



**Our plan to make sure
people with disability are
included at Optus**

OPTUS

The words **we** and **us** in this book mean Optus.

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

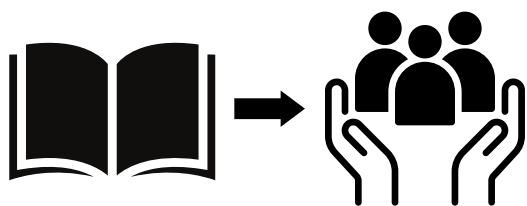
- read this book
- know what this book is about
- find more information.



About this book

OPTUS

This book was written by Optus.



This book was written to show you our plan for making sure that people with **disability** have **access** and are **included** at Optus.



A disability is when someone's brain or body works in a way that might make it more difficult for them to live their everyday lives.



People have access when they are able to have or use

- information
- places
- services.



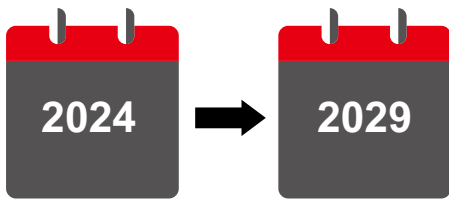
About this book



People feel included when they are respected and are not being left out of something because of who they are.



We call this book the plan.



The plan will start in 2024 and we will keep following this same plan until 2029.

About us

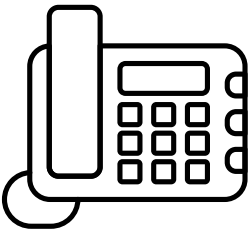


We are the second biggest company in Australia that helps people to stay connected with each other.



We help people stay connected with each other by providing people

- mobile phone services



- fixed phone services



- internet services



- entertainment services



- satellite services

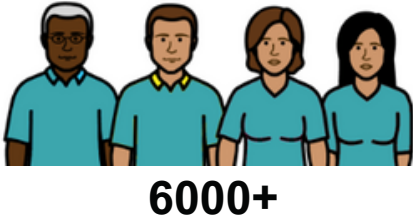


- services to businesses to help them stay connected.

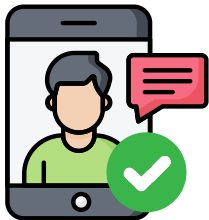
About us



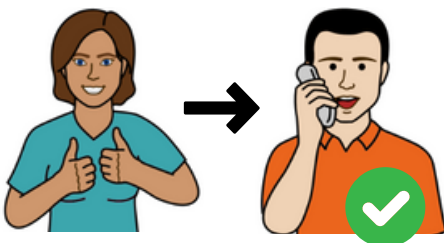
People in Australia use 11 million of our services every day.



We have more than 6000 workers.



We know that technology changes quickly and that it is important for everyone to access and use technology to help them stay connected.



We will make sure that **all** of our customers will be able to access and use our services to stay connected.

Recognising the traditional owners and custodians



We recognise and show respect to the **traditional owners and custodians** of the land where we live and work.

Traditional owners and custodians are the people who first lived in and looked after an area.



Traditional custodians in **Australia are Aboriginal and Torres Strait Islander people.**



Aboriginal and Torres Strait Islander people are the first people to live in and look after Australia.

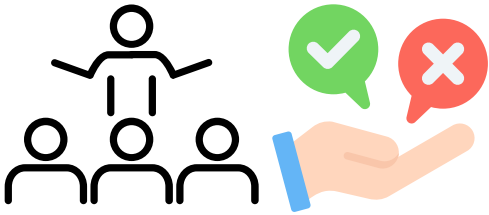


We will work together to look towards a good future for all people in Australia.

A message from our Chairman



Our **Chairman** is Paul O'Sullivan.



A Chairman leads the group of people who make big decisions for a company.



Paul says that it is important to share our plan with you.



Paul says that for a better future we need to make sure people with disability are included.



People like

- our customers with disability

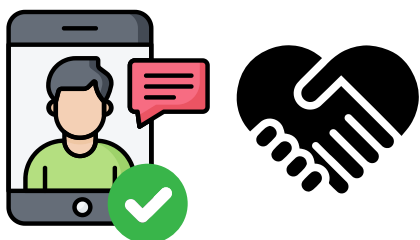


- our workers with disability



- people in the community with disability.

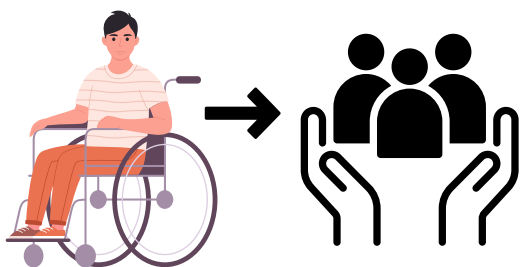
A message from our Chairman



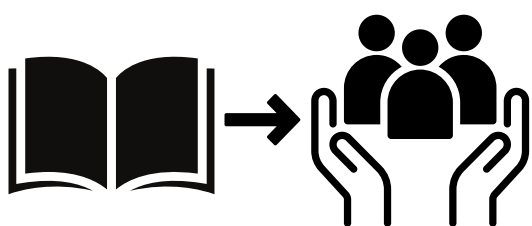
Paul says that when we make sure that everyone can access our services we are helping people to trust us.



