

# Integrated Accessibility Standards

## - Multi Year Plan



Last reviewed and updated: January 2020

Section	Initiative	Description	Status	Original Compliance Date
3 (1)	Establishment of Accessibility Policies	3 (1) every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements under the accessibility standards referred to in this Regulation. All policies must include a statement of organizational commitment to accessibility	Completed	1-Jan-14
4 (1) (a)	Accessibility Plans	4 (1) Large organizations shall: a) establish, implement maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation	Completed	1-Jan-14
4 (1) (b)	Accessibility Plans	4 (1) Large organizations shall: b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request	Completed	1-Jan-14
4 (1) (c)	Accessibility Plans	4 (1) Large organizations shall: c) review and update the accessibility plan at least once every five years	Completed	1-Jan-14
6 (2)	Self-Serve Kiosks	6 (2) Large organizations and small organizations shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks	Not Applicable	1-Jan-14
7 (1)	Training	7 (1) Every obligated organization shall ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to: a) all employees, and volunteers; b) all persons who participate in developing the organization's policies; and c) all other persons who provide goods, services or facilities on behalf of the organization	Completed and Ongoing	1-Jan-15
11 (1)	Feedback	11 (1) Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for accessible formats and communications supports, upon request	Pending	1-Jan-15
12 (1)	Accessible Formats & Communication Supports	12 (1) Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities: a) in a timely manner that takes into account the person's accessibility needs due to disability; and b) at a cost that is no more than the regular cost charged to other persons	Upon Request and Ongoing	1-Jan-16

<b>Section</b>	<b>Initiative</b>	<b>Description</b>	<b>Status</b>	<b>Original Compliance Date</b>
12 (2)	Accessible Formats & Communication Supports	12 (2) The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support	Upon Request and Ongoing	1-Jan-16
12 (3)	Accessible Formats & Communication Supports	12 (3) Every obligated organization shall notify the public about the availability of accessible formats and communication supports	Upon Request and Ongoing	1-Jan-16
13 (1)	Emergency Procedures, Plans or Public Safety Info	13 (1) in addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.	Not Applicable	1-Jan-12
14 (2)	Accessible Websites & Web Content	14 (2) Designated public sector organizations and large organizations shall make their internet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, and shall do so in accordance with the schedule set out in this section	Complete	1-Jan-14 (WCAG Level A) and by 1 Jan 2021 (WCAG 2.1, Level AA).
22	Recruitment - General	22 Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes	Complete	1-Jan-16
23 (1) and 23 (2)	Recruitment, Assessment or Selection Process	23 (1) During a recruitment process, an employer shall notify job applicants, when they are individually selected to participate in an assessment or selection process that accommodations are available upon request in relation to the materials or processes to be used. 23(2) If a selected applicant requests an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability	Complete	1-Jan-16
24	Notice of Successful Applicants	24 Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities	Complete	1-Jan-16
25 (1)	Informing Employees of Supports	25 (1) Every employer shall inform its employees of its policies used to support its employees with disabilities, including but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability	Complete	1-Jan-16
25 (2)	Informing Employees of Supports	25 (2) Employers shall provide the information required under this section to new employees as soon as practicable after they begin their employment	Complete and Ongoing	1-Jan-16
25 (3)	Informing Employees of Supports	25 (3) Employers shall provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability	Complete and Ongoing	1-Jan-16
26 (1)	Accessible Formats & Communication Supports for Employees	26 (1) In addition to its obligations under section 12, where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for: (a) information that is needed in order to perform the employee's job; and (b) information that is generally available to employees in the workplace	Upon Request and Ongoing	1-Jan-16

<b>Section</b>	<b>Initiative</b>	<b>Description</b>	<b>Status</b>	<b>Original Compliance Date</b>
26 (2)	Accessible Formats & Communication Supports for Employees	26 (2) The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support	Upon Request and Ongoing	1-Jan-16
27 (1)	Workplace Emergency Response	27 (1) Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability	Complete and Ongoing	1-Jan-12
27 (2)	Workplace Emergency Response	27 (2) If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the employer shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee	Complete and Ongoing	1-Jan-12
27 (3)	Workplace Emergency Response	27 (3) Employers shall provide the information required under this section as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability	Complete and Ongoing	1-Jan-12
27 (4)	Workplace Emergency Response	27 (4) Every employer shall review the individualized workplace emergency response information: (a) when the employee moves to a different location in the organization; (b) when the employee's overall accommodations needs or plans are reviewed; and (c) when the employer reviews its general emergency response policies	Complete and Ongoing	1-Jan-12
28 (1)	Documented Individual Accommodation Plans	28 (1) Employers, other than employers that are small organizations, shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities	Complete	1-Jan-16
28 (2)	Documented Individual Accommodation Plans	28 (2) The process for the development of documented individual accommodation plans shall include the following elements: 1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan. 2. The means by which the employee is assessed on an individual basis. 3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to determine if and how accommodation can be achieved. 4. The manner in which the employee can request the participation of a representative from their bargaining agent, or other representatives from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan. 5. The steps taken to protect the privacy of the employee's personal. 6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done. 7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee. 8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.	Complete	1-Jan-16

Section	Initiative	Description	Status	Original Compliance Date
29 (1)	Return to Work Process	29 (1) Every employer, other than an employer that is a small organization: (a) shall develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability related accommodations in order to return to work; and (b) shall document the process	Complete	1-Jan-16
29 (2)	Return to Work Process	29 (2) The return to work process shall: (a) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and (b) use individual documented accommodation plans, as described in section 28, as part of the process	Complete	1-Jan-16
29 (3)	Return to Work Process	29 (3) The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute	Complete	1-Jan-16
30 (1)	Performance Management	30 (1) An employer that uses performance management in respect of its employees shall take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities	Complete and Ongoing	1-Jan-16
31 (1)	Career Development & Advancement	31 (1) An employer that provides career development and advancement to its employees shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities	Complete and Ongoing	1-Jan-16
32 (1)	Redeployment	32 (1) An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities	Complete and Ongoing	1-Jan-16

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