



CLAYTON UTZ ACCESSIBILITY & INCLUSION (A&I)

Action Plan 2019-2022

CLAYTON UTZ

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MESSAGE FROM OUR CHIEF EXECUTIVE PARTNER AND CHAIR OF THE ACCESSIBILITY & INCLUSION STEERING GROUP

We are proud to present our Accessibility & Inclusion Action Plan. As a law firm, we are committed to promoting diversity, equality, respect and inclusion consistent with the principles of justice, integrity, equity and the pursuit of excellence upon which the profession is founded.

Disability is a key area of focus for Clayton Utz under our diversity and inclusion strategy as endorsed by the Firm's Diversity Council and board. The term "disability" is a broad one and includes physical, intellectual, psychiatric, sensory, neurological, physical disfigurement, immunological and learning disabilities. We recognise that over 4 million people in Australia have some form of disability - namely 1 in 5 people.

Our action plan builds on our firm's strong mental health and psychological well-being program as well as our community and pro bono work for those disadvantaged through disability. Leveraging that experience, we want to create an environment and culture at Clayton Utz that enables our people with all types of disability, and those who care for someone with a disability, to succeed. We also want to improve accessibility and inclusion for our clients.

Through existing momentum, and with the support of external stakeholders such as the Australian Network on Disability, we're confident our Accessibility & Inclusion Action Plan will facilitate a truly inclusive workplace.



Rob Cutler



Ian Bloemendal

OUR A&I ACTION PLAN



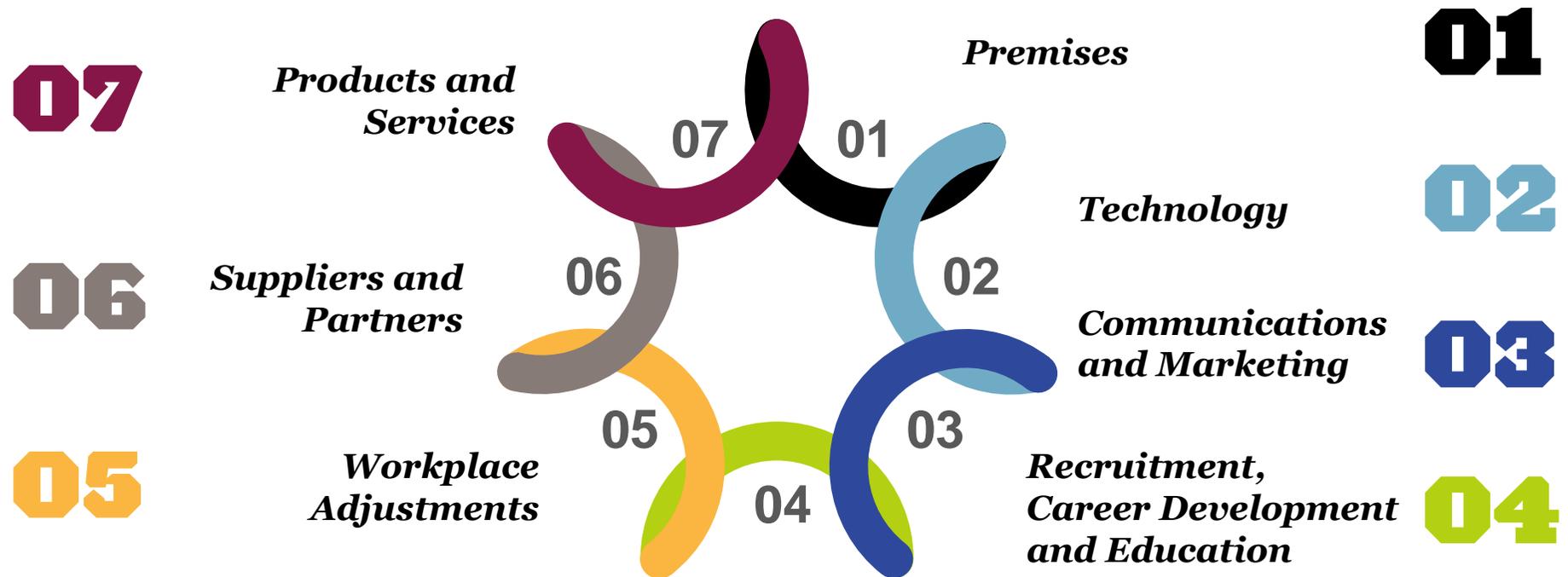
COMMITMENT, LEADERSHIP AND MEASUREMENT

Our A&I Action Plan is supported through the following:

