



# **Accessibility and Inclusion Plan**

November 2017





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# Welcome from Tony Johnson

CEO and EY Oceania Regional Managing Partner



## An inclusive world is a Better Working World

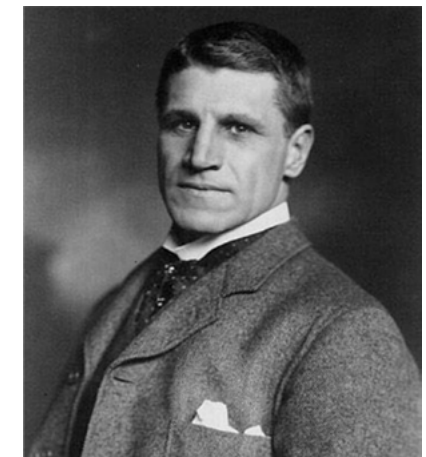
EY has always embraced differing abilities, starting with our founder, Arthur Young. Arthur trained as a lawyer. He was deaf with low vision and he wasn't able to comfortably practice. He turned to finance and the new field of accounting to build his career. His "disability" drove him to innovation and entrepreneurship, which played a pivotal role in the development of our organization.

Today, we recognise that Diversity and Inclusiveness (D&I) is a business imperative.

Diverse perspectives yield better outcomes, and the ability to invite and learn from different perspectives is fundamental to driving innovation, building strong relationships, and providing the appropriate services for our clients.

We focus on enabling all of our people to reach their potential by leveraging their own unique strengths and perspectives. Our culture helps differentiate EY from other professional services organisations and helps us to attract and keep our best people. Diverse teams that welcome and value each team members' differences bring increased creativity and ultimately, a better result for our clients, and aligns to our global purpose of Building a Better Working World.

I am proud to present Oceania EY Firms' first Accessibility and Inclusion Plan. Our plan specifies our commitment and actions to elevate disability inclusion and continues an important conversation about the ability and contribution that all of our people can bring to the world.



Arthur Young, EY founder

# Achievements



## EY has made progress towards the following disability inclusion goals

- ▶ Accessible workplaces in Melbourne and Sydney through “Workplace of the Future” initiatives, including accessible bathrooms and sit-to-stand desks on each floor.
- ▶ Measurement of professionals identifying with disability included in EY’s Global People Survey.
- ▶ Establishment of a global dedicated team for managing and processing accessibility technology requirements.
- ▶ Guidelines developed for interviewing a candidates with disability.
- ▶ Collaborated with the National Disability Recruitment Coordinator (NDRC) to help EY address gaps in our policies and practices to support the employment of people with disability.
- ▶ Reasonable Adjustments guide developed and promoted.
- ▶ Establishment of a Disability Working Group comprising Partners, Directors and D&I representatives, tasked with focussing on reviewing current state and recommending initiatives to continue to drive our disability agenda.
- ▶ Unconscious bias training sessions have been rolled-out across Australia and New Zealand, and attended by approximately 500 participants.
- ▶ Corporate sponsor for Accessibility Film Awards - “Focus on My Ability” short film festival.
- ▶ The MyWellbeing portal launched containing an extensive range of benefits and a variety of tools to assist professionals in reaching their full potential and maintaining their physical, fiscal and mental wellbeing.
- ▶ Wellness Centres opened in Sydney, Perth and Melbourne including in-house psychologists through the Employee Assistance Program.
- ▶ Dedicated tools and support services for professionals experiencing mental health, and support for their team leaders.
- ▶ All professionals who have requested adjustments have their own Personal Emergency Evacuation Plans (PEEPs) in place.
- ▶ Development of accessible communications and events guidelines.



# Achievements



## Spotlight on the Focus on Ability Film Festival

EY is supporting Purpose Lead Transformation of individuals and communities, and sponsorship of The 'Focus on Ability' short film festival is an example of this. The festival began in Australia with an aim to raise awareness of the abilities of people with disability. Now in its tenth consecutive year, the festival continues to grow and draws international attention, with people submitting films from 163 countries, including the USA, Europe and Zimbabwe.

