring that people have independent and equitable access to physical environments. The principles of dignified access are developed considering the way in which a wide audience of different abilities would use it. Some questions that can be asked during the design phase of a physical environment can include:

- Who is left out if I design it this way?
- What is the cost of re-working the design if an employee or customer needs it to change?
- What physical or sensory ability is needed to use the design or environment?
- How can I change the design to include more people?



UNIVERSAL DESIGN PRINCIPLES

Principle 1: Equitable Use

The design is useful and marketable to people with diverse abilities.

Principle 2: Flexibility in Use

The design accommodates a wide range of preferences and abilities.

Principle 3: Simple and Intuitive Use

Use of the design is easy to understand, regardless of the user's experience, knowledge, language skills or current concentration levels.

Principle 4: Perceptible Information

The design communicates the necessary information effectively to the user, regardless of ambient conditions to the user's sensory abilities.

Principle 5: Tolerance for Error

The design minimises hazards and adverse consequences of accidents or unintended actions.

Principle 6: Low Physical Effort

The design can be used efficiently, comfortably and with a minimum of fatigue.

Principle 7: Size and Space for Approach and Use

Appropriate size and space is provided for approach, reach, manipulation, and use regardless of the user's body size, posture or mobility.



For more information, please contact the Diversity and Inclusion team at diversity@Allianz.com.au