Paul knows that 20% of people in Australia have a disability.



Paul says that we must help make the lives of people with disability better by making sure they are included.

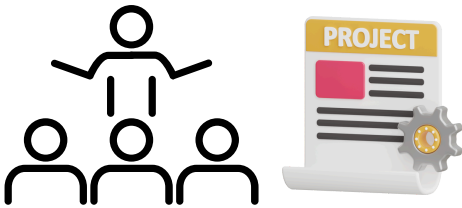


Paul says that our plan will help us get to our goals for including people with disability and the people who look after them.

A message from one of our leaders

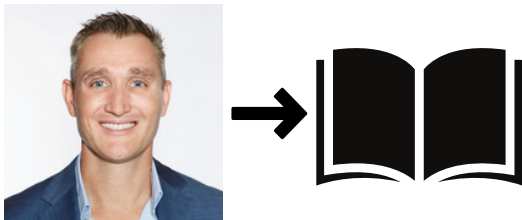


The plan's **executive sponsor** is Maurice McCarthy.



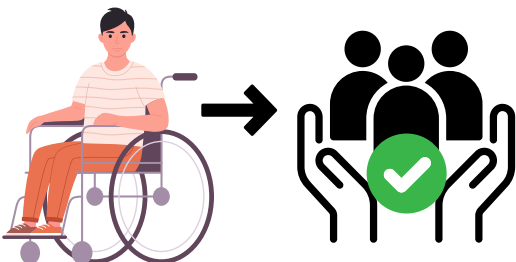
An executive sponsor is a leader at a company who leads a project or group.

Maurice is our Managing Director of Customer Success.



Maurice is happy to show you the plan.

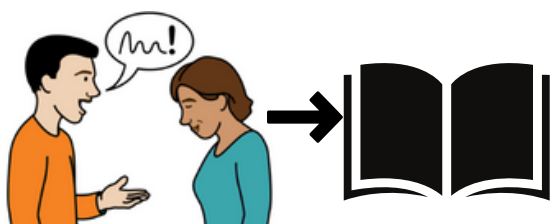
Maurice has a son with disability which helps him see how important it is that we include all people with disability.



Maurice says that we are always looking to get better at making sure people with disability have access and are included.

A message from one of our leaders

Maurice says that focusing on access and including people will help all of our customers and our workers.



Maurice says that we talked to and listened to our customers and workers who have a disability or look after someone with a disability to make the plan.



We did this to make sure that our plan meets the real needs of people with disability.

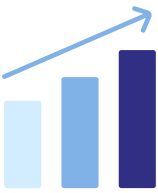
Maurice says that we used the **Access and Inclusion Index** that was made by the Australian Disability Network.

A message from one of our leaders



The Access and Inclusion Index can tell a company

- how good they are at including people with disability



- how they can get better at including people with disability.



Maurice says that we will keep tracking how good we are at including people with disability.

A message from the leader of the Australian Disability Network



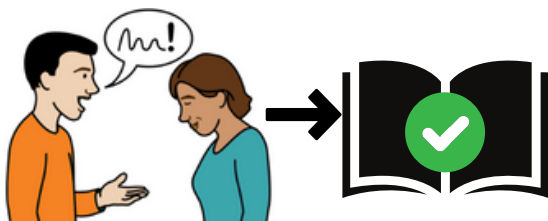
The **Australian Disability Network** helps companies to include people with disability in Australia.

We call them the network.



Corene Strauss is the Chief Executive Officer at the Australian Disability Network which means she is a leader.

Corene is happy that we have made this plan.



Corene is happy that we talked to and listened to lots of people with disability and the people who look after them to make a good plan.

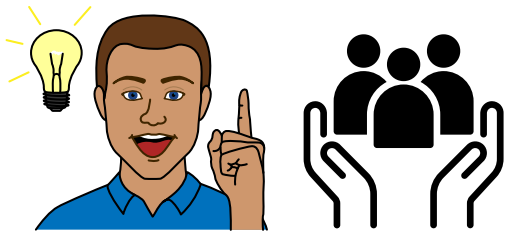
A message from the leader of the Australian Disability Network



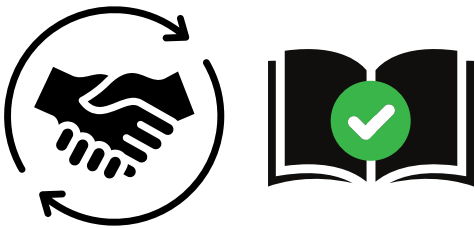
Corene says that we have worked with the network before to give opportunities to people with disability.



Corene says that the plan we made will help to take away barriers for people with disability who want to be a part of Optus.