- ▶ an organisational strategy that embraces diversity and inclusion as a priority.
- ▶ an overarching diversity and inclusion program (called "Momentum").
- ▶ an Accessibility & Inclusion Steering Group which was established in 2018. This is a leadership body driving the development and early implementation of an Accessibility & Inclusion Action Plan. The Steering Group is led by senior members of both the legal and business advisory sections (including a Partner representative from the Firm's Diversity Council). The Steering Group meets bi-monthly and reports to the Firm's Diversity Council at its bi-monthly meetings.
- ▶ a Partner and employee interest group which is under development and which will help raise awareness of disability inclusion in our workplace.
- ▶ active membership of the Australian Network on Disability (AND) and a commitment to participating in its Access and Inclusion Index to assess the Firm's performance in FY20.

PILLARS OF ACTION

The Firm has chosen to focus its actions on the following key areas which are identified by the Australian Network on Disability (AND) in its Access and Inclusion Index:



1 PREMISES

Overall objective: Create premises that are inclusive and provide a dignified user experience for Partners, employees, clients, and visitors with disability.

<i>Commitment</i>	<i>Timing</i>
<p>Continue to conduct a check of accessibility of all current premises and consider opportunities for improvements.</p> <p>In our Sydney premises, we will review improvements already recommended by the Australian Network on Disability following its comprehensive Dignified Access Premises review. This includes, by way of example, consideration of:</p> <ul style="list-style-type: none"> ▶ notification system for the lifts ▶ wayfinding ▶ bathroom accessibility ▶ kitchen accessibility. 	<p><i>Ongoing review</i></p> <p><i>2019/2020</i></p>
<p>Address accessibility issues in the future design and future refurbishment/fit-out of premises to ensure a dignified user experience, consulting as necessary with AND and the Design for Dignity guidelines.</p>	<p><i>Immediate</i></p>
<p>Address emergency evacuation:</p> <ul style="list-style-type: none"> ▶ regularly review building evacuation procedures ▶ training to ensure the requirements of people with disability are addressed in emergency situations. 	<p><i>Q4 2019 and ongoing</i></p>
<p>Enhance the client and employee experience for our people with disability when attending a Clayton Utz event through:</p> <ul style="list-style-type: none"> ▶ implementing a dignified access checklist when planning for events ▶ maintaining the current system of listing potential accessibility features of any large event on our invitations and inviting guests to contact our Events Team should they have access requirements or require an adjustment to participate. 	<p><i>Q4 2019</i></p>
<p>Inform/train Reception staff and FOS of accessibility services and adaptive technology for visitors/clients.</p>	<p><i>Immediate</i></p>

Responsibility: *Head of Premises and Procurement + Premises and Procurement team; Events team*

2 TECHNOLOGY

Overall objective: Internal and external technology, including software and hardware, are accessible for people with disability

<i>Commitment</i>	<i>Timing</i>
<p>We will continue to enhance the digital accessibility of our websites (internal and external) and mobile apps and strive to conform to Web Content Accessibility Guidelines (WCAG) 2.1 AA. This includes:</p> <ul style="list-style-type: none"> ▶ providing transcripts, captioning and audio description for video and audio content on our website. ▶ providing image descriptions and 'true' headings to assist when assistive technologies are used. ▶ developing accessibility guidelines for authors of digital content to meet/exceed WCAG 2.1 AA and developing a process to ensure any new content is reviewed and meets web accessibility standards. ▶ ensuring intranet resources and learning platforms are accessible using assistive technologies. ▶ ensuring we include information relating to digital accessibility on our website. ▶ reviewing our websites on an annual basis at a minimum. 	Q4 2020
Continue to talk with clients and other stakeholders about their experience and enhancements in this space.	Ongoing
Consider additional accessible technology at Clayton Utz events.	Ongoing
Continue to expand our assistive technology collection of programs to offer increased assistance to our people and clients.	Ongoing
Actively promote the Workplace Adjustments policy and procedure as it relates to an IT adjustment.	Q4 2019
Inclusive design is adopted when assessing all new technologies for our people.	Q1 2020
Explore the use of technology to support the Firm's wellbeing initiatives.	Q4 2020

