



Australian Government  
Bureau of Meteorology

# Accessibility Action Plan

2019–2022



DIVERSITY  
& INCLUSION

# Message from our CEO



I am pleased to introduce the Bureau's Accessibility Action Plan 2019–2022.

We are committed to making our products, services, workplace and culture welcoming and supportive of people with disability. To achieve this accessibility must be core to every aspect of our business.

We believe everyone should be treated equitably, with dignity and respect and valued for their differences. This contributes to a safe, healthy, diverse and productive organisation. Our values and behaviours are fundamental to the way we do business and to support this Plan our Executive, managers and staff will:

- create a supportive and enabling culture that recognises the contribution of people with disability;
- incorporate accessibility into our products, services, systems, activities and plans;
- remove barriers to career progression and enhance employment opportunities;
- remove barriers to accessing our products and services by implementing accessibility requirements;
- promote disability awareness and confidence, to create a workplace that welcomes, supports, encourages and includes people with disability; and
- implement the Accessibility Action Plan 2019–2022 in all areas of the organisation.

The Accessibility Action Plan 2019–2022 aligns with the Bureau Strategy 2017–2022, legislative frameworks for the Australian Public Service, and key Australian Government legislation and initiatives for promoting diversity and equal opportunity.

A handwritten signature in black ink, appearing to read 'A. Johnson', with a long horizontal flourish extending to the right.

**Dr Andrew Johnson FTSE FAICD**  
CEO and Director of Meteorology

16 October 2019

# Our **accessibility journey**

In 2015 the Disability Strategy and Action Plan 2015–2020 (DSAP) was implemented as part of our commitment to improving access and inclusion at the Bureau. In late 2017, we participated in a comprehensive benchmarking exercise through the Australian Network on Disability (AND) Access and Inclusion Index to assess our level of accessibility. This benchmarked our accessibility maturity level and identified priorities, focus areas and a set of recommendations to improve access and inclusion.

In July 2017 we launched the **Bureau Strategy 2017–2022** which articulates our vision, mission, values and strategic objectives. Our strategy includes a commitment to implementing an enterprise diversity and inclusion plan that promotes this at all levels of our organisation.

In light of the Access and Inclusion Index report and the Bureau Strategy, the DSAP was reviewed. The findings from the Access and Inclusion Index assessment and the review of the DSAP informed this Accessibility Action Plan 2019–2022 (AAP). The AAP incorporates the Access and Inclusion Index recommendations and takes into account progress made with the DSAP. The AAP also aligns with the Access and Inclusion Index.

The Bureau strives to reflect the community we serve. This Plan focuses our access and inclusion efforts and recognises the need to increase employee and customer confidence in our ability to create accessible employment and career opportunities, workspaces, products and services.

## **DISABILITY IN AUSTRALIA<sup>1</sup>**

- More than 4 million people in Australia have some form of disability. That's one in five people.
- 35.9 per cent of Australian households have a person living with disability
- 2.1 million Australians of working age (15–64 years) have disability
- 18.6 per cent of females and 18 per cent of males in Australia have disability

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<sup>1</sup> Australian Bureau of Statistics (ABS) 2016, 4430.0 - **Survey of Disability, Ageing and Carers 2015**, viewed 27 August 2019.

# Our achievements

Since the implementation of our DSAP we have achieved a number of actions to improve access and inclusion. Some of our key achievements include:

- appointed a senior executive disability champion, and established a disability reference group and governance framework for implementing our DSAP;
- elevated diversity and inclusion as a strategic action in the Bureau's Strategy 2017–2022;
- launched an overarching diversity and inclusion commitment statement;
- in conjunction with AND, conducted a disability attitude survey to obtain employee feedback on workplace inclusiveness and improvements to accessibility;
- delivered disability awareness and disability confidence online training for all staff;
- developed and implemented a workplace adjustments procedure;
- completed a recruitment and selection audit to identify and remove unintended barriers;
- ensured that staff involved in recruitment and selection processes are aware of anti-discrimination legalisation and workplace adjustment principles;
- implemented a recruiting-fairly guide for selection panels to increase awareness of the impact of unconscious bias on employment outcomes;
- developed a process to provide alternate accessible formats for recruitment and career information, including job advertisements and application forms;
- introduced inclusive leadership unconscious bias training for senior leaders to build inclusive leadership capability;
- implemented closed captions and transcripts in video productions;
- participated in AND's Access and Inclusion Index to assess our level of accessibility and identify key priorities to improve it;
- worked with the National Relay Service and provided training and awareness to our customer relations staff; and
- participated in AND's Stepping Into Internship Program.

# Our focus

Our AAP focuses on four pillars of success, each aligning with the Bureau Strategy 2017–2022. A fifth pillar outlines our governance, measurement and communication actions to monitor, assess and report on the progress and success of our AAP.

This Plan follows the AND Access and Inclusion Index by outlining the ten key business areas in which to focus on improvements for access and inclusion. These are:

- commitment;
- products and services;
- communications and marketing;
- recruitment and selection;
- information and communication technology (ICT);
- premises;
- suppliers and partners;
- workplace adjustments;
- learning and career development; and
- innovation.

