



**ASIC**  
Australian Securities &  
Investments Commission



# **ASIC** **Accessibility** **Action Plan** **2024–26**

# Contents

Acknowledgement of Country.....	2
Foreword and vision .....	2
A message from our Sponsoring Commissioner .....	3
A message from our Chief Executive Officer.....	3
Priority areas .....	4
What is a disability? .....	4
Key outcomes from AAP 2019-22 .....	5
Key priorities for AAP 2024-26 .....	6
More information .....	10

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## Acknowledgement of Country

ASIC acknowledges the Traditional Owners of the lands and waters on which we live and work. We pay respect to Elders past and present as the custodians of the world's oldest continuing cultures.

## Foreword and vision

The Australian Securities and Investments Commission (ASIC) supports an inclusive culture where our people can reach their full potential and have equal access to development, promotion, services and opportunities. A diverse and inclusive workforce better reflects the communities we serve. It improves the way we make decisions, innovate and solve problems, and recognises the values of all our team members.

### ASIC's accessibility vision

Provide an accessible and inclusive workplace where our people can strive to achieve their aspirations and goals.

Provide accessible services that all Australians can access without exclusion.

ASIC's accessibility journey started in 2016 with our first Accessibility Action Plan (AAP) and was further developed in our second plan (2019–22).

This plan continues to build on our previous efforts and embodies our commitment to embed an inclusive culture in our workplace so our people, our stakeholders and the community can participate without barriers.

ASIC's [Code of Conduct](#) is the foundation of our inclusive and diverse workplace where all people are treated with fairness, dignity and respect. It is supported by a range of diversity and inclusion initiatives and [ASIC's Values](#) – Accountability, Professionalism, and Teamwork.

This plan was developed by the Accessibility Committee (AC) in consultation with Diversity, Inclusion and Belonging, the Disability Employee Network (DEN), and other key internal stakeholders, including our sponsoring Commissioner, Kate O'Rourke.

## A message from our Sponsoring Commissioner

This plan represents our ongoing commitment to accessibility and to inclusion, both in our workforce and in the wider community that we serve.

Over 4 million Australians identify as having a disability. ASIC's vision is for a fair, strong, and efficient financial system for all Australians, and exclusion and limitations have no place in that vision.

Our commitment to accessibility, and to the goals set in our latest Action Plan, enables us to meet the needs of all Australians, including those with disability. The benefits of accessibility are not limited to those of different abilities. Promoting plain language writing in our regulatory guides, providing accessible workspaces, and making digital resources reader-friendly are just a few of our accessibility commitments that are universally applicable and constructive. Building accessibility measures like these into our standard practices will enable ASIC to be a modern, confident, and ambitious regulator that attracts all talent.

ASIC's Accessibility Committee is a group of dedicated individuals who are passionate about ensuring that all our people are empowered to contribute equally, regardless of differences and abilities. I am proud of the work that the Committee has accomplished to date, and I am excited to partner with them over the next three years to deliver on the commitments we've set for ourselves.



**Kate O'Rourke**  
Sponsoring Commissioner, Accessibility

## A message from our Chief Executive Officer

ASIC's 2024-2026 Accessibility Action Plan provides a roadmap for the next three years to continue improving accessibility at ASIC for both our people and our stakeholders. Our three priority areas of leadership engagement, organisation and culture, and accessibility of workplaces and services give us clear pathways to achieve this.

ASIC's values of Accountability, Professionalism and Teamwork guide our work to maintain and improve accessibility at ASIC. I know first-hand the enormous benefit that having diverse voices brings to a workplace, and it's important that our workforce reflects the diverse Australian community we serve.

Our Accessibility Action Plan aims to create an environment where all our people can be their best and reach their potential, without barriers. Diversity drives better outcomes for everyone, and accessibility is central to making this possible.

I congratulate our Accessibility Committee and the Diversity, Inclusion and Belonging team for their work in developing ASIC's 2024-2026 Accessibility Action Plan.

I look forward to the progress ASIC will make over the next three years to support our role as a public sector leader in accessibility.



**Greg Yanco**  
Chief Executive Officer

## Priority areas

We have focused on three priority areas to inform our approach:

### Leadership engagement

Our leaders should be collaborative, engaging and committed to change. They should help facilitate an inclusive, trusting and equal opportunity environment for everyone.

