Accessible Technology Charter

The goal of this Charter is to ensure people with disability, or who acquire disability can apply for jobs with us, be employed by us, and do business with us.

To achieve this goal, we make the following commitments. We will:

1. Appoint an Accessible Technology Champion to promote this Charter, monitor its implementation and report to our C-suite executives on our progress towards buying accessible technology and services, and designing and developing inclusive digital content.

2. Establish our performance baseline through a Digital Accessibility Maturity Assessment and undertake regular benchmarking and reporting as part of our Accessibility Action Plan process.

3. Include accessibility as a key requirement in our business decisions, in our procurement processes and build relationships with supplier partners to develop and deliver accessible products and services for relevant agreements and/or procurement categories.

4. Promote a development lifecycle for our technology solutions based on inclusive design from definition to delivery and avoid increased cost and reputational risk triggered by retrofitting products and systems.

5. Enable built-in accessibility to allow reasonable personalisation of technology by our colleagues and customers.

6. Increase our employees' knowledge and skills of digital accessibility so they are aware of how accessible technology liberates the contribution of customers and colleagues.

7. Routinely consult with colleagues, customers, and experts with disability to ensure that we understand the impact of our technology on talent management, colleague productivity and our diverse customer base.

8. Consistently aim to go beyond minimum compliance to bring greater benefits to our business and share best practices with others.

9. Develop a consistent approach to addressing ICT / digital accessibility requirements in procurement practices in line with the Australian standard (AS EN 301 549).

10. Continue to re-imagine ways to establish accessible technology solutions to enable us to attract skilled and talented jobseekers with disability, retain employees who have or acquire disability, and engage with customers with disability.