'Focus on Ability' was started in 2009 by NOVA Employment Chief Executive and Founder, Martin Wren, as a way of engaging high- school students and using their enthusiasm to highlight the skills and achievements of people with disabilities. The festival's reach has doubled annually since and in 2017 attracted more than a quarter of a million viewers and voters through the online platform, [www.focusonability.com.au](http://www.focusonability.com.au)

EY has been a proud corporate sponsor for the past three years and in 2017, EY Partner Mark Nixon, presented an award for the most online votes, to aspiring filmmaker Sam Bateman, for his short film "Catsperger". Of EY's involvement, Mark says "'Focus on Ability" actively provides a positive outlook for people with disability, improving self-esteem, community inclusion and purpose, which aligns with our purpose of building a better working world.'

# Goals and commitments

1.

## We deliver an inclusive employment journey to all our people

### Recruitment

- ▶ EY's recruitment processes are fully accessible to candidates with disability.
- ▶ Educate hiring managers on the elimination of bias in the recruitment of people with disability.
- ▶ Develop strategic collaborations to create pipeline talent and to assist in diversifying EY's sourcing strategy.
- ▶ Existing recruitment service providers are disability confident.
- ▶ Actively encourage applications from people with disability.
- ▶ Explore the implementation of a neurodiversity employment program.
- ▶ Develop a process to fast-track professionals with disability to the next stage of recruitment process.
- ▶ Promote EY as an Inclusive Employer, and ensure potential candidates are aware of our AIP commitments and disability inclusion initiatives.

### Learning and Development

- ▶ All newly created learning materials are provided in an accessible format and mandatory training programs are updated to ensure they are accessible to professionals with disability.
- ▶ All training venues are accessible and adjustments are identified beforehand, and accommodated for at facilitated training courses.
- ▶ Accessibility awareness training is available for key talent personnel.
- ▶ Identify and manage exceptions to the mandatory training curriculum to ensure an inclusive approach to training.
- ▶ Equip our facilitators with an understanding of the needs of all learners and how to make their classroom/virtual classroom, inclusive.
- ▶ EY leadership programs are reviewed for representation of people with disability, with the aim of increased representation each year.

### Career Development

- ▶ Develop a tool kit for leaders that focuses on disability inclusion, including guidance on actively engaging our people with disability to learn what support they need to assist in their career development.
- ▶ Ensure our Employee Assistance Program is accessible.
- ▶ Explore program opportunities for career development.

# Goals and commitments

2.

## We provide an accessible workplace to support our people in focussing on achieving their potential without limitation

### Workplace Adjustments

- ▶ Actively promote the workplace adjustments guide and procedure.
- ▶ Develop a workplace adjustments passport for tracking and monitoring workplace adjustments.
- ▶ Review return to work policies and procedures, and the experience of professionals who acquire injury, illness or disability.
- ▶ Establish a key contact in each workplace location in Oceania, who is knowledgeable on workplace adjustments.
- ▶ The physical environment is accessible to EY professionals, clients and visitors.
- ▶ Raise awareness of accessibility in our overall property portfolio and progress towards full accessibility.
- ▶ Develop a process where workplace adjustments will be accommodated within our agile environment and disability-specific designated seating will be assigned on a needs basis, in consultation with our workplace services team.
- ▶ Raise awareness amongst engagement leaders of accessibility and adjustment requirements for our people with disability, when visiting client sites.

### Accessible Technology

- ▶ Add to the assistive technology collection of programs to offer increased assistance to EY professionals.
- ▶ Make sure technology adjustments are implemented in a timely and effective way.
- ▶ Evaluate EY intranet sites and ensure current compliance to WCAG (Web Content Accessibility Guidelines) standards is maintained, and progress compliance to 'AA'.



# Goals and commitments

3.

**We recognise, celebrate and share the stories of our people with disability, and our carers, across a variety of accessible mediums**

- ▶ Raise awareness and knowledge of disability and mental health in the EY community.
- ▶ Continue to promote a culture of social inclusion which values diversity, highlighting the contributions of people with disability, and their carers.
- ▶ Support our people's wellbeing by promoting mental health resources, information and online training.
- ▶ Develop an employee network for disability inclusion with EY Oceania.
- ▶ EY will ensure our video content is accessible to people with disability, including captioning.
- ▶ Provide our marketing and events team with training for accessible events.

4.

**Our Leadership Team is committed to Building a Better Working World for all of our people and our communities**

- ▶ Maintain a role for a senior disability champion responsible for progressing access and inclusion for people with disability within our organisation.
- ▶ Prepare a clearly stated commitment to employment of people with disability.
- ▶ Raise awareness with senior leaders on the experiences of people working with a disability.
- ▶ Leverage EY's best practice initiatives globally, as they relate to disability inclusion.
- ▶ Explore opportunities for identifying and procuring goods and services by suppliers that employ people with disability.



