



Accessibility Action Plan 2021 to 2022

National Australia Bank



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.



About this book



This book is written by National Australia Bank.

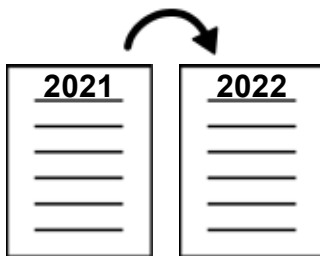
We are also called NAB.



This book is about our **Accessibility Action Plan**.



Our Accessibility Action Plan says how we will make things better for people with disability.



Our plan is from 2021 to 2022.

- 1 _____
- 2 _____
- 3 _____
- 4 _____
- 5 _____
- 6 _____

We have 6 main goals in our plan.

Our goals



Goal 1

We want everyone to be able to contact us in a way that works for them.



Goal 2

We will make data and reports that can tell us how we can be more accessible.



Goal 3

Our Disaster Resilience Program is accessible for our customers and community.



Goal 4

Our services and products are accessible for our customers and staff.



Goal 5

We will support staff with disability to do their jobs well.



Goal 6

We want our workplace and staff to respect everyone.

Goal 1



We want everyone to be able to contact us in a way that works for them.



To meet this goal we will

- make sure customers can choose how they want to contact us



- make sure our website tells customers about how we are accessible



- listen to **feedback** our customers give us.



Feedback is when you tell us

- what you think about something to do with NAB



- how you feel about something to do with NAB.

Goal 2



We will make and use data to show us how we can be more accessible.



We will make data and reports that can tell us

- how accessible we are for our customers



- how accessible we are for our staff

- how our staff can support customers who need to access things in different ways.

Goal 3



We want our **Disaster Resilience Program** to be accessible for our customers and community.



The program supports customers who have gone through a natural disaster including

- floods



- bush fires.

Goal 4



We want our services and products to be accessible for our customers and staff.

We will



- make sure our **products and services** **must** be made in a way that is accessible for everyone



- make sure we check every year that our products and services are accessible.



Products and services could include

- online banking



- application forms



- bank cards.

Goal 5



We want to support staff with disability to do their jobs well.



We will

- support our staff with disability in their work tasks and careers



- work with the Australian Network on Disability to learn how to include people with disability when we hire new staff.

Goal 6



We want our workplace and staff to respect everyone.

We will



- have staff who encourage everyone to include people with disability



- encourage staff to have new ideas that make accessibility easier for staff and customers.

We will make sure our plan works



Our plan is managed by

- our **steering committee**
 - the steering committee is a group of leaders in the bank



- our project team



- the NAbility team

- other support people.

These people report to our Executive Sponsor.



Our Executive Sponsor is Rachel Slade.



We will write a report about our plan results that everyone can read.



More information

You can ask for more information or give us feedback.

National Australia Bank

Talk to someone at your local bank branch.



Call 1800 152 015 then choose option 3



Website www.nab.com.au



Email accessibility@nab.com.au

**National
Relay
Service**



If you need help to speak or listen use the National Relay Service.

Call 1800 555 660

Website

communications.gov.au/accesshub/nrs

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

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