



Accessibility Action Plan 2023 to 2024

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.

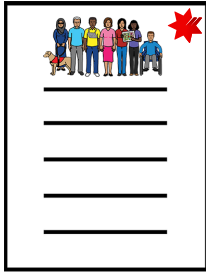


We will write contact information at the end of this book.

About this book



This book is from National Australia Bank or NAB.



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

Our Accessibility Action Plan says how we will make things better for



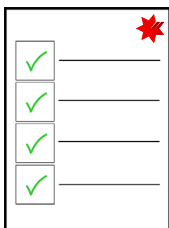
- staff with disability



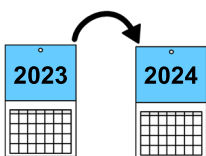
- customers with disability



- community with disability.



We call it **the plan.**



The plan is from 2023 to 2024.

The plan has 3 goals.

Goal 1. We want more people with disability to work with us



We will think about how we can make sure people with disability want to work with us.



We will tell other organisations that we want people with disability to work with us.



We want to make sure staff with disability can

- have what they need to work

- learn new skills

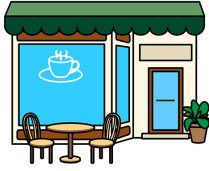


- learn how to be leaders in their work.

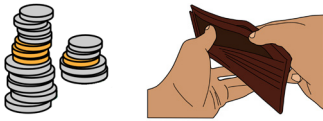


We also want to support staff with disability to do their jobs well.

Goal 2. We will support disability organisations



We will understand things that make it hard for people with disability to have their own business.



For example, **not** having enough money.

We will help disability organisations with **NAB Neighbourhood**.



NAB Neighbourhood helps our staff

- give money to disability organisations

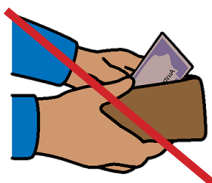


- **volunteer** for disability organisations.



Volunteer means you

- help a person or organisation



- are **not** paid.

Goal 3. We will be more accessible for our customers



Accessible means our places will be easy for everyone to

- go to



- use.



Accessible also means everyone can

- understand our information



- get our information in different ways.



For example, we will share our information in different languages.

We also want to be **inclusive**.



Inclusive means everyone

- can be part of something
- feels important.

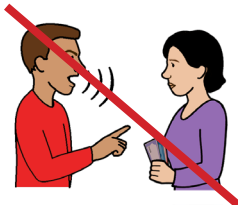


Our staff will **respect** people with disability.



Respect means our staff will

- listen to you
- **not** hurt you.



We will

- talk to disability organisations
- learn from disability organisations.



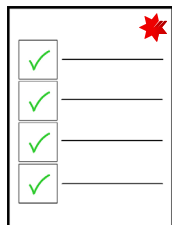
We will do what we say in the plan

Each year we will think about

- what we do well
- what we could do better.



We will also write a report about how the plan is going.



Our **steering committee** will help us make sure we do what we say in the plan.

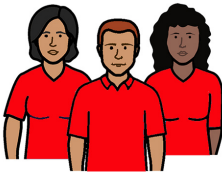


Our steering committee is a group of leaders in the bank.



The plan is also managed by

- our project team
- our staff with disability
- other support people.



Our Executive Sponsor is in charge of making decisions about the plan.



Our Executive Sponsor is Sharon Cook.

More information



For more information contact NAB.

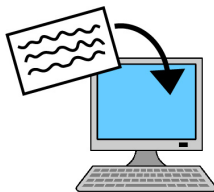
Talk to someone at your local bank branch.



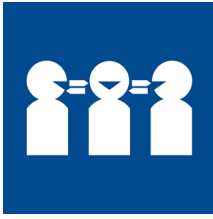
Call 1800 152 015 then choose option 2.



Website www.nab.com.au



Email accessibility@nab.com.au



If you do not speak English

Use the free Translating and Interpreting Service or TIS.



Call 131 450

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



If you need help to speak or listen

The National Relay Service can help you make a phone call.



Call 1800 555 660



Website bit.ly/nrs-helpdesk

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

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