Responsibility: *Director of IT + Technology and Information Services team; Clients and Markets team.*

3 COMMUNICATIONS AND MARKETING

Overall objective: Internal and external communication and marketing is inclusive and accessible for people with disability as employees, clients and stakeholders

<i>Commitment</i>	<i>Timing</i>
Where possible ensure our marketing imagery is representative of people with disability and consider how we can feature people with disability consistently in internal and external Firm communications.	<i>Ongoing</i>
Develop a checklist to share with our internal teams to refer to when marketing material is being created for both internal and external use.	<i>Q2 FY20</i>
All RSVP forms to include a question asking if there are any accessibility requirements for attendees.	<i>Completed but ongoing monitoring of necessary enhancements</i>
Ensure our digital invitations are accessible (eg can be read via screen reader software) and that an accessible version is always made available.	<i>Ongoing</i>
Refer to AND's marketing and communications guidelines on a regular basis to assist in achieving best practice.	<i>Ongoing</i>
Communicate the Firm's best practice integrated mental health strategy to Partners, employees and clients.	<i>Ongoing</i>

Responsibility: Director of D&I + Marketing Services team

4 RECRUITMENT, CAREER DEVELOPMENT AND EDUCATION

Overall objective: Continued focus on inclusion through recruitment of people with a disability and education of our workforce.

<i>Commitment</i>	<i>Timing</i>
Review the end to end recruitment practices to remove any unintended barriers for candidates with disability.	Q4 FY20
Build disability confidence within the recruitment team including familiarity with workplace adjustments through annual training.	Annually
Continue to explore opportunities with agencies in the disability space and review opportunities to implement work experience and internship programs.	Ongoing
Ensure disability/accessibility awareness training is available for people managers either in person or online.	Q4 FY19
Continue with unconscious bias training face-to-face sessions and online modules to underpin disability awareness training.	Ongoing
Ensure disability/accessibility awareness resources are available and communicated to all Partners and employees.	Q1 FY20
Continue to capture data regarding our employees with a disability and also their employee engagement results. Identify areas of opportunities.	Q1 FY19 and biennial
Ensure our Flexibility policy responds to the needs of people with disability.	Ongoing
Consider whether Firm policies in the Employee Handbook can be simplified and presented in a fashion to make them easier to understand.	Q4 FY20
Ensure CU Assist (our Partner and employee Assistance Program) is accessible to all Partners, employees and their immediate family.	Ongoing
Build disability awareness by promoting success stories, key events and initiatives.	Ongoing
Promote this Accessibility & Inclusion Action Plan to all Partners and employees and ensure it is readily available.	Annually

Responsibility: Director of D&I; National Talent Manager; National P&D Policy & Programs Manager + People & Development team; Flexibility Manager; Internal Communication Team; Health, Safety & Wellbeing team

5 WORKPLACE ADJUSTMENTS

Overall objective: Providing an accessible and inclusive workplace to enable people with a disability to realise their potential through full participation in all aspects of employment.

<i>Commitment</i>	<i>Timing</i>
Actively promote the Workplace Adjustments policy and procedure.	Q4FY19
Explore the option of implementing a 'Workplace Adjustment Passport' for employees for tracking and monitoring workplace adjustments.	Q1FY20
Review the experience of professionals who acquire injury, illness or disability.	Ongoing
Launch the Firm's holistic injury and illness management model to ensure all Partners and Employees are aware of the support available to them in the event of an illness or injury (physical or mental) and whether work or non work related. The model ensures everyone at Clayton Utz is aware of their role and obligations.	Q1FY20
Provide training for the People & Development team and the Firm's 'Recover at Work Consultants' about the Workplace Adjustments policy.	Annually

Responsibility: *Head of Insurance & Risk + Risk team; Health, Safety and Wellbeing team; People & Development team*

6 SUPPLIERS AND PARTNERS

Overall objective: : Expect our major suppliers and partners to mirror our commitment to people with disability.