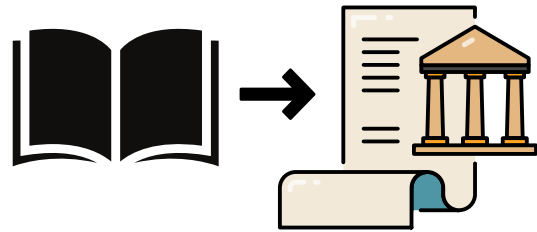


Corene says that the things we have put in the plan will help other companies to get ideas about how to include people with disability.



Corene says that the network wants to keep working with us as we put the plan into action.

How our plan fits in with the goals set by the government



Our plan was made to fit in with the rules and guides that the government has about including people with disability in Australia.



When we made the plan we recognised that

- we need to talk to and listen to people with disability



- we need to respect people with disability and keep them safe



- we need to teach people how to include people with disability



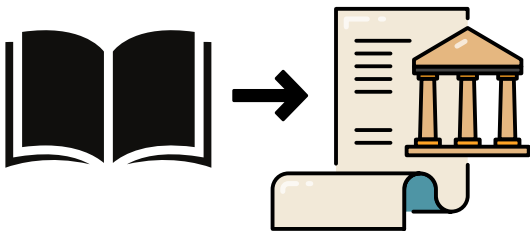
- we need to take away anything that stops people with disability from being included

How our plan fits in with the goals set by the government

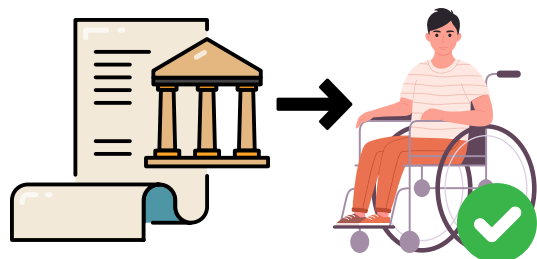


When we made the plan we recognised that

- all people with disability are different
- people with disability are important
- people with disability should be able to choose for themselves.



We made sure that our plan fits in with **Australia's Disability Strategy** that was made by the government.



Australia's Disability Strategy has ideas about how to include and make life better for people with disability.

How our plan fits in with the goals set by the government

Our plan fits into 4 sections of Australia's Disability Strategy



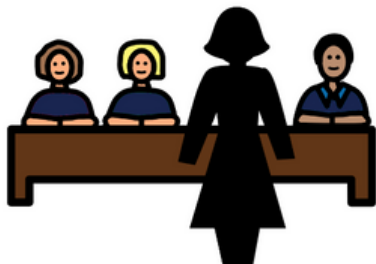
- giving jobs and opportunities for people with disability



- making a community that people with disability can access



- giving support to people with disability to make their own choices



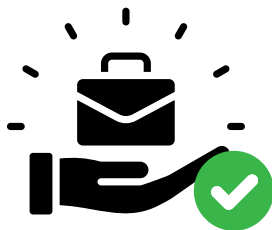
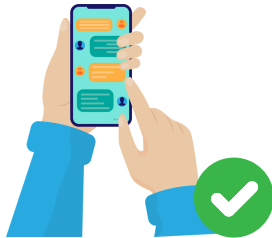
- teaching people to be good at working with and talking to people with disability.



We will keep tracking how good we are at including people with disability by using things like the Access and Inclusion Index.

How our plan fits in with the goals set by the government

We will keep following the law so that we include people with disability and make sure they can access



- our services
- our jobs
- our buildings
- our websites and apps.

The goals we have already reached



We have already taken some steps to make sure that people with disability have access and are included at Optus.

We made the **Optus Disability Network** in 2021.

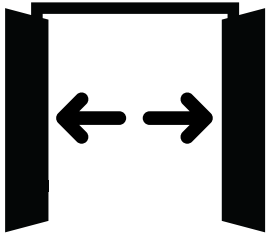


The Optus Disability Network is a group of our workers who come up with ideas and events that focus on including people with disability and the people who look after them.



We changed our shops to make sure that everyone can access and use them.

The goals we have already reached



Our shops now have things like

- big doorways and spaces



- signs that are easy to understand



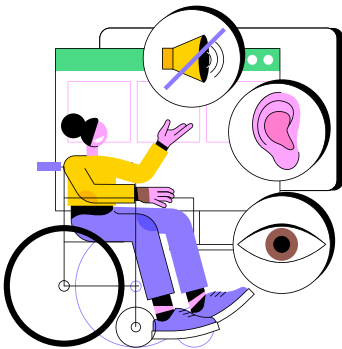
- technology to help people access our services and get advice



- times during the day where it is very quiet.

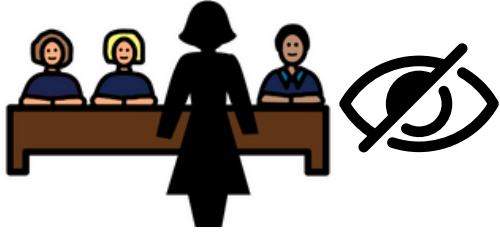


We made our website and apps easy for everyone to access and use.

