

# APM Group Access and Inclusion Plan

## 2024-2027

July 2024



# Acknowledgements

APM acknowledges the Traditional Custodians of the lands on which we live. We pay our respects to Elders, past and present, of all Aboriginal and Torres Strait Islander nations. Globally, APM recognises the significance of indigenous peoples' communities and the important role they play within our own workforce and the world, underpinning our efforts to build a culture that embraces diversity, equality and inclusion.

## **Contributors**

We gratefully acknowledge the guidance and contributions from all our employees with disabilities and community stakeholders who have supported the development of this Accessibility and Inclusion Plan (AIP) including the Australian Network on Disabilities.

## **United Nations Sustainable Development Goals**

We support the United Nations Sustainable Development Goals (SDGs) and seek to make conscious decisions about the products and services we develop, the systems we use, and the partners we work with. This extends to commitments within this plan aligned to SDGs including decent work and economic growth (goal 8), reduced inequalities (goal 10) and partnerships for the goals (goal 17).

## **United Nations Convention on the Rights of Persons with Disabilities**

We support the 8 principles of the United Nations Convention on the Rights of Persons with Disabilities and seek to promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and to promote respect for their inherent dignity.

# We are APM Group

We are more than 14,750 people in 11 countries with a global purpose - to enable better lives.

Our purpose drives us. It's why we come to work. It's why we continue to grow.

It's how we inspire excellence and exceptional service with everyone we meet.

We started in 1994 as a small team in Perth, Western Australia, looking to provide better vocational rehabilitation for injured workers so they could recover their health and stay in their jobs.

Today we're an international human services provider with more than 1,700 locations across Australia, United Kingdom, Canada, United States of America, New Zealand, Germany, Switzerland, Spain, Sweden, Singapore, and South Korea.

For people with disability, injury or illness, as well as children and the elderly, the unemployed, and those facing hardship or harm, our teams make a positive and lasting social impact every day.

We take immense pride in empowering people to realise their ambitions and aspirations through sustainable employment, independence, better health, and wellbeing, and increased social participation.

Each year globally, APM now supports more than 2.1 million people of all ages to live a better quality of life.

# Supporting more than 2.1 million people

11 Countries

14,750+ Team members

1,714+ Locations



Employment Services



Health and Wellbeing



Communities and Assessments



Disability and Aged Care Support Services

## North America

USA, Canada

547 locations

5,041 team members

Sectors:



## UK

National presence

159 locations

2,067 team members

Sectors:



## Europe

Germany, Spain, Switzerland, Sweden

109 locations

586 team members

Sectors:



## Asia

South Korea, Singapore

30 locations

506 team members

Sectors:



## New Zealand

National presence

38 locations

297 team members

Sectors:



## Australia

National presence

831 locations

6,259 team members

Sectors:



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# Message from our Founder

I am proud to share an important milestone in our Company's journey towards fostering a more inclusive and diverse workplace, as we launch APM's first Access & Inclusion Plan, a defining commitment to enhancing the experiences of our employees, clients, and communities with disabilities.

Approximately 16% of the global population, 1.3 billion people, live with some form of disability. People with disabilities confront challenges and obstacles on a daily basis. APM is proud of our record assisting and supporting people address these challenges head-on.

At APM, we have had the drive and privilege for 30+ years, to work closely with the disability community. Our services support and assist people with disabilities overcome barriers, gain and sustain employment, and live more inclusive lives.

Our services enable better lives - not only for our communities, but for our people. Creating an inclusive culture within APM, one that respects and values contributions of all our staff, including those with disabilities, is the way that APM will continue to grow and thrive. Diverse teams breed creativity, foster innovation, and drive better outcomes.

The Access & Inclusion Plan is our blueprint for achieving this goal. It outlines our commitment to driving awareness, ensuring accessibility, inclusion and guaranteeing people with disabilities have equitable opportunities for career development and advancement. It also recognises our responsibility to work with our suppliers and partners in promoting and advocating for better outcomes for people with disabilities.

