

Disability Action Plan FY23 – 24

AGL Energy





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Introduction

Acknowledgement of Country

AGL Energy recognises the Aboriginal and Torres Strait Islander peoples as the Traditional Owners of the lands on which we work, and acknowledge those communities' continuing connections to their lands, waters and cultures. We pay our respects to their Elders past, present and emerging.

Executive Sponsor Message from Damien Nicks, Interim CEO.



At AGL, we're committed to creating and fostering a safe and supportive workplace for employees with disability. We know that around one in ten (11.6%) working-age Australians experience disability¹, and at AGL, that number is close to 9%².

As a parent of a child living with disability, I understand the importance of belonging and creating accessible environments for our people, customers and communities.

I'm passionate about championing our Disability Action Plan within AGL, and beyond, and I look forward to working across the business and with the necessary stakeholders to deliver on our promises.

¹ [ABS 2018 data](#)

² AGL Flexibility + Diversity and Inclusion Survey 2022 results

Our commitments

AGL is committed to employing and supporting people with disability within our workplace and aim to **increase our representation** of people with disability at AGL by end of FY24.

We know that around one in five Australians (4.3 million people) have disability – and not every disability is visible.

Disability inclusion is about understanding the relationship between the way people function and how they work, and making sure everybody has the same opportunities to participate in every aspect of life.

AGL committed to [The Valuable 500](#), making us the first Australian energy company to join the collective. The Valuable 500 is a global movement putting disability inclusion on the business leadership agenda. The movement is calling on 500 of the most influential business leaders and their brands to ignite systematic change by unlocking the business, social and economic value of the 1.3 billion people living with disabilities around the world.

What is disability?

AGL affirms the Australian Network on Disability (AND) statement that there are many kinds of disability and they can result from accidents, illness or genetic disorders. Disability may affect mobility, the ability to learn, or ability to communicate, and some people may have more than one. Disability may be visible or invisible, may be permanent or temporary and may have minimal or substantial impact on a person's abilities. Although some people are born with disability, many people acquire disability³.

Our partnerships

AND is a national, membership based, for-purpose organisation that supports organisations to advance the inclusion of people with disability in all aspects of business. AGL have been a member organisation with AND for 10+ years. AND publishes the AND Access & Inclusion Index, Australia's national benchmarking instrument for disability workplace inclusion from which top employers for people with disability is determined. AGL have participated in using the AND Access and Inclusion Index as a self-assessment tool since 2020, with results of 13% (2020) and 54% (2021) and will consider publicly participating in years to come.

³ See <https://www.and.org.au/pages/what-is-a-disability.html> for more information on 'What is disability?'

Our highlights FY21 – 22

Since launching our first Disability Action Plan (DAP) in late 2020, we have made improvements across areas that impact our people, customers and communities.

Our people

Recruitment

To support our employees and prospective employees going through our recruitment process, we have:

- Undertook a recruitment review to identify opportunities to remove barriers for candidates with disability.
- Updated and redistributed the Reasonable Adjustment Guidelines which outline the process for making reasonable adjustments to the recruitment process and work environment.
- Referenced our Reasonable Adjustment Guidelines throughout the application process.
- Updated our process to ensure we are asking candidates whether they require adjustments to make the process accessible for them.
- Improved the wording of our diversity and inclusion (D&I) statement on our job advertisements.
- Provided one point of contact on our website for candidates to ask about and request adjustments.
- Organised specific recruiter training to be disability confident.
- Developed a document that outlines third party vendors integral to the recruitment process, their commitment to accessibility and how they can accommodate adjustments for all candidates.

AGL Ability Committee

We launched our employee committee, AGL Ability committee in 2020, comprised of approximately 15 committee members representing AGL's major businesses, corporate functions, locations, roles and diversity streams. The committee meets on a monthly basis and focuses on delivering improvements to the business in line with the DAP and complete the AND Access and Inclusion Index and host events.

AGL Ability Network

We launched our employee network, AGL Ability, in 2021. The AGL Ability Network is an internal space for all AGL people to collaborate, support each other and discuss disability inclusion, supported by our AGL Ability Committee. As part of the Network, we welcome people of all abilities to be a part of the conversation and get involved in events and news through our internal online channels.

Hosting internal events

We were proud to host Australian Rowing Paralympian, Alexandra Viney, for our very first disability inclusion enterprise-wide event in 2021. We then hosted "You Can't Ask That" roundtable with internal people identifying with a disability answering questions alongside Alexandra Viney and Christiane Quartaro in June 2022.