<i>Commitment</i>	<i>Timing</i>
Explore opportunities for identifying and procuring goods and services from suppliers and social enterprises which support and employ people with disability, including digital agencies that strive to meet the WCAG.	<i>FY2020</i>
Update our Diversity & Inclusion procurement policy to reflect the Firm's commitment to the inclusion of people with disability.	<i>FY2020</i>
Update our template RFT to include wording that asks potential suppliers to address their commitment to people with disability.	<i>FY2020</i>
Talk with our current major suppliers about their commitment to people with disabilities and their future plans.	<i>FY2020</i>
Collaborate with other corporate organisations and law firms on how to improve the collective approach through Resilience@Law and by committing to being a founding member of the Australian Cities Mental Health Alliance.	<i>Ongoing</i>

Responsibility: *Head of Premises & Procurement + Operations and Procurement teams; Health, Safety and Wellbeing team*

7 PRODUCTS AND SERVICES

Overall objective: Build accessibility options or designs into our products and services.

<i>Commitment</i>	<i>Timing</i>
Ensure key electronic client communications are accessible and compatible with the use of assistive technologies.	<i>Ongoing</i>
Continue our work in understanding reader's logic and developing PowerPoint advice templates which enable us to deliver advices more visually.	<i>Ongoing</i>

Responsibility: Director of D&I + Knowledge Management team; Technology and Information Services team

CASE STUDY: MENTAL HEALTH AND PSYCHOLOGICAL WELLBEING AT CLAYTON UTZ

A number of studies have reported that lawyers and law students are at greater risk of mental illness than other professions. The "Courting the Blues" study by the Brain and Mind Research Institute in 2009 reported that almost a third of lawyers and one in five barristers suffered from clinical depression. Clayton Utz strives for a workplace where there is no stigma attached to mental health and all Partners and employees are actively encouraged to feel safe and be open about mental health and wellbeing.

In 2018 the Firm dedicated a session during its AGM to mental health to help destigmatise mental health conditions for all employees. But this was not a one-off exercise. It built on the work over the last 5 years towards adopting an integrated mental health approach in the workplace. This approach is centred around 3 key pillars:

1. **Protect** mental health by reducing work-related risk factors for mental health concerns;
2. **Promote** mental health by developing the positive aspects of work and worker strengths; and
3. **Address** mental health problems among Partners and employees regardless of cause.

As at January 2019, the Firm has approximately 50 Mental Health First Aid Officers and approximately 150 Mental Health Champions. We continue to offer consultations with onsite psychologists which are very well received. We know that our people are becoming well-educated about mental health, that there is less stigma associated with mental health at the Firm and that they are willing to seek help early.

The Firm has also completed a detailed psychological study of our workplace and in particular how we can better prevent the risk of psychological harm. We know that psychological safety underpins an inclusive culture and we are creating an action plan to address opportunities for improvement identified in the study.

"Over the last 6 - 7 years **my confidence has changed greatly** about having a **mental health conversation** as a result of the Clayton Utz environment, what I have learned here and exposure to people who were not".

"There has been a **marked improvement** in the last 4 - 5 years in Partners taking **mental health and wellbeing into daily consideration**".

PRO BONO AND COMMUNITY ENGAGEMENT

PRO BONO

Pro bono work for low-income and vulnerable people and the not-for-profits which support them is a fundamental part of Clayton Utz. In 2015 Clayton Utz became the first firm in Australia to have provided a total of half a million hours of pro bono legal assistance. Today that number is at almost 650,000 hours. Since its launch in 1997, our pro bono practice has always included advice and representation for people with disabilities.

We have long-term client relationships with peak disability organisations including



We have worked with Project Independence as they roll out a new model of home ownership for people with an intellectual disability. Their social housing projects have up to ten residents living in three separate homes, with accommodation for a live-in resident coordinator.

