



Juno Accessibility Action Plan 2025-2027



Introduction

About Juno

Juno is a support and advocacy organisation working across Naarm (Melbourne). We provide gender-informed services for women, trans, and gender diverse people and their children across the homelessness and family violence systems. We advocate to raise awareness of the unique issues the people we work with face and change the systems and structures which contribute to gendered poverty, homelessness, and family violence.

Vision

A community where all women and gender diverse people and their children are safe, empowered and thrive.

Mission

Partnering with women and gender diverse people to support their safety, increase their independence and enable them to thrive.

Strategic Goals

1. **Services** Our services are effective, high-quality and tailored. They support the people we work with to achieve their goals.
2. **Partnerships** We build successful partnerships to support the people we work with, increase our impact and facilitate change.
3. **Organisation** We operate in line with our values, focusing on people and sustainability and prioritising impact and outcomes.

Values

Intersectional Feminism

We respect the diverse experiences, identities, knowledge and strengths of women and gender diverse people and strive to empower them to realise their full potential.

Partnerships

We partner with the people we work with to support them to connect to safety and independence. We work in partnerships across sectors and with communities to effect change.

Equity

We recognise structural inequality and create spaces and platforms that amplify the diverse voices of those experiencing gender-based poverty. We advocate for gender equity and justice

Accountability

We strive for our work to be high quality and grounded in evidence to make impactful change. We are accountable to the people we work with and communities we partner with. We speak up and are willing to take risks and make change.



About the Accessibility Action Plan (AAP)

Background

People with disability encounter barriers created by society, whether they are physical, technical, or rooted in discriminatory attitudes. These barriers limit access, inclusion, and opportunities and highlight the need for systemic change. An Accessibility Action Plan (AAP) is an active planning document that aims to break down the barriers that create direct or indirect discrimination in the workplace and how people access our services

The Juno AAP has been shared with a disability-specific organisation for feedback and input and updated to reflect their expertise and lived experiences. This AAP will aim to inform the public on how Juno will address discrimination and promote diversity and inclusion.

Juno commits to delivering a high-quality service that is accessible, welcoming, safer and effective to women, trans, gender diverse people and their children with disability. We also have the obligations under the Federal and State Anti-Discrimination Acts to promote the equality of people with a disability. AAP will put us in line with the Victorian Charter of Human Rights and Responsibilities Act 2006 and the United Nations Convention on the Rights of Persons with Disabilities.

Models of disability

There are various models for understanding disability; it is important to have an understanding of these models and the approach we'll take as an organisation as we implement our AAP. The **medical model** views disability as an issue to be 'fixed'; this limits agency and overlooks societal barriers that do not consider the needs of people with disability. Comparatively, the **social model** is more strengths-based and focuses on systemic and physical barriers that prevent people with disability from participating in society rather than their disability itself needing to be 'fixed'. This model advocates for improving accessibility in environments, and society as a whole. The **charitable model** treats people with disabilities as inactive agents in their own lives - in need of help and unable to do things themselves. This reinforces power imbalances and can create attitudinal barriers. Finally, the **human rights model** celebrates disability as a natural part of human diversity, and states that disabled people's rights need to be respected and upheld. At Juno, we aim to integrate both the social and human rights models into our approach. These models will guide system, policy, and practice changes for all those accessing our services, including staff, clients, and volunteers, as we strive to centre dignity, choice, and agency through a person-centred approach.¹

¹ These descriptions have been written using information from the following websites.

[Four models of disability \(Youth Disability Advocacy Service\)](#)

[Social model of disability \(People with Disability Australia\)](#)

[What is disability? \(Australian Network on Disability\)](#)



Aim

The project aims to develop and implement Juno's Accessibility Action Plan (AAP) which shows our commitment to actively reduce discrimination and to meet the diverse needs of people with disability by increasing their access to services and employment opportunities.

The AAP will include actions that improve the support provided to women, trans, gender diverse people and their children accessing Juno's services, and actions that aim to make Juno a more accessible and inclusive place for employees with disability.

While the focus is on improving accessibility for people with disability, these actions will ultimately benefit all clients and staff. They are specific, measurable and timely, and include monitoring and evaluation in each of its stages and have an owner or responsible area identified and allocated in the next 2 years.

Goals

The plan for the years 2025-2027 contains four goals which address the four outcome areas of section 38 of the Victorian Disability Act 2006:

1. **Create meaningful changes in attitudes and practices** which discriminate against people with disability
2. **Reduce barriers** to people with disability accessing our services and facilities
3. **Champion an inclusive and accessible workplace** reducing barriers to people with disability obtaining and maintaining employment at Juno
4. **Promote and nurture strong social connections** by providing safe(r), more inclusive, accessible and welcoming events for clients and staff

Process for development

To deliver an AAP 2025-2027 that provides a strong vision and actions for accessibility and inclusion in Juno's services and employment.