Mentorship



Figure 1: Hilary (right) and her PACE mentee (left) in our Sydney office

We completed our first AND Positive Action towards Career Engagement PACE Mentoring Program in 2021 as a pilot program where five mentors from the AGL Ability Committee volunteered to mentor job seekers and students who identify with disability for four-months. We have completed our second year with PACE Mentoring Program in 2022 with eight mentors.

Benchmarking ourselves

In 2020 and 2021, we have used AND's Access & Inclusion Index (internal self-assessment) as a tool to understand where we currently stand in our disability inclusion journey. With improving results of 13% and 54% respectively, this assessment has given us a clear indication of where our opportunities are. We will be working towards expanding on these opportunities in FY23-24.

Our customers

Customer accessibility

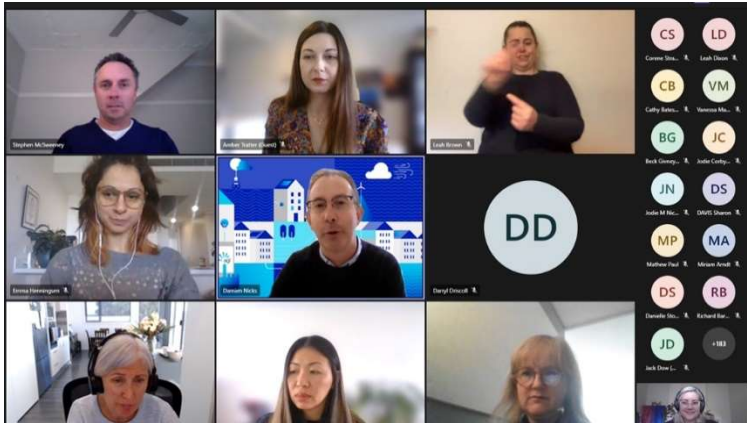
- We reviewed our external communication processes and are working on improvements to support our customers with disability.
- We worked with Vision Australia to review our website and will be improving its accessibility in accordance with the Web Content Accessibility Guidelines (WCAG) standards.
- We created an Accessibility webpage for our customers, so they can get information on our DAP accessible processes, commitments, internal employee network and a contact point for providing feedback.

Our communities

Internships

AGL Macquarie (Bayswater and Liddell) Accessibility Working Group hosted three interns as part of AND's Stepping Into Internship program in 2021. Stepping Into is a paid internship that matches talented university students with disability with roles in leading Australian businesses. We were overwhelmed with applications from great candidates, from all over Australia, who were passionate about securing an internship with a company like AGL to gain valuable industry experience and knowledge.

Hosted events to connect with other organisations



Caption: AND July Roundtable 2021, hosted by AGL.

We hosted an AND Roundtable in July 2021 and an AND Disability Champion event in March 2022.

These events allow us to connect with other organisations championing disability inclusion, share our journey with them and learn from others within and outside our industry.

Partnerships with companies that employ people with disability

At AGL we have been utilising local disability inclusive employment companies for some of our contracted services. These include but are not limited to:

- Employing Challenge Secure Scanning business to complete digitalisation of our critical original design plant documentation.
- Employing Koora Industries to maintain our Bayswater site lawns.

Hosted events to connect with our communities



Caption: Our people at Bayswater and Liddell with Challenge Disability Services and Warrior Disability Services to celebrate IDPwD.

To connect with our local communities, an invitation was extended to Challenge Disability Services and Warrior Disability Services to celebrate International Day of People with Disability (IDPwD) 2021. Five buses were provided for each organisation to tour our Bayswater and Liddell Power Stations. We also enjoyed a BBQ at the conclusion of the tour.