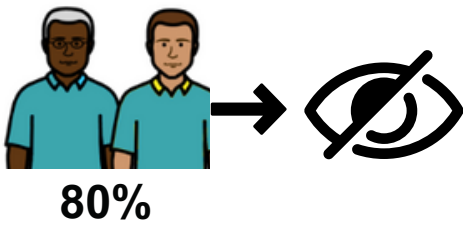


We worked with a special team to take away anything from our website that might make it hard for a person with disability to use it.

The goals we have already reached



More than 2000 of our workers have had training about disabilities that you cannot see.



At least 80% of our workers in our shops have also had training about disabilities that you cannot see so that all our customers feel welcome and included.



We made sure that people of all different backgrounds can apply to the **Optus Graduate Program**.



The Optus Graduate Program is our program that gives jobs to people who have recently finished studying.

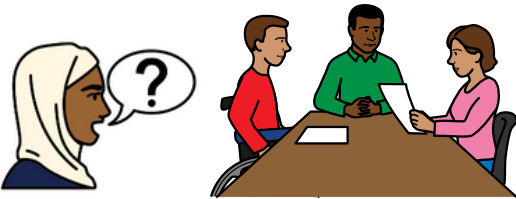
The goals we have already reached

People who apply to the program can ask us to make some changes to the way that they apply so that it best fits them. Like

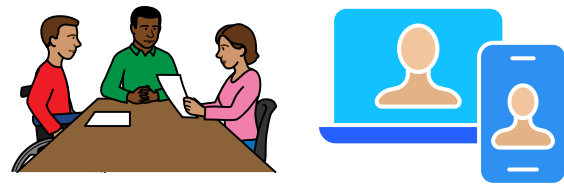
- more time in interviews



- telling them the questions we will ask them in an interview



- choosing whether they talk to us online or in-person.



In 2024 we gave 61 people jobs in the Optus Graduate Program and 9% of those people told us that they had a disability.



We recently changed our rules so that when we design things like posters and flyers we use colours and writing that are easy for everyone to read.



The goals we have already reached

OPTUS



We are proud of the work we have done and we will keep working hard to make sure people with disability are included at Optus in the future.

Working with others to get better at including people with disability – What Ability



We are a **partner** of an organisation called What Ability that helps people with disability to access their communities.



Being a partner means to give money or other kinds of help to support a charity or organisation.



What Ability focuses on making people with disability happy.



What Ability have workers who give support to children and adults with disability every day of the year.



What Ability helps people with things like

- getting to their goals

Working with others to get better at including people with disability – What Ability



What Ability helps people with things like

- accessing their community
- going to big events.

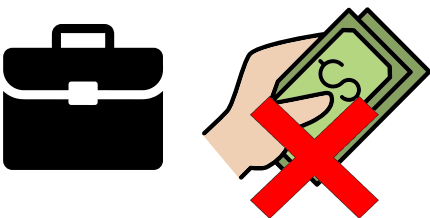


We have been a partner of What Ability for
2 years.



50+

More than 50 of our workers have done
volunteering for What Ability at camps and events
for people with disability.



Volunteering is when you work and do not get paid
any money.

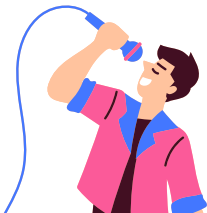
Working with others to get better at including people with disability – What Ability



We have given tickets to big events in Australia to the people with disability who What Ability supports.

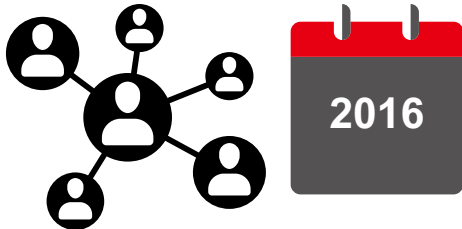
Like

- Sydney Mardi Gras
- Women's World Cup
- Australian Idol.



We have sent more than 700 of our workers to trainings from What Ability so that they could learn more about people with disability and how to make sure they feel included.

Working with others to get better at including people with disability – Australian Disability Network

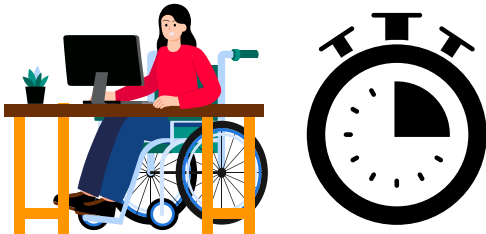


We have been a member of the network since 2016 and have taken part in programs started by the network to include people with disability in their communities.

OPTUS



We have given 8 students with disability paid **internships** at Optus through the network's internship program.



An internship is when you work for a short time to learn about a job.



2 of the people who finished their internships are now workers at Optus.



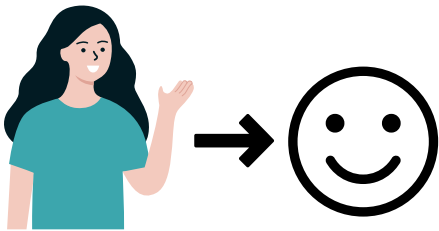
22

We have had 22 of our workers be **mentors** in the network's mentoring program for people with disability.