### Organisation and culture

A high level of disability awareness will lead to a more inclusive and welcoming workplace for people with disability and their carers. By promoting disability awareness, we continue to position ASIC as an employer of choice.

### Accessibility of our workplace and services

An accessible workplace helps everyone to perform to their full potential. It gives ASIC access to a wider talent pool so we can continue to attract, recruit and retain the best people. Accessible services ensure inclusivity for all Australians.

## What is a disability?

ASIC takes a broad, inclusive approach to defining 'disability' as any form of visual, hearing, physical, mental or other impairment. Disability includes physical, mental health, intellectual, neurological or sensory differences which, in interaction with various attitudinal and environmental barriers, may hinder full and effective participation in society on an equal basis with others.

ASIC recognises that a disability may be temporary or permanent, visible or invisible. Some conditions and impairments are present from birth. Other people acquire or develop disability during their lifetime from an accident, condition, illness or injury. For some people, support requirements can increase over time. Others can experience fluctuating or episodic disability. Some people may have multiple disabilities, giving rise to different support requirements. Disability can include an impairment, illness or disorder that presently exists, previously existed or may exist in the future (because of a genetic predisposition).

The definition of disability under the [Disability Discrimination Act 1992](#) is broad. It includes physical, intellectual, psychiatric, sensory, neurological and learning disabilities. ASIC is also guided by the United Nations' (UN) definition of disability outlined in the [Convention on the rights of persons with disabilities](#). It includes people who have long-term physical, mental, intellectual or sensory impairments. It advocates for the elimination of barriers that may hinder a person's full and effective participation in society.

ASIC acknowledges that mental illness falls within the definition of 'disability' and that more work needs to be done, including through this AAP, to break down barriers and remove the stigma surrounding mental health.

# Key outcomes from AAP 2019-22

Summarised below are the key outcomes achieved from AAP 2019–22 across the three priority areas:

## Leadership engagement

- Provided disability confidence and awareness training to staff involved in the recruitment process.
- Senior leaders raised the profile of access and inclusion by sponsoring key diversity and inclusion events and promoting the AAP.

## Organisation and culture

- Participated in the following Australian Disability Network (ADN) mentoring programs:
  - PACE Mentoring (Molly Choucair, Senior Executive Leader, was a finalist for the 2023 Mentor of the Year Award ).
  - Stepping Into Internship Program.
- Provided access to the Australian Government's RecruitAbility Scheme for job candidates, as required.
- Embedded training opportunities for all team members around Disability Awareness, Disability Confidence, Mental Health and Well-being.
- Established a Disability Employee Network (DEN) to provide mutual support and a collective voice for team members with a disability or caring responsibilities.

## Accessibility of our workplace and services

- Ranked first place for premises in ADN's *Access and Inclusion Index* and second place overall.
- Implemented a Workplace Adjustments Policy and provided support for team members as required.
- Refurbished ASIC offices to comply with most recent versions of the National Construction Code.
- Introduced unconscious bias awareness within ASIC induction training.
- Created new guidance and checklists to support team members in providing dignified access at all ASIC events, meetings and functions.
- Updated ASIC's Procurement Policy to include a clear commitment to access and inclusion.
- Regular communication to promote accessibility awareness via events, articles and sharing personal stories from team members with lived experience.

## Key priorities for AAP 2024-26

To realise ASIC's accessibility vision, we will continue to build on the work previously undertaken through measurable actions to address our three priority areas.

### Leadership engagement

Strong leadership engagement is essential to motivate, develop and retain our people.

Our leaders should be collaborative, engaging and committed to change, and help facilitate an inclusive, trusting and equal opportunity environment.

Team members at all levels across ASIC have leadership responsibilities and should model professionalism by always being honest, fair and valuing and treating everyone with respect.