Our Disability Action Plan FY23 – 24

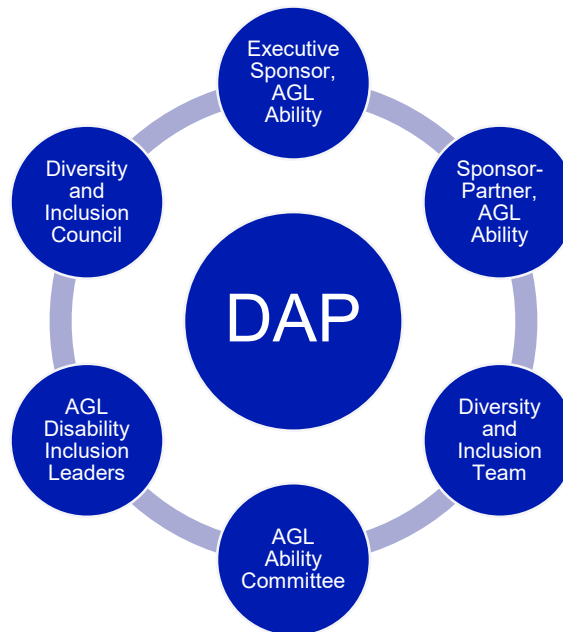
Action	Measurement of Success	Accountability
A. Inclusion Practices	Foster Inclusive Workplace culture.	Everyone
A1. Ensure site and corporate office premises are up to current industry standards	Our site and corporate office premises meet Disability (Access to Premises — Buildings) Standards 2010 minimum requirements. Review to be conducted annually prior to end of financial year to ensure AGL continues to meet minimum requirements.	GM, Enterprise Services / Manager, Employee Services
A2. Embed Reasonable Adjustment Guidelines in the onboarding process	Reasonable Adjustment Guidelines are clearly identified and outlined in AGL's Employee Onboarding Guide and other relevant new-starter employee communications. Employee Onboarding Guide accessible via 'Onboarding' page located from 'The Source' home page and by selecting 'Working at AGL'.	GM, Talent, Capability & Inclusion / Diversity & Inclusion Consultant
A3. Develop a written process for scoping user access requirements in Tech	Accessible Technology Guide is created and published on the Source (within the IT Knowledge articles and Standard Operating procedures) to support employees requiring adjustments in the how to guide section.	Head of Employee Technology
A4. Review and improve procurement processes around disability inclusion	Revised statement confirmed and published in AGL's Procurement Guidelines requiring organisations to disclose their diversity and inclusion +practices (disability included).	GM, Enterprise Services
A5. Identify and implement site specific improvements at AGL Bayswater Power Station	Engage with AND to conduct a review of AGL Bayswater Power Station by November 2022. Recommendations are identified, categorised into two phases, documented in a Bayswater Accessible Action Plan for phase 1, scoped and phase 1 changes implemented by July 2024. Bayswater Accessible Action Plan completion is reviewed by AND by July 2024.	GM, Macquarie
A6. Embed disability inclusion knowledge AGL wide	Disability inclusion is incorporated in AGL's mandatory annual Compliance Training (D&I module), with content and design reviewed annually. Identify and implement on-line Accessibility Training for employees by FY24, in alignment with D&I Strategy and education approach.	GM, Talent, Capability & Inclusion / Diversity & Inclusion Consultant
A7. Recruiter disability inclusive specific training	AND refresher training rolled-out to recruitment team annually. Use feedback from engagement to improve recruitment practices.	GM, Talent, Capability & Inclusion / Diversity & Inclusion Consultant

Action	Measurement of Success	Accountability
A8. Technology Accessibility	Conduct technology accessibility review of technology used by all employees and include technology used for roles in job descriptions and Source Page with clear outline of which software is available to make workplace more accessible. Plan to implement changes with Recruitment team and Source page to be completed by July 2024. Refresh of job descriptions and update to Source page to be completed by July 2024.	Head of Employee Technology
B Leaders Lead	Leveraging diversity of thinking is critical to decision making. Our leaders' role model the change required.	Leaders
B1. Engage Disability Inclusion Leaders and appoint new disability inclusion leaders	Maintain an active cohort of Disability Inclusion Leaders / Champions from across the business and review membership annually. Support leaders engagement and impact through role description and scheduled connection. Connections scheduled bi-annual.	GM, Talent, Capability & Inclusion / Diversity & Inclusion Consultant
B2. Support companies who employ people with disabilities	Working with Procurement and community engagement team, identify companies that employ people with disability and other AND vendors to engage for tenders and quotes for work we externally source and engage the companies for work where they are the preferred vendor.	AGL Contract managers
B3. Internship program	Continue AND 'Stepping Into' Internship program annually with a minimum of two placements. Obtain feedback from interns and leaders to inform future program improvements.	Disability inclusion leaders
B4. Leadership awareness and confidence	Deliver Leadership Disability Awareness and Confidence Training on an annual basis to leaders as recommended training. Feedback and insights from training to inform future improvements.	GM Talent, Capability & Inclusion/ Diversity & Inclusion Consultant
B5. People support	Maintain an active list of employees identified as 'Confidential Contacts' who are trained and available to provide advice and guidance for AGL people with disability. Confidential Contacts list available on the AGL Ability Source page and reviewed annually by Ability Committee.	AGL Ability Chairperson and Committee
C. Data-driven Insights	Data intelligence and best practice benchmarks inform D&I priorities and program design.	GM Talent, Capability & Inclusion/ Diversity & Inclusion Consultant
C1. Increase representation of employees that identify with disability from 9% in 2022	Flexibility + Diversity and Inclusion Survey 2024 shows an increase in people with disability and an increase of positive feedback on work done.	GM Talent, Capability & Inclusion/ Diversity & Inclusion Consultant