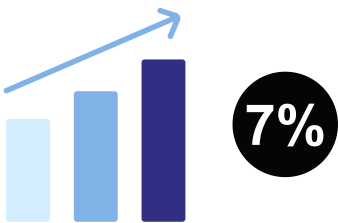
Working with others to get better at including people with disability – Australian Disability Network



A mentor is someone who gives advice and guidance.



Everyone who took part in the mentoring program was very happy and found it helpful.



When we used the network's Access and Inclusion Index in 2023 we got better by 7%.



The network made us a finalist for 2 of their awards in 2024.

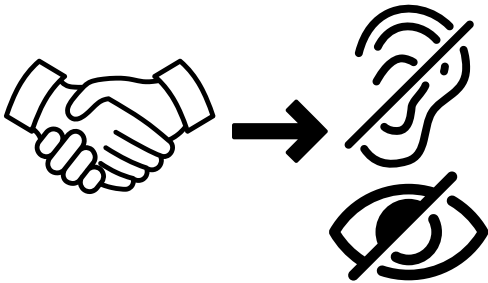


1 of the network's awards was for companies who give jobs to people with disability.



The 2nd award was for mentors who were a part of the network's mentoring program.

Working with others to get better at including people with disability – NextSense



We support an organisation called NextSense who help people who cannot see or hear.



74

So far this year we have had 74 of our workers do volunteering to help NextSense move things into a new building.



We will keep giving support to NextSense while they keep working on their volunteering program.

Stories from our community – Tiger



Tiger is one of our workers and was diagnosed with **autism** at 48 years old.



People with autism might find it hard to

- understand what other people think and feel
- express themselves through words or their body



- feel good in some environments



- learn some things.



Tiger says that before they were diagnosed with autism they used to find some of these things hard.



Tiger needs extra support in their everyday life.

Stories from our community – Tiger



Now Tiger is happy to just be themselves and can see how having autism makes them unique.

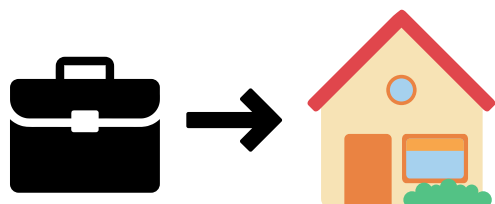


Tiger used to have a different name but changed it to Tiger because they felt that this name fit them better.



We immediately supported Tiger to

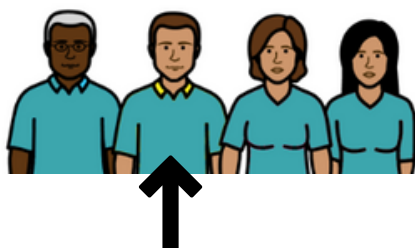
- change their name at work



- work from home when they needed to

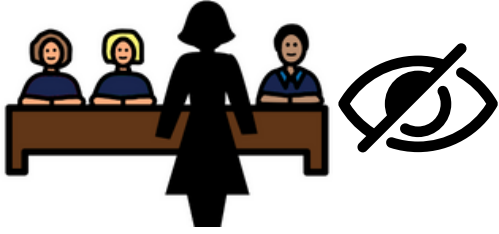


- celebrate their new self.



Tiger is a member of the Optus Disability Network and has been able to speak for and teach people about people with disabilities that you cannot see, like autism.

Stories from our community – Tiger



Tiger helped to organise training for our workers about disabilities that you cannot see.



Tiger has also helped us to make some of our stores better for people with disabilities that you cannot see.

Stories from our community –

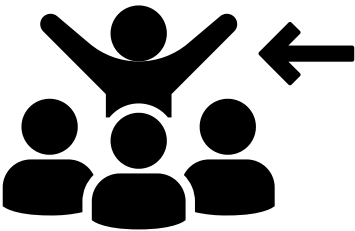
Matthew Formston



Matthew is a world champion surfer and cyclist and has competed at the [Paralympics](#).



The Paralympics is a worldwide sports competition for people with disability.



Matthew is one of our workers and is one of the leaders of the Optus Disability Network.



Matthew has also written a book for kids called *Surfing in the Dark*.



Matthew's book is the first book in Australia to have

- writing
- pictures



- [braille](#).

Stories from our community –

Matthew Formston



Braille is a system of bumpy dots that people who cannot see can read by touching them with their fingers.



We have been Matthew's **major sponsor** during his sports career that has lasted for over 20 years.



A major sponsor is a business who gives money and other support to a person or team.



We also helped to make a movie about Matthew's life called The Blind Sea which was a finalist for a big award in 2024.



We think that Matthew does a great job at showing the world that people with disability can achieve their goals and dreams.

Stories from our community – Shaun Thorneycroft



Shaun is one of our workers who became a mentor for the Australian Disability Network's mentoring program in 2023.