The model provides people with an intellectual disability the opportunity to acquire equity in the property which can increase in value and provide some financial independence, while living in safe and supported accommodation.



We have championed the Health Justice Partnership model in Australia, which embeds a community lawyer into health care teams to help address some of the legal problems which get in the way of better patient health.

Since Clayton Utz helped create the first HJP in 2012, there are now more than 50 around the country, in public hospitals, private hospitals, community health clinics and aged care facilities.

We have run many successful disability discrimination cases, including where pre-employment medical testing has excluded an otherwise successful candidate, the dismissal of people with disabilities from employment, and accessibility in everything from public transport to urban infrastructure to the common property in apartment buildings.

COMMUNITY CONNECT

Community Connect programs in all our offices provide opportunities for our people to volunteer and fundraise for the charities we have a connection with. Every partner and permanent employee is entitled to a paid community leave day each year in order to assist with and experience first-hand the work done by our community partners and Pro Bono clients.

In FY2018 over **29%** of the Firm volunteered through these programs. This has enabled our people to participate in numerous activities, with our Community Partners, including climbing mountains with children with Cerebral Palsy.

We have financially supported our charity partners through the Clayton Utz Foundation, distributing over **\$10.6 million** since 2003.



Clayton Utz volunteers participate in the Cerebral Palsy Alliance (CPA) Krazy Kosci Klimb as support teams for young people with cerebral palsy achieving their goal of climbing Mt Kosciuszko. This event is not only a fundraiser for CPA's Assessable Gym and Sports program but also an opportunity for our volunteers to understand the impacts of living with a disability for individuals and their families and celebrating people's strengths and capabilities.

The Clayton Utz Foundation has funded a number of the CPA's programs over the last 13 years. The latest grant was for \$200,000 over 3 years towards the establishment of an Early Diagnostic Clinic in western Sydney. The clinic enables parents with infants at high risk of cerebral palsy to access specialist early diagnosis and care in one specifically designed multidisciplinary centre from as early as 12 weeks of age which can lead to enormous benefits to the child's development and reduction in the severity of their cerebral palsy.



For the past 12 years, rain, hail or shine, Clayton Utz cyclists from our Canberra office participate in the Hartley Ability Cycle Challenge, riding 450kms over three days to raise funds targeted for Hartley Lifecare's essential services. Hartley Lifecare is a Canberra-based charity providing accommodation, respite care and community programs for children, adults and their families in the ACT region with physical and complex disabilities.



Every year a team from our Sydney office race their way up the 1,500 steps of Sydney Tower to raise money for Sunnyfield, a long term Sydney Community Partner. Sunnyfield's mission is to enrich the lives of people with an intellectual disability by creating choice, opportunities and skills for life. Funds raised from the Stair Challenge support Sunnyfield's clients which encourage them to be active through yoga, Zumba, performance, group training classes and much more.

Volunteers from Clayton Utz join Sunnyfield supported employees for a morning at their workplace, learning what they do and assisting with their work on tasks such as packaging and sorting. This activity provides Sunnyfield supported employees with an opportunity to share their workplace and work (which they are very proud of) and also provides volunteers with the opportunity to see first-hand how Sunnyfield support clients with an intellectual disability in the workplace. All involved find it a fulfilling, fun and eye-opening experience.

CONTACT INFORMATION AND EXTERNAL LINKS

Do you have any questions or suggestions regarding our Accessibility and Inclusion Plan? Please get in touch with our team:



Email DiversityandInclusion@claytonutz.com

Call us from within Australia on 02 9353 4000.



If you are deaf, or have a hearing or speech impairment, you can Contact us through the National Relay Service (NRS)

<http://relayservice.gov.au/support/training/nrs-call-numbers/>

Provide the NRS with the Clayton Utz number 02 9353 4000. For more information, visit <http://relayservice.gov.au/>



Website: www.claytonutz.com



Careers: <https://www.claytonutz.com/careers>



Tweet us at [@claytonutz](https://twitter.com/claytonutz)



Facebook <https://facebook.com/claytonutz>

You may also like to visit the Australian Network on Disability website: <https://www.and.org.au/>.

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