Action	Measurement of Success	Accountability
C2. Participate in AND's annual Access and Inclusion Index, show improvement in score year-on-year. Publish results internally and externally each December.	Dec 2022 and Dec 2023 AND Access and Inclusion Index Submissions show improvement from first submission in December 2021 (54%) and is published internally and externally.	GM Talent, Capability & Inclusion/ Diversity & Inclusion Consultant
D. Engage Inside and Out	Demonstrating our commitment, celebrating our achievements and telling our stories to our people, customers and communities.	AGL Ability Committee
D1. Explore and implement ways to improve the accessibility of our external communication channels	Initiatives have been implemented to make it easier for our customers to find information about the accessible services and support we provide. Initiatives have been implemented to improve the accessibility of our key customer communication channels. An accessibility review of the AGL website is conducted annually, improvements identified are included in the future updates on the website.	Chief Customer Officer / Chief Marketing Officer
D2. Conduct accessible communications training for people who produce customer communications materials	AGL people who produce Customer communication materials have undertaken accessible and inclusion training. We provide training and resources to employees working in communication and marketing about how to develop accessible materials, including visual and audio materials.	Chief Customer Officer / Chief Marketing Officer
D3. Disability inclusion consultant group	AGL Ability Committee is recognised internally as a consultation group that can be utilised to provide support, information and advice on accessibility and inclusion for people with disability.	AGL Ability Chairperson and Committee
D4. Share our commitment to the employment of people with disability with internal and external stakeholders	Publish by end of FY24 externally and internal Source AGL Ability webpage.	GM, Communications / Diversity & Inclusion Consultant
D5. Host disability events and roundtables, internally and externally	Host at least four internal and one external event per year on disability inclusion. Obtain feedback via surveys after events and feed back into future events.	AGL Ability Chairperson and Committee
D6. AGL to participate in the PACE mentoring program on annual basis	Continue to participate in AND's PACE mentoring program on an annual basis and for a minimum of 8 mentees. Obtain feedback from mentees and mentors throughout program to inform future improvements.	AGL Ability Chairperson and Committee

Governance

We have a strong DAP governance structure (below) that allows us to continuously embed accessibility across AGL through specific actions under our four key enablers.



Caption: DAP governance includes (clockwise from top: Executive Sponsor, AGL Ability, Sponsor-Partner, AGL Ability, Diversity, and Inclusion Team, AGL Ability Committee, AGL Diversity Inclusion Leaders and Diversity and Inclusion Council.

To enable an effective delivery of disability inclusion and awareness across AGL, the AGL Ability Committee are responsible for:

- Visibly supporting, communicating and championing AGL’s DAP.
- Accepting responsibility to drive progress of individual actions that support AGL’s DAP
- Providing strategic guidance and recommendations to assist in establishing and implementing AGL’s DAP; and
- Supporting the development and achievement of disability targets and goals.

It is the intention of the AGL Ability Committee that people with lived experience of disability will be welcomed onto the Committee, even if that results in the AGL Ability Committee being larger than 15 members.

The AGL Ability Committee work closely with the Diversity and Inclusion Team, AGL Disability Inclusion Leaders and the Diversity and Inclusion Council (under review) to put the plan in place, as well as report on progress to the Executive Sponsor for AGL Ability, interim Chief Executive Officer (CEO), Damien Nicks and Sponsor-Partner Hilary Thorpe.

As an organisation, we update our people, customers and communities on the Plan’s progress. To measure this progress over time, we’ll continue to take part in the AND Access and Inclusion Index either as an internal benchmarking tool or publicly.

Biannual reviews with the Sponsor and Sponsor-partner, AGL Ability Committee, Organisation Development & Inclusion Advisor, D&I consultant and AGL Ability Admin Lead to review our performance against the plan will be conducted to ensure AGL delegates deliver on the DAP FY23-24 actions.

Feedback

Contact Us

We value input from our people, customers, shareholders and communities and welcome any feedback and suggestions on the accessibility of our products and services and our DAP FY23 – FY24. We especially welcome feedback from our customers with lived experience of disability.

Email: disability@agl.com.au

Online enquiries form: agl.com.au/contact-us

Phone: 131 245 (available 24/7). If you're deaf or hard of hearing, or have difficulty speaking, you can use the **National Relay Service**.

Write to us:

AGL Customer Advocacy

Locked Bag 14120

MCMC VIC 8001

Website: agl.com.au

Alternative Access Formats

Our DAP FY23 – FY24 is available in standard and Easy Read versions at agl.com.au.

If you need an alternative format, email disability@agl.com.au. Or call 131 245.