Shaun said he became a mentor to learn about the things that people with disability might find hard at work.



Shaun was paired with Esther Pritchard who was going through changes at work and wanted some support.



Shaun met up with Esther once a week for 16 weeks so he could help her get to her goals.

Stories from our community – Shaun Thorneycroft

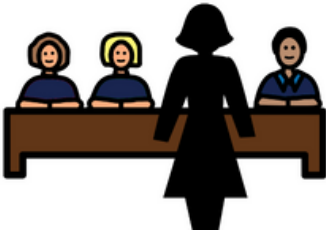


Shaun said that Esther was happy to learn and asked questions about lots of things. Like

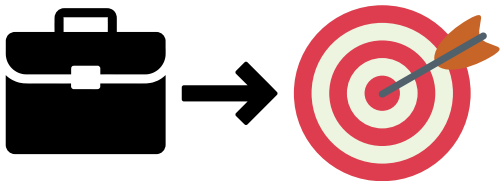
- how to do well in a job interview



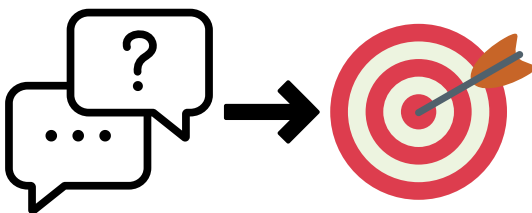
- writing job applications



- getting the right training



- choosing jobs that would fit with her goals.



Shaun made sure to ask Esther about how she could feel safe and comfortable at work so that she could get to her goals.

Stories from our community – Shaun Thorneycroft



When the program finished Shaun and Esther still met up so that they could keep learning from each other.



Shaun is proud of Esther for getting a job that fits in with her goals.



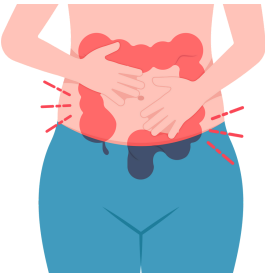
Shaun says that being a mentor made him a better person and leader.

Stories from our community – Shantel Sager

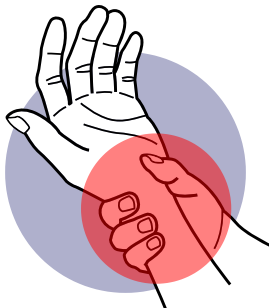


Shantel is one of our workers and is one of the leaders of the Optus Disability Network.

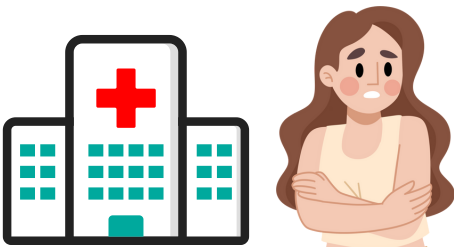
Shantel was diagnosed with **Crohn's disease** and **rheumatoid arthritis** when she was a student at university.



Crohn's disease is a condition that can cause swelling and pain in parts of the body, especially the parts that process the food we eat.



Rheumatoid arthritis is a condition that can cause pain in your joints.



Shantel had to go to hospital and she says that at first it was a bit scary to learn about the things she was diagnosed with.

Stories from our community – Shantel Sager



Now Shantel takes medicine to help her feel better.



Shantel thinks it is important to teach other people about disabilities and wants other people with disability to share their stories.

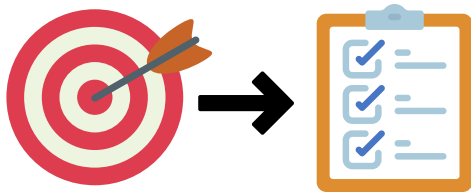
The Action Plan



We agree with the **United Nations Convention on the Rights of Persons with Disabilities**.



This convention is an agreement between lots of countries about the human rights of people with disability.



We also want to work towards the goals in Australia's Disability Strategy through our action plan.

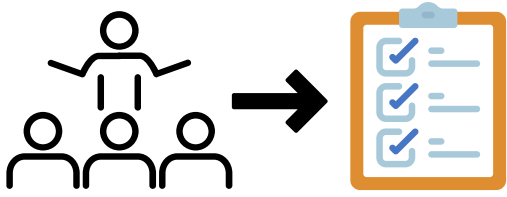


Our action plan has 3 parts

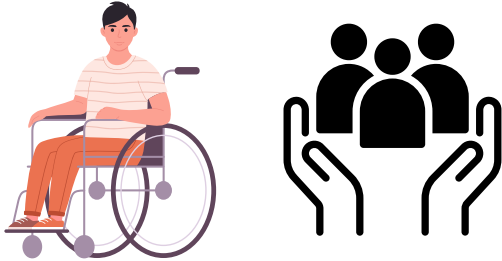
- our workplace
- our people
- our products and services.



The Action Plan



Our leaders will work very hard to make the changes we have included in our action plan.