Underpinning this plan are key principles of respect, equity, equality, safety, opportunity, and inclusion. We will strive to listen, understand, and act on the feedback from our teams and customers. We will promote understanding and acceptance of disabilities in the workplace through education and open dialogue. We will break down barriers to accessibility, including physical, social and digital, and we will uphold equitable opportunities for team in their career journey.

I would like to thank our Disabilities, Injury & Illness ERG for their commitment to achieving our work to date and for their contributions to the development of our first plan. I would also like to thank our teams who have been working with the disability sector and achieving quality outcomes in employment, health and wellbeing and accessing the NDIS.

**Megan Wynne**

Founder & Executive Chair, APM

# Message from our CEO

At APM we are committed to creating a more inclusive and accessible society for people with disabilities. Our mission is to empower individuals and communities to achieve their full potential, and we believe that this includes creating equitable opportunities for people with disabilities to participate fully in all aspects of life.

To support this commitment, we have developed a range of services that support and assist empowering individuals with disabilities.

Specifically, our commitment to people with disabilities includes:

**Empowering individuals with disabilities to achieve their career goals:** We provide a range of employment services and vocational rehabilitation programs that support individuals with disabilities to find and maintain meaningful employment.

**Providing comprehensive allied health services:** We offer a range of allied health services, including physiotherapy, occupational therapy, speech therapy, and psychology, to support individuals with disabilities to improve their health and wellbeing.

**Offering mental health support:** We provide a range of mental health support services, including counselling and therapy, to support individuals with disabilities to manage mental health challenges and lead fulfilling lives.

**Engaging with the disability community:** We work closely with individuals with disabilities, disability organisations, and other stakeholders to ensure that our supports and services are person-centred and respond to the needs of people with disabilities, families and communities.

**Advocating for disability rights:** Working with people with disabilities, we advocate for policies and practices that promote the rights of people with disabilities, and we work to remove barriers people with disabilities face in the wider community.

**Quality:** Our services are centered on delivering high-quality, culturally and psychologically safe, disability services and supports. We are proud to launch APM's first Access & Inclusion Plan to ensure our commitment to creating a more inclusive society for people with disabilities is embedded in our daily lives across the APM Group.

**Mike Anghie**  
Group CEO, APM

# Our values



## **I** Integrity

We uphold the highest standards of integrity in everything we do.

## **C** Customer focus

We deliver the highest quality of service for our customers and always look for ways to improve.

## **R** Respect

We recognise people are our business and maintain a culture of trust and respect in every aspect of what we do.

## **E** Empathy

We recognize people are our business and maintain a culture of trust and respect in every aspect of what we do.

## **A** Achievement

We move forward by adapting technologies, best practices, and rewarding innovation and achievement.

## **T** Teamwork

We believe employment and being part of a team can greatly improve a person's health and well-being.

## **E** Enthusiasm

We embrace positive outcomes of change with enthusiasm to support customers and teams in our day-to-day lives.



# Our Plan

In line with our commitment to improving outcomes for people with disabilities, our Plan addresses the following three themes:

- 1. An inclusive workplace for people with disabilities**
- 2. Employment of people with disabilities**
- 3. Influencing disability employment rates globally**

Co-design and consultation is at the heart of the development of our Plan. We will continue to utilise co-design and consultation with APM staff with disabilities and external organisations as we develop and implement initiatives and our service delivery models.

Initiatives and outcomes within the three themes have been co-designed with leading practice in mind and using a maturity model to ensure continuous improvement.

Each theme has prescribed initiatives while allowing for tailored initiatives to be developed based on localised expectations and challenges, and where our individual businesses are on the maturity model. It will be the responsibility of our local business leaders to work with our employees with disabilities and other stakeholders to design effective and aspirational initiatives that align with the purpose of our APM Group Plan.

# Our Plan – Governance and reporting

APM's Access and Inclusion Plan will be reviewed and reported on every 12 months to ensure transparency for our people, our investors, our clients and our stakeholders.

To ensure the successful implementation of the plan, APM will set up a Disability Inclusion Governance Committee. The Committee will have senior representation from each business and region.

The Committee will meet three times per year to review progress against each initiative.

The Committee will report to the APM Board bi-annually on the progress being made. The Committee will report to the APM Executive quarterly.