# Professionals stories



## Rebecca Bennett – Associate, CBS

“My name is Rebecca and I have Downs Syndrome. I have been working for EY Sydney in the Service Centre for the past nine years. I sort and deliver the mail to lots of different levels in the building. I am really lucky because I work with a great team in the Service Centre that support each other.

My Service Centre boss, Vim, is so nice and he is really fair. He always includes me in all the Service Centre things. Sometimes he even buys us all lunch as a treat for all our hard work. It gets really busy sometimes. He is the best supervisor I have had. The Service Centre is a happy place to work in with Vim.

Our Facilities boss is Denise. She is really nice. She listens to me and makes sure I am happy. All the staff are friendly and look out for me. I really like my job and my work friends”.

Rebecca’s Leader, Vim Rattan, says

“Every morning when Rebecca arrives at work she greets everyone with a smile and is full of energy to start the day.

Rebecca brings lots of experience to the team. She is the subject matter professional for mail deliveries on lower levels at EY. She knows 95% of all staff where she delivers mail to.

Whenever the team needs help Rebecca is always ready to help out even though she has other tasks to do. Also when given a new task to do Rebecca ensures that she asks questions and does her best to complete it on time.

Lastly Rebecca also has fun in the mailroom. She sings and sometimes dances to music (Taylor Swift – Shake it Off) which always makes the mailroom staff smile and provides a great atmosphere.

She is a Star!”



# Professionals stories



## Kelly Moloney, Manager, Assurance

Kelly Moloney has been a member of the Melbourne Assurance team since 2010 and was recently promoted to Manager. She lives with an underlying auto-immune condition and no functioning spleen. Following the birth of her first child, Kelly's spleen shut down completely, and when she contracted Pneumococcal Meningitis in 2015, she suffered permanent neurological damage to her vestibular system.

For Kelly, this means little to no connection between her inner ears and brain, affecting her ability to walk and balance. This also caused permanent Oscillopsia where Kelly's vision constantly shakes due to a loss of the vestibulo-ocular reflex. As a result of this, Kelly is unable to read signage or identify people's faces as she walks, often requiring a walking stick to access public transport and travel through the city, and she is unable to travel in low light.

EY has provided Kelly with the support to gradually return to work and implement adjustments in her day to day routine. Working closely with her counsellor and with the support of the Assurance team, Kelly works to a flexible schedule allowing her to attend doctor's appointments and manage her schedule in line with her physical condition for the day. Kelly also has specific equipment set up both in her home and work offices, to support her vision.

When reflecting on her development, Kelly says "the career support that EY has provided to me has been very positive and I recently celebrated a promotion!". Outcomes such as this have shown Kelly that as an organization, EY and its leaders are prepared to continue to invest in her growth, development and opportunities, and EY in turn retains a talented and valuable member of the team.



# Professionals stories



## Tony Wiedermann – Partner, TAS

EY TAS Partner, Tony Wiedermann has spent a great deal of time over the past 12 months breaking down the stigma associated with mental illness. Tony was officially diagnosed with depression four years ago but in hindsight his depression first manifested in his teenage years. Tony has noticed that whilst support is available for people in the form of the EY Employee Assistance Program, people still don't feel comfortable in taking up the support, for fear of being 'found out', and judged.

He frequently shares his story both internally during team gatherings, and externally, via forums such as LinkedIn, to encourage others to overcome that fear, and take advantage of the support that EY has to offer. Tony says that it's ok to not be ok, but it's absolutely not ok to do nothing about it. Mental health is something that you can't 'self-solve'.

Last year Tony's health was further impacted when he suffered a stroke, caused by injury (his health is fine). Tony credits his leader, David Larocca, EY Oceania TAS Leader, as being the one who effectively drove the process of supporting Tony's return to work. Of David's support, Tony says, "He made it all happen".

Tony credits this support from leadership and the opportunity to work flexibly, as being critical in returning to work following his stroke. Fatigue remains a day to day issue for Tony, but he has not been rushed in returning to a full time workload, which has allowed him to deliver his work, whilst still maintaining a focus on rehab and recovery.





# Feedback

Do you have any questions or suggestions regarding our Accessibility and Inclusion plan? Please get in touch with the Oceania Diversity and Inclusiveness Team

**Email: [oceania.di@au.ey.com](mailto:oceania.di@au.ey.com)**

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