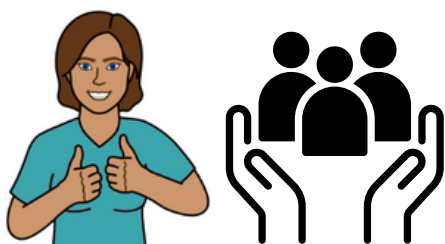


We know that we still have work to do to make sure all people with disability feel included at Optus.

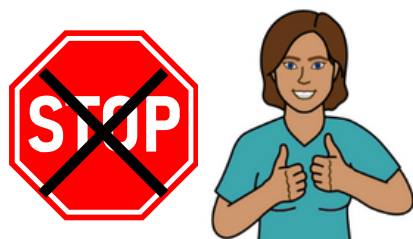


We will keep looking over our action plan over the next 5 years to make sure that it still does it what it needs to do for people with disability.

The Action Plan - our workplace



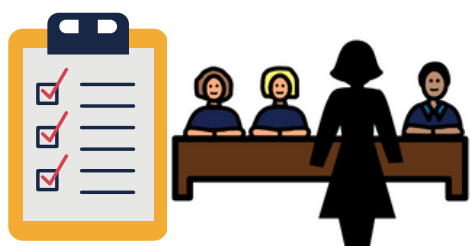
We want to make all our workers and customers with disability feel safe and included.



We will take away anything that stops our workers and customers with disability from being included.



We will make sure all our buildings and shops are built so that people with disability can safely access them.



We will make a checklist and training for our workers so that they can learn more about how to make a space safe and welcoming for people with disability.



We will make sure that our workers and customers have a way to tell us what they think about the way we design our buildings and shops so that people with disability feel included.

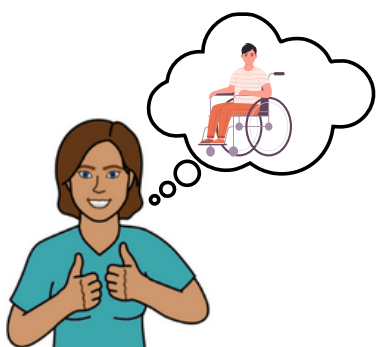
The Action Plan - our workplace



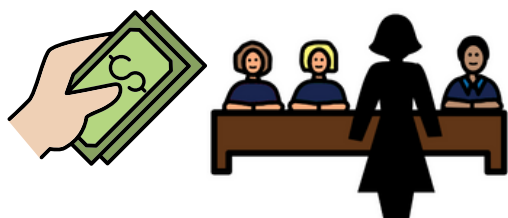
We will keep tracking how easy it is for people with disability to access all of our property and buildings and make a process for us to look over this in the future.



We will make sure that when we buy things that we need in our buildings and shops we only buy things that are easy for people with disability to use.

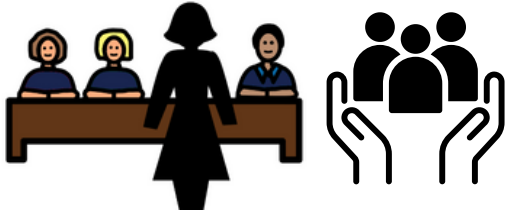


We will always think about people with disability and what they need when we decide to work with other businesses and suppliers for our buildings and shops.



We will give training and information to our workers who buy the things we need in our buildings and shops so they know how to do this.

The Action Plan - our people



We will teach our workers about how to include people with disability and make them feel safe and welcome.

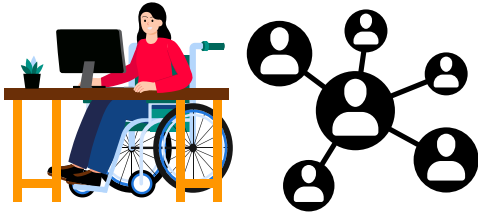
OPTUS



We will give job opportunities to people with disability and help them learn and grow at work.



We will make it easy for our workers with disability to ask for the things they need to feel safe and included at work.

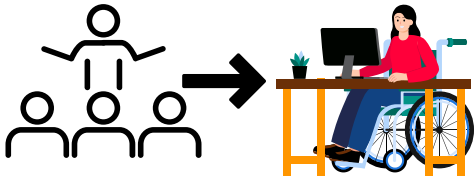


We will get better at how we support people with disability to get jobs with us by working with the Australian Disability Network.



We will make sure our rules and systems for getting and starting a job with us fit in with the needs of people with disability.

The Action Plan - our people



We will give training to our leaders so they know how to support our workers with disability.

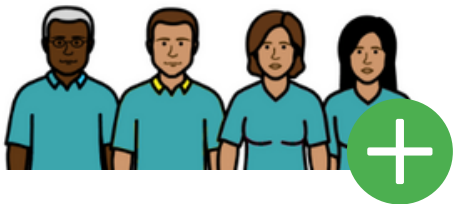


We will take steps so that our workers with disability have what they need to feel happy and included and work for us for a long time.

