



Accessibility and inclusion action plan

2022 to 2025

Telstra



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.

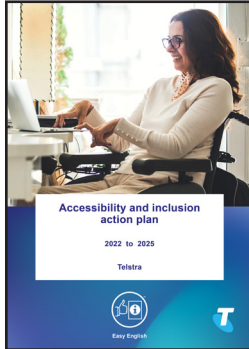


We will write contact information at the end of this book.

About this book



This book is from Telstra.



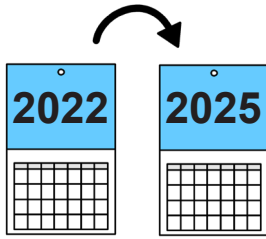
This book is about our **Accessibility and inclusion action plan**.

We will call it **the plan**.

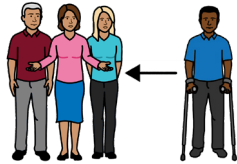


The plan says how we want to make things better for people with disability.

About the plan



The plan goes from July 2022 to June 2025.



The plan has actions to help make sure

- everyone is included



- Telstra works well for everyone.



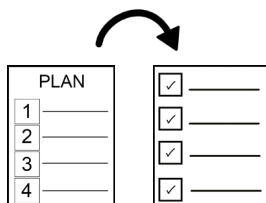
People with disability helped make the plan.

For example

- disability groups



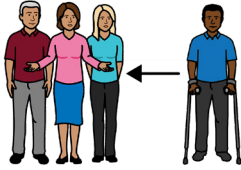
- staff.



Every year we will report on what we have done in the plan.

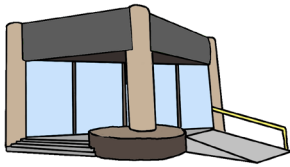
We will give a final report when we make the next plan.

We will make things better for customers



We want our services to be **inclusive**.

Inclusive means everyone can take part.



We also want our services to be **accessible**.

Accessible means easy to get and use.



We will train our staff about

- disability
- how to give good services.



We will get **identification** in ways that work for people with disability.



Identification means ways to show who you are.

We will make it easier to find services for people with disability.

For example



- we will put all the services on 1 webpage



- you can call 1 team about many services.

Communication support



We want to support customers with disability to

- connect with others



- do things for themselves.



We will look for new technology to help people with disability.

For example, phones for people with vision impairment.



We will show people with disability how to

- do things online if they want to



- use phones and computers more easily.

We will make better products and services



We will find out how to make our products and services better for people with disability.



We will ask people with disability to

- show us how they like to use technology



- test new products and services.

We will make sure our **digital products** are accessible.



Digital products include

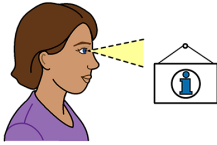
- apps



- websites.

We will make sure our information is accessible.

For example



- signs in our shops



- emails



- information on our website.



We will train our staff to make accessible products and information.

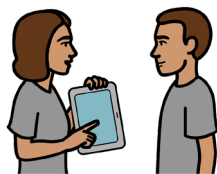


Before we buy products from other companies we will check if they are accessible.



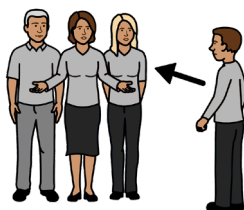
We will work with the companies to make their products more accessible.

We will make things better for staff with disability



We want staff with disability to

- do well at work



- keep working with us.

We will think about how to make the way we work better for staff with disability.



We will make it easier for staff to

- say what support they need

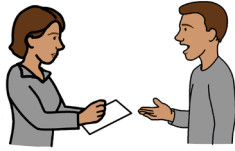


- work in ways that are right for them.



When we plan new work spaces we will

- think about accessibility



- ask staff with disability what they want.



We will find out

- how many staff have disabilities



- if staff with disability have a good experience

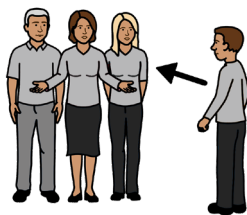


- if we do a good job with accessibility.



We will ask some Telstra leaders to make sure we think about accessibility.

We will give more jobs to people with disability



We want Telstra to be a place where people with disability want to work.

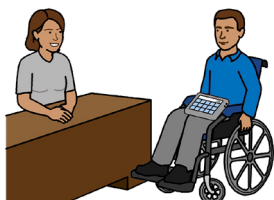


We will make it easier for people with disability to

- find out about our jobs



- apply for jobs

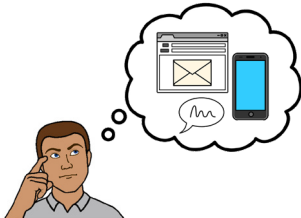


- get job interviews.

Accessibility at Belong



Belong is a company owned by Telstra.



At Belong we think about accessibility when we

- plan new products



- look for companies to work with.



We also

- follow accessibility rules



- train our staff in accessibility.



You can read more on the Belong website.

belong.com.au/go/accessibility-and-inclusion

More information



For more information contact Telstra.



Call 13 22 00



Website telstra.com.au



Email

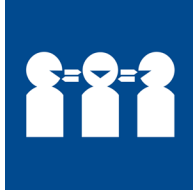
AccessibilityandInclusion@team.telstra.com

**You can read the full information on
our website**



Website

bit.ly/telstra-disability



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

Use the National Relay Service.



Website

infrastructure.gov.au/national-relay-service



Call 1800 555 660

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

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