



## Accessibility Action Plan 2021 to 2022

National Australia Bank



Easy English

## Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**
  
- we write what the hard word means.

## You can get help with this book



You can get someone to help you

- read this book
  
- know what this book is about
  
- find more information.



# About this book



This book is written by National Australia Bank.

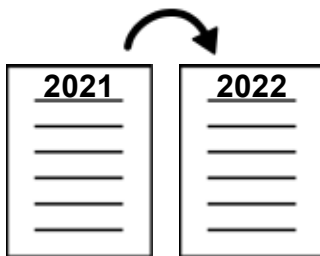
We are also called NAB.



This book is about our **Accessibility Action Plan**.



Our Accessibility Action Plan says how we will make things better for people with disability.



Our plan is from 2021 to 2022.

- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_
- 4 \_\_\_\_\_
- 5 \_\_\_\_\_
- 6 \_\_\_\_\_

We have 6 main goals in our plan.

# Our goals



## Goal 1

We want everyone to be able to contact us in a way that works for them.



## Goal 2

We will make data and reports that can tell us how we can be more accessible.



## Goal 3

Our Disaster Resilience Program is accessible for our customers and community.



## Goal 4

Our services and products are accessible for our customers and staff.



## Goal 5

We will support staff with disability to do their jobs well.



## Goal 6

We want our workplace and staff to respect everyone.

## Goal 1



We want everyone to be able to contact us in a way that works for them.



To meet this goal we will

- make sure customers can choose how they want to contact us



- make sure our website tells customers about how we are accessible



- listen to **feedback** our customers give us.



Feedback is when you tell us

- what you think about something to do with NAB



- how you feel about something to do with NAB.

## Goal 2



We will make and use data to show us how we can be more accessible.



We will make data and reports that can tell us

- how accessible we are for our customers



- how accessible we are for our staff

- how our staff can support customers who need to access things in different ways.

## Goal 3



We want our **Disaster Resilience Program** to be accessible for our customers and community.



The program supports customers who have gone through a natural disaster including

- floods



- bush fires.

## Goal 4



We want our services and products to be accessible for our customers and staff.

We will



- make sure our **products and services** **must** be made in a way that is accessible for everyone



- make sure we check every year that our products and services are accessible.



Products and services could include

- online banking



- application forms



- bank cards.



## Goal 5



We want to support staff with disability to do their jobs well.



We will

- support our staff with disability in their work tasks and careers



- work with the Australian Network on Disability to learn how to include people with disability when we hire new staff.

## Goal 6



We want our workplace and staff to respect everyone.

We will



- have staff who encourage everyone to include people with disability



- encourage staff to have new ideas that make accessibility easier for staff and customers.

## We will make sure our plan works



Our plan is managed by

- our **steering committee**
  - the steering committee is a group of leaders in the bank



- our project team



- the NABility team

- other support people.

These people report to our Executive Sponsor.



Our Executive Sponsor is Rachel Slade.



We will write a report about our plan results that everyone can read.



## More information

You can ask for more information or give us feedback.

## National Australia Bank

Talk to someone at your local bank branch.



Call 1800 152 015 then choose option 3



Website [www.nab.com.au](http://www.nab.com.au)



Email [accessibility@nab.com.au](mailto:accessibility@nab.com.au)

**National  
Relay  
Service**



If you need help to speak or listen use the National Relay Service.

Call 1800 555 660

Website

[communications.gov.au/accesshub/nrs](http://communications.gov.au/accesshub/nrs)

Give the relay officer the phone number you want to call.

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