Like



- listen to their thoughts through conversations and surveys



- add new members to the Optus Disability Network

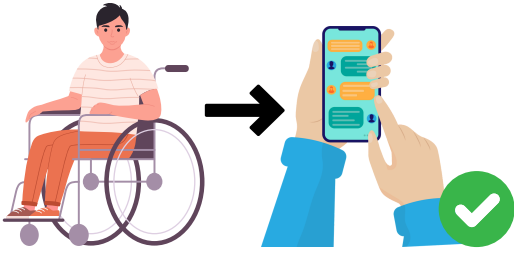


- make sure they can access and be a part of our events



- give training to other workers about people with disability and how to include them.

The Action Plan - our products and services



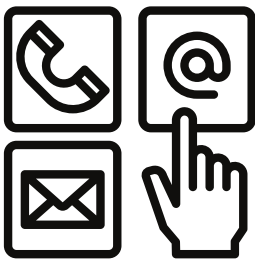
We will make sure that it is easy for our customers with disability to access our products and services.



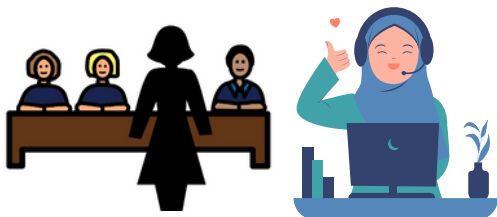
We will think about what they need and listen to their thoughts about how good we are at including people with disability.



We will make sure that our customers with disability have a good experience when they talk to our workers or need help and advice.

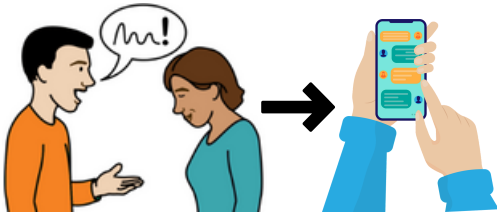


We will look at different ways that our customers can talk to us or ask for help and advice.



We will give training and information to our workers who talk to our customers so that they know how to support our customers with disability.

The Action Plan - our products and services



We will talk to and listen to our customers with disability who tell us their thoughts about how easy it is for them to access our products and services.



We will make sure that all of our information is easy for people with disability look at and understand.



We will work with the Australian Disability Network to make our technology easy for people with disability to access.



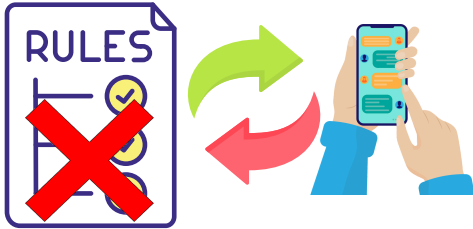
We will make and follow rules so that all of our digital and online information and platforms are easy for people with disability to access.

Like

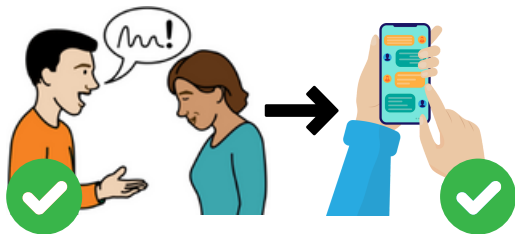
- our website
- our apps.



The Action Plan - our products and services



We will make changes to our digital and online information and platforms if they do not follow the rules for including people with disability.



We will make it easy for our workers and customers with disability to tell us their thoughts about how easy it is for them to access our digital and online information and platforms.



We will work with people who know a lot about what people with disability need when we make digital and online information and platforms.

Get in touch



If you have questions about the plan you can



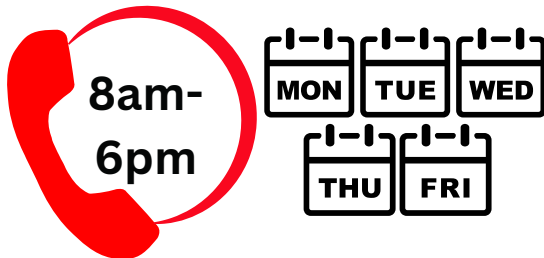
- Email us

disabilitynetwork@optus.com.au

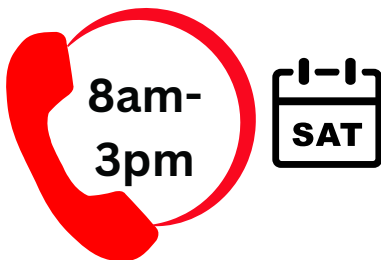


- Call us

1300 272 521



You can call us between 8am and 6pm on Monday to Friday.



You can call us between 8am and 3pm on Saturday.

Get in touch



If you want more information about our products and services for people with disability you can

- Look at our website



<https://www.optus.com.au/about/inclusion-diversity/accessibility/accessibility-services>



- Call us

1800 470 291

About this book

This book was written to help you understand our
Access and Inclusion Action Plan 2024 - 2029.

This book shows you what we will do to make sure
people with disability have access and are
included at Optus.



Easy English Australia wrote this book in
July 2024.

Boardmaker.

We use pictures from

- Boardmaker by Tobi Dynavox