#### GOAL 1: Senior leaders support ASIC's accessibility initiatives

Actions	Responsible team	Timeline
1.1 Senior leaders to help <b>raise awareness of access and inclusion</b> by promoting the AAP and committee initiatives	ASIC Commission Senior Leaders (AC to facilitate)	Ongoing
1.2 Ensure <b>ASIC is represented at ADN Champions meetings</b> , roundtables and events, as appropriate	ASIC Commission Accessibility Committee	Ongoing
1.3 Offer <b>disability confidence and awareness training</b> to senior leaders	Diversity, Inclusion, and Belonging team	Ongoing

#### GOAL 2: Provide access to career development opportunities for people with disability

Actions	Responsible areas	Timeline
2.1 Deliver an environment where <b>team members feel comfortable to disclose disability to ASIC</b> : <ul style="list-style-type: none"><li>to provide an accurate representation of the diversity at ASIC</li><li>to support all team members to thrive in the workplace</li></ul>	Accessibility Committee Disability Employee Network Diversity, Inclusion, and Belonging team	June 2026
2.2 Ensure <b>career development and learning opportunities</b> are accessible for people with disability	Leadership and Learning team.	Ongoing

### Organisation and culture

A high level of disability awareness across ASIC is essential for improving disability confidence. By promoting disability awareness both internally and externally, we position ourselves as a disability employer of choice. This gives us the opportunity to recruit from a wider talent pool which truly reflects the society we serve.

### GOAL 3: Drive greater awareness and engagement of accessibility

Actions	Responsible team	Timeline
3.1 Seek <b>accessibility champions</b> as active committee members from key areas to gain a better understanding of barriers to inclusion and be part of ASIC's solution	Accessibility Committee	June 2025
3.2 Integrate <b>disability confidence and awareness training</b> within existing ASIC programs ( <i>ASIC Induction, Existing Leaders Program, Emerging Leaders Program</i> )  Continue to offer <i>Inclusive Communications</i> training run by ADN	Accessibility Committee Health Safety & Wellbeing team Leadership and Learning team Diversity, Inclusion, and Belonging team	June 2025
3.3 Grow and promote the <b>Disability Employee Network</b> (DEN) and ensure they are consulted on new accessibility initiatives	Disability Employee Network Accessibility Committee ASIC-wide	December 2025
3.4 Promote <b>AC initiatives, services and resources</b> to support team members to gain a better understanding of how they can contribute to ensuring all ASIC content, events and meetings are accessible and inclusive	Accessibility Committee Disability Employee Network	Ongoing
3.5 Continue to participate in ADN's programs to support students with disability: <ul style="list-style-type: none"> <li>• <b>Stepping Into Program</b></li> <li>• <b>PACE mentor</b> (Positive Action towards Career Engagement) program</li> </ul>	Accessibility Committee Leadership and Learning team Emerging Talent team	Ongoing - Annually
3.6 Support <b>accessibility events</b> such as RU OK Day, Mental Health Week, Global Accessibility Awareness Day, International Day of Sign Language and International Day of Persons with Disabilities via internal and external communications	Accessibility Committee Communications & Corporate Affairs team Health Safety & Wellbeing team	Ongoing

### GOAL 4: Provide a barrier-free and welcoming recruitment experience to candidates with disability

Actions	Responsible team	Timeline
4.1 Ensure <b>Disability Confident Recruiter training and resources</b> are available to hiring managers to assist in providing fair and equitable interviews, assessments and inductions for all potential candidates	Talent Acquisition team Diversity, Inclusion, and Belonging team	Ongoing – every 2 years

4.2	Explore specific schemes, programs or partnerships to <b>attract candidates with disability</b> (e.g. the Australian Government's RecruitAbility scheme, Grad Connect and Stepping Into program)	Talent Acquisition team Diversity, Inclusion, and Belonging team	Ongoing – annual
4.3	Undertake and implement a <b>recruitment review</b> of current attraction and retention strategies to ensure they are inclusive	Talent Acquisition team Diversity, Inclusion, and Belonging team	Ongoing – every 2 years
4.4	Ensure hiring managers and team members are aware of the <b>Employee Assistance Fund</b> and <b>JobAccess</b> to support workplace adjustments	Health Safety & Wellbeing team	Ongoing - included in Workplace Adjustments Policy
4.5	As part of the <b>interview process</b> , ensure hiring managers: <ul style="list-style-type: none"> <li>ask job candidates if they require an adjustment to any part of the recruitment process (as required by the Disability Discrimination Act).</li> <li>refer eligible team members to the HSW team at the earliest opportunity</li> </ul>	Talent Acquisition team Diversity, Inclusion, and Belonging team	Ongoing

## Accessibility of our workplace and services

Ensuring that our workplace is accessible means that everybody can perform to their full potential.