The evaluation of our efforts will be based on continuous improvement using a maturity model. For consistency, we have adopted the maturity model in the ILO Global Business Disabilities Network which all businesses will be baselined on.

The maturity model is as follows:

**Not participating** – this is the base level of maturity where the organisation may not have yet considered its position and is still planning their path.

**Foundational** – the organisation is operating in a way which might reflect a compliance focus or is reactive to issues.

**Practitioner** – the organisation has developed tactics, programs, policies or procedures to address some issues, or only focuses on some parts of its business or operations.

**Leader** – business process and practices are designed to deliver a consistently accessible and inclusive experience for employees, customers and stakeholders. Access and inclusion activities are aligned to the business across the organisation and are sustainable.

Each individual initiative will also be reported on as below:

Planning	●
Commencing	● ●
Progressing	● ● ●
Achieving	● ● ● ●

# Theme 1 – An inclusive workplace for people with disabilities

Initiative	Timeframe	Responsibility	Outcome
Establish an APM Group Disabilities Inclusion Governance Committee, including terms of reference and reporting framework	Year 1	APM CEO, Chief People Officer	<ul style="list-style-type: none"> <li>• Reporting on outcomes of prescribed initiatives</li> <li>• Collecting data on business/region specific initiatives</li> <li>• Ensure we achieve the desired outcomes</li> </ul>
All APM businesses and regions to complete the ILO Global Business Disabilities Network self assessment	Year 1	APM Business CEOs	<ul style="list-style-type: none"> <li>• Establish a baseline score to measure future improvements against</li> </ul>
Review data collected across APM Group to ensure consistency and include 'comfort to disclose' question	Year 1	APM Chief People Officer	<ul style="list-style-type: none"> <li>• Improve quality of the data being collected across all our businesses</li> <li>• Ensure APM is a safe and trusted destination for people with disabilities</li> </ul>
Develop local initiatives that will promote a more inclusive culture for people with disabilities at APM	Ongoing	APM Business CEOs	<ul style="list-style-type: none"> <li>• Improved culture scores in pulse survey and improved rates of disclosure</li> </ul>

## Theme 2 – Employment of people with disabilities

Initiative	Timeframe	Responsibility	Outcome
Collect and report on Disabilities representation across the APM Group at all levels.	Year 1	APM CEO, Chief People Officer	Baseline of disability representation across the APM Group
Create a research culture with in the APM Group that utilises and creates evidence based supports that increase employment of people with disabilities across all cohorts and strives to close the workforce participation gap	Year 2	APM Business CEOs	Demonstrable improvement in disability representation leveraging best practice, evidence based research
Develop local initiatives that will improve the Disabilities representation at APM	Ongoing	APM Business CEOs	Improved representation % across all businesses based on set targets
Be recognised as an employer of choice for people with disabilities	Ongoing	APM Business CEOs	Improved representation % across all businesses based on set targets

# Theme 3 – Influencing disability employment rates globally

Initiative	Timeframe	Responsibility	Outcome
Co-design minimum accessibility standards for APM's products and services	Year 1	APM Chief People Officer	Ensure that our products and services are designed to suit the needs and wants of the people that use them
Identify and develop a list of preferred suppliers within the Disabilities and accessibility sector	Year 2	APM Business CEOs	Monitor and report on the use of the suppliers from the list
Connect with other organisations on their accessibility journey to share our learnings and advance the inclusion of people with disabilities	Year 1	APM Chief People Officer	Improved relationships across corporate and community organisations and greater awareness of the benefits of employing people with disabilities

# Our Plan – How will we measure success?

## **Improve culture of disability inclusion:**

1. Employee satisfaction and engagement scores among employees with disabilities.
2. Percentage increase in comfort to disclose disability
3. Percentage increase in the number of employees with disabilities involved in decision-making processes

## **Improved representation of people with disabilities in our workforce:**

1. Percentage increase in the number of employees with disabilities in the workforce
2. Percentage increase in the number of employees with disabilities in leadership and managerial positions
3. Percentage increase in new hires with disabilities

## **Improved relationships across corporate and community organizations:**

1. Number of partnerships formed with organisations who support people with disabilities
2. Number of joint initiatives or projects with community organisations who focus on disability inclusion