



Accessibility Action Plan 2019 to 2020

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.

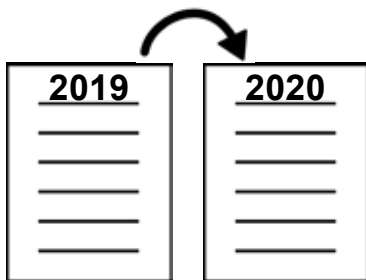
We are also called NAB.



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 2019 to 2020.

Our goals



We have 4 main goals.



Goal 1

We want everyone to be able to use our products and services.



Goal 2

We want our workplace to be **inclusive**.
Inclusive means everyone can join in.



Goal 3

We want to listen to our customers and act on their **feedback**.
Feedback means you tell someone what you think.



Goal 4

We want to train our staff so they are **confident** about meeting the needs of people with disability.
Confident means staff know what to say and do.



We help our customers

We want to make it easy for customers to do business with us.

We have 4 goals about customer support.

Goal 1 Our products and services are accessible.



We want everyone to be able to use our products and services on their devices.

Actions

You can change things on your device to make information easier to understand.

For example, you might choose to

- make text bigger
- change colours so words are easy to read.



We will tell our customers about these choices and how to give feedback.



Goal 2 We listen and act on customer feedback.

Actions

We want to



- listen and act on customer **complaints** about accessibility issues
 - a complaint is when someone is **not** happy about something



- ask customers how we can make our products more accessible.

Goal 3 Everyone can access our information and events.

Actions

We want to



- make a guide to help staff write information that is easy to understand



- make it easier for everyone to join in at our events.



Goal 4 Everyone can access our buildings.

We work with accessibility experts to make sure our buildings are accessible.

We have fixed lots of our buildings to make them more accessible.

Actions



We want to

- make sure everyone can access our buildings.



- make sure our staff can help people with disability.



We help our staff

We want our workplace to meet the needs of people with disability.



Many of our employees are part of a group called **NABility**.

The NABility team find ways to make access and inclusion better.

We have 4 goals about staff support.



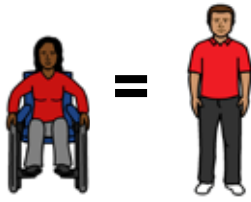
Goal 1 We find new ways to help staff with disability do their jobs.

Actions

We want to

- make new rules about **workplace adjustments**
 - workplace adjustments are supports to help people with disability do their jobs
- make it easy for people with disability to change jobs and still get the right supports.





Goal 2 Our workplace is accessible and inclusive.

Actions



We want to

- give more jobs to people with disability
- make our workplace inclusive so we can keep staff with disability.

Goal 3 Our managers and staff know about disability.

Actions



We want to

- train our managers and staff about disability
- tell staff good stories about disability.





Goal 4 We meet accessibility standards when we work with other groups.

Actions

We want to work with other groups to make access better.



We support our community

We want to make a difference in the community.



Our staff volunteer and raise money for the **Guide Dogs charity**.

The Guide Dogs charity help people with low vision to live a better life.

We also helped at the Special Olympics National Games in 2018.

Over 220 staff volunteered at the event.



Our goal is to for everyone to be part of the community.

Actions



We want to

- give staff a choice to volunteer at disability groups



- work with groups to do projects that help people with disability



- volunteer and raise money for disability groups through our graduate program.

We will make sure our plan works



Our plan is managed by

- our **steering committee**
 - the steering committee is a group of bank managers



- the NABility team

- other support people.

These people report to our Executive Sponsor.



Our Executive Sponsor is Mike Baird.



We will write a report about our plan results.



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



Email accessibility@nab.com.au



If you need help to speak or listen

Contact National Australia Bank through the National Relay Service or NRS.

Call the NRS Help desk

1800 555 660

Go to the NRS website

communications.gov.au/accesshub/nrs

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