Accessibility includes both the physical and virtual environment. Having an accessible working environment means that we have access to a wider talent pool and can attract, recruit and retain the best people. It is also about valuing our team members and their differences. We are also committed to ensuring that our services are accessible to all our stakeholders.

### GOAL 5: Provide accessible online services and systems for team members, internal and external stakeholders

Actions	Responsible team	Timeline
5.1 Ensure ASIC's internal and external <b>online services and systems (e.g. websites and portals) adhere to WCAG 2.1 Level AA accessibility requirements</b> to remove unintended barriers	Digital Communications team DTx Program team	Review every 2 years – next review in December 2024
5.2 Implement mechanisms to <b>seek feedback on accessibility and usability</b> from users of our online service and systems to ensure continual improvement	Digital Communications team DTx Program team	December 2025 – then ongoing



5.3 Review <b>Registry's processes</b> to ensure: <ul style="list-style-type: none"> <li>escalation procedures are in place for external stakeholders with disabilities who require additional support</li> <li>all team members are aware of the National Relay Service &amp; Translating and Interpreting Service (TIS)</li> </ul>	Registry team	Review every 2 years – next review in December 2024
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**GOAL 6: Provide dignified access, workplace adjustment support and appropriate care for people with disability**

Actions	Responsible team	Timeline
6.1 Provide <b>resources and training</b> to the Property team and contractors regarding accessibility standards	Property and Property and Accommodation Services team	By end 2024
6.2 Complete the <b>ADN's premises review</b> on a two-yearly cycle  Incorporate feedback into Property team business plan	Property and Accommodation Services team	Next premises review – early 2025  Business plan update – June 2024
6.3 Review <b>ASIC's Flexible Work Arrangements Policy</b> and <b>Reasonable Workplace Adjustments Policy</b> in consultation with key internal stakeholders (i.e. AC, DEN)	Health Safety & Wellbeing team  Accessibility Committee  Disability Employee Network	February 2024
6.4 <b>Workplace adjustment requests</b> around the accessibility of premises be addressed in conjunction with Health Safety & Wellbeing and Property teams.	Health Safety & Wellbeing team  Property and Accommodation Services team	Ongoing
6.5 <b>Collect and monitor workplace adjustments data</b> on requests and approval process, and timeframes for implementing adjustments	Health Safety & Wellbeing team	Ongoing
6.6 Ensure <b>Emergency Wardens</b> in all sites understand their responsibilities in relation to the Personal Emergency Evacuation Plan (PEEP)  Promote the need for the PEEP  Review the PEEP to ensure the document is accessible	Business Resilience  Accessibility Committee  Disability Employee Network	Ongoing

## More information

### About ASIC's Accessibility Committee

ASIC's AC was established in 2015. The purpose of the committee is to provide strategic leadership and a forum to implement ideas and initiatives, in collaboration with internal stakeholders, to ensure ASIC continues to improve as an accessible workplace and service provider.

The AC is comprised of representatives from a range of ASIC teams and levels. This wide representation is to ensure that the committee can have informed discussions about what ASIC already does to ensure an accessible workplace, and what it can do better.

The DEN was established in 2023 to provide mutual support and a collective voice for team members with a disability or caring responsibilities.

If you have feedback or suggestions about the AAP, email: [Accessibility.Committee@asic.gov.au](mailto:Accessibility.Committee@asic.gov.au)

### Useful contacts

#### Australian Disability Network

- Web: <https://australiandisabilitynetwork.org.au/>
- Phone: 02 8270 9200 or 1300 363 645
- Email: [info@AusDN.org.au](mailto:info@AusDN.org.au)

#### Australian Human Rights Commission

- Web: <https://www.humanrights.gov.au/our-work/disability-rights>
- General inquiries and publications: 1300 369 711
- TTY: 1800 620 241

#### People with Disability Australia

- Web: <https://pwd.org.au/>
- Toll Free: 1800 422 015
- TTY Toll Free: 1800 422 015
- Email: [pwd@pwd.org.au](mailto:pwd@pwd.org.au)