The development of AAP plan included -

- ✓ Consultation with people with lived experience of disability to guide the development of policies and programs in the AAP.
- ✓ Align AAP with Juno's broader strategic plans to ensure that disability inclusion is integrated into all planning processes.
- ✓ Establish the baseline understanding and practice on disability inclusion at Juno including an attitudinal survey and review of current policies.
- ✓ Audit of Juno physical environment, service and program delivery, employment, and recruitment practices.
- ✓ Collaborate with staff and management to create a shared goal, understanding and commitment to progress through plan and actions.



- ✓ Consult and engage with Juno’s past and current service users for feedback of their experience in receiving the service and to consult with stakeholders in the sectors for their learning and wisdom in developing AAP.
- ✓ Gather evidence of the learning from elsewhere in the sector from similar organisations (best practice example)
- ✓ Monitoring/measurement framework

Accessibility Action Planning Group

An Accessibility Action Planning Group was established in 2023. This group meets every two months and participated in the development of this plan. They will also act as an advisory group for its implementation. The group consists of employees in various departments at Juno, demonstrating the commitment to embed this work throughout the organisation. This committee has aimed to be made up of people with lived experience of disability, staff who work with clients directly, and staff who support operations. All Juno staff have a commitment to AAP and to maintain the goals around access and inclusion.

Implementation considerations

What became clear through the process of developing this AAP was that improving accessibility and inclusion is not a static process. We recognise that achieving meaningful accessibility requires continuous learning, listening to lived experiences, implementing changes, gathering feedback, and adapting accordingly. Rather than a one-time checklist, our approach is dynamic—we remain open to new insights, evolving best practices, and the voices of those with living experience of disability. By embedding accessibility into our everyday practices, we ensure that inclusion is not an afterthought but an active, evolving commitment. This process is ongoing, and reflexive, in line with the Juno practice framework and Juno values.

Language

This plan uses person-first language, referring to individuals as ‘people with disability,’ and not identity-first language such as ‘disabled person’.

Accessibility Action Plan 2025-27

Key Objectives

1. Accessibility for clients through:
 - a. Improving Juno practice when working with people with disability
 - b. Increasing understanding and reducing discrimination against people with disability
 - c. Building and strengthening relationships with specialist disability services
2. Inclusive employment pathways through:
 - a. Accessible application processes
 - b. Proactively offering adjustments throughout recruitment process



- c. Building relationships with disability networks to widen recruitment reach
3. Increase Juno engagement with the disability community through:
 - a. Facilitating inclusive, accessible and welcoming events
 - b. Participation in campaigns, celebrations and advocacy activities
 - c. Producing information with a diverse range of needs in mind creating accessible content
 4. Be accountable:
 - a. Pulse checking organisational understanding
 - b. Reporting progress against plan
 - c. Engaging lived experience expertise

Responsibilities

Responsibility for the Accessibility Action plan are shared across Juno.

Board is responsible for setting our values and mission which includes respecting diverse experiences, identities, knowledge and strengths of women, trans, gender diverse people and their children. The Board is responsible for demonstrating a strong commitment to the Accessibility Action Plan implementation.

CEO and Leadership team are responsible for ensuring that accessibility is integrated into decision making, the necessary resources including personnel time are allocated to support the initiatives outlined in the plan and for monitoring the progress of the Accessibility Action Plan.

Accessibility Action Group are responsible for driving accessibility and inclusion initiatives and implementation of the Accessibility Action Plan.

All Juno employees and volunteers are responsible for participating in the actions outlined in the Accessibility Action Plan and contributing to a culture that champions accessibility and inclusion.

Goals

Goal 1 - Create meaningful changes in attitudes and practices that discriminate against people with disability

Action	Timeframe	How we will measure our progress
Conduct regular survey of all staff at Juno to assess baseline of competency and attitudes and practices which discriminate against people with a disability.	2025	Results from initial survey compared and analysed with subsequent survey data Subsequent attitudinal survey undertaken by staff indicates increased competency



<p>Analyse survey data to set clear and achievable actions that increase competency and awareness around disability inclusion and accessible practice</p>		<p>and awareness of disability inclusion and inclusive and accessible practice</p>
<p>Assess our policies and procedures to ensure they are accessible and maximise inclusion for people with disabilities</p>	<p>2025-2026</p>	<p>Review completed and recommendations implemented as required</p>
<p>Undertake a review of our practice framework to update and incorporate guidance on inclusive and accessible practice</p>	<p>2025-2026</p>	<p>Review completed, framework updated and implemented into practice</p>
<p>Learning and development opportunities for staff are provided to increase disability confidence</p> <p>Ongoing review and improvement of staff core training requirements to ensure they increase the knowledge and skills of staff on disability</p>	<p>2025-2026</p>	<p>Disability focused core training to be completed within orientation timeframe</p> <p>Evaluation of the impact of training indicates</p> <ul style="list-style-type: none"> • a consistent high level of staff disability awareness and responsiveness across the organisation • staff are confident and understand incorporating inclusion and accessibility into practice
<p>Assess HR systems to ensure they are accessible and provide an opportunity to self-identify as an employee with disability.</p> <p>Assess client intake systems to ensure they are accessible and provide an opportunity to self-identify as a client with disability.</p>	<p>2025-2026</p>	<p>Data analysis reflects clients and employees with disability have self-identified and felt safe to do so.</p> <p>Reporting to our Board and funding partners accurately reflects the proportion of our clients and employees with disability.</p>





Goal 2 Reduce barriers to people with disability accessing our services and facilities

Action	Timeframe	How we will measure our progress
<p>Conduct access audit on premises and create a schedule for accessibility improvements</p> <p>Develop implementation plan for identified improvements including timeframes and outcome measurement</p>	2025	<p>Comprehensive disability inclusion and accessibility audit completed and schedule for improvements developed</p> <p>Progress and effectiveness of improvements recorded in the implementation plan. Implementation plan reviewed quarterly, and progress reported to Board</p>
<p>Increase understanding of accessible communication practices and capacity to use inclusive and accessible language and imagery</p>	2025-2026	<p>Website is reviewed and changes implemented in line with the Web Content Accessibility Guidelines</p> <p>Core documents are available in a variety of formats that meet accessibility needs</p>
<p>Review and improve documentation that is shared with clients</p>	2025-2026	<p>Review completed and material updated as required</p>
<p>Participate in disability focused community of practice</p>	2025-2026	<p>Participation in communities of practice provides opportunities for learning and valuable information sharing</p> <p>Effective internal mechanisms in place to identify and respond to opportunities and challenges and to share information,</p>
<p>Maintain Accessibility Action Group of staff to champion accessibility and inclusion within the organisation</p>	2025-2027	<p>Staff engaged in Accessibility Action Group regularly meet and monitor progress of Accessibility Action Plan implementation.</p> <p>Accessibility and Inclusion embedded in organisation culture</p>



Goal 3 Champion an inclusive and accessible workplace and reduce barriers to people with disability obtaining and maintaining employment at Juno

Action	Timeframe	How we will measure our progress
<p>Work with a disability employment specialist to assist in employing people with disability.</p>	2025-2027	<p>Increased percentage of people with disability employed</p> <p>Increase percentage of people with disability involved in the Board</p> <p>Employment retention levels and career progression of self-identified people with disability are equivalent with people without identified disability</p>
<p>Recruitment practices for all positions including voluntary roles highlight commitment to inclusive and accessible practice and actively pursue candidates who are values aligned</p> <p>Application process is accessible to all candidates with a range of adjustments available and proactively offered to candidates</p> <p>Job advertisements and relevant materials are provided in accessible formats</p> <p>Availability of adjustments is communicated clearly, to make sure candidates feel supported and can</p>	2025-2027	<p>Strong, visible statements highlight our dedication to inclusivity, accessibility included in job postings, on our website, and during the recruitment process for employment and voluntary positions such as the Board and reference groups.</p> <p>Candidates with disabilities or other access needs accept or request reasonable adjustments during the recruitment process, such as alternative interview formats or additional support</p> <p>Recruitment information is accessible and regularly reviewed to implement any identified improvements to accessibility.</p> <p>Availability of adjustments are clearly outlined in job advertisements and our website</p> <p>Recruitment lead proactively offers adjustments to candidates and acts on requests</p>



participate fully in the recruitment process.		Feedback mechanisms in place to capture data relating to the experience of candidates during recruitment process
Review and assess current HR policy and procedures to ensure they consider disability inclusion	2025-2027	Policies and procedures are reviewed, and recommendations are implemented as required
Planning for staff training considers accessibility, including physical space sensory requirements and different learning styles	2025-2027	Staff engagement survey reflects that staff training, meetings and professional development is accessible and inclusive Training materials provided prior to sessions

Goal 4 Promote and nurture strong social connections by providing safe, inclusive, accessible and welcoming events for clients and staff

Action	Timeframe	How we will measure our progress
Juno event planning process ensures all public events are held in accessible venues Implement Accessibility and Inclusion checklist for all events ensuring that people with disability are aware of the accessibility of the event and adjustments that can be made as needed	2025	Checklist is effectively used ensuring access and inclusion considerations are understood when planning and running events Participant feedback from events indicates a safe, inclusive, accessible and welcoming event
Case managers are aware of disability focused organisations and actively refer clients for support at closure/during support.	2025-2027	Case managers are confidently able to refer clients to appropriate support Client feedback indicates warm referrals were made to appropriate supports.