This Plan links the business areas from the AND Access and Inclusion Index with the Bureau's Strategy. By doing this it shows how improving accessibility for people with disability ensures our organisation is achieving its mission to provide accessible, reliable and responsive services that meet the needs of customers. It also shows how this supports our objective of contributing to zero lives lost through natural hazards.

# Our accessibility objectives

## ICT, PRODUCTS AND SERVICES

- 1.1 Commit to improving the accessibility of our digital products and services to our customers and the Australian community.

This aligns with our **Strategy Pillar:** Impact and Value; and **Strategic Objective:** Products and services that benefit the Australian community and drive competitive advantage for businesses and industries.

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## COMMUNICATIONS AND MARKETING

- 1.2 Provide accessible content and include people with disability in our communications, marketing and product materials.

This aligns with our **Strategy Pillar:** Impact and Value; **Strategic Objective:** Products and services that benefit the Australian community and drive competitive advantage for businesses and industries.

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## RECRUITMENT AND SELECTION

- 2.1 Create a diverse and inclusive workplace where all our people can succeed and feel valued, and our recruitment and employment processes are accessible.

This aligns with our **Strategy Pillar:** Operational Excellence; and **Strategic Objective:** Outstanding people, science, systems and infrastructure, working together for maximum simplicity, productivity and agility.

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## PREMISES

- 2.2 Ensure our facilities and premises are accessible to staff, visitors and customers with a disability.

This aligns with our **Strategy Pillar:** Operational Excellence; and **Strategic Objective:** Outstanding people, science, systems and infrastructure, working together for maximum simplicity, productivity and agility.

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## SUPPLIERS AND PARTNERS

- 3.1 Work with our suppliers and partners to embed accessibility into our procurement processes and contracts.

This aligns with our **Strategy Pillar:** Insight and Innovation; and **Strategic Objective:** Deep understanding, creative thinking and enduring partnerships that generate novel solutions for our customers and our organisation.

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## INNOVATION

- 3.2 Continue to use technology and innovation to make our products and services accessible for customers and staff with disability and their carers.

**This aligns with our Strategy Pillar:** Insight and Innovation; and **Strategic Objective:** Deep understanding, creative thinking and enduring partnerships that generate novel solutions for our customers and our organisation.

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## COMMITMENT

- 4.1 Continue our strong commitment to promoting inclusion, diversity and accessibility for all people with disability and their carers.

**This aligns with our Strategy Pillar:** The Bureau Way; and **Strategic Objective:** One enterprise, that is safe and diverse, where our people grow and are empowered to excel, and where our customers come first, trust us and consider that we are a pleasure to work with.

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## WORKPLACE ADJUSTMENTS AND CAREER DEVELOPMENT

- 4.2 Create a supportive workplace where our people are equipped to succeed through workplace adjustments and accessible learning and career development opportunities.

**This aligns with our Strategy Pillar:** The Bureau Way; and **Strategic Objective:** One enterprise, that is safe and diverse, where our people grow and are empowered to excel, and where our customers come first, trust us and consider that we are a pleasure to work with.

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## GOVERNANCE AND MEASUREMENT

- 5 Commit to monitoring progress, assessing success of the AAP and keeping our staff, customers and stakeholders informed of our progress in access and inclusion.

To support the delivery of these objectives, the AAP details specific actions under each objective, with timeframes, performance measures and responsibility. Progress of the AAP will be monitored by the Accessibility Reference Group, with annual reports to the Executive Team.

# Delivering our action plan

## Action table key

**Accountability:** refers to the person ultimately accountable for the success of the action, ensuring the persons responsible deliver the action(s) assigned

**Responsibility:** refers to the action owners who will deliver the action; where multiple owners are listed, the first mentioned has primary responsibility

## ICT, PRODUCTS AND SERVICES

### 1.1 Commit to improving the accessibility of our digital products and services to our customers and the Australian community.

No.	Actions	Timeline	Accountability	Responsibility
1.1.1	Review our policies and procedures and develop an ICT process to improve accessibility of our digital products and services for customers; embedding the <b>Universal Design Principles / Digital Service Standard Criteria</b> .	December 2020	Group Executive Data and Digital  Program Director Robust	<b>General Manager Digital Channels and Customer Experience Design</b>  General Manager Application Services  General Manager Robust Delivery
1.1.2	Ensure that relevant staff have the required skills and knowledge for ICT accessibility through training and resources.	Ongoing	Group Executive Data and Digital  Program Director Robust	<b>General Manager Digital Channels and Customer Experience Design</b>  General Manager Application Services  General Manager Robust Delivery
1.1.3	Ensure our new website and mobile applications are at a minimum WCAG 2.0 (A, AA and if applicable AAA) compliant.	December 2020	Group Executive Data and Digital  Program Director Robust	<b>General Manager Digital Channels and Customer Experience Design</b>  General Manager Application Services  General Manager Robust Delivery



## ICT, PRODUCTS AND SERVICES

### 1.1 Commit to improving the accessibility of our digital products and services to our customers and the Australian community.

No.	Actions	Timeline	Accountability	Responsibility
1.1.4	Create a process to actively seek feedback from staff and customers on the accessibility of our ICT, products and services; and incorporate an accessible online form to collect feedback.	December 2020	Group Executive Data and Digital	<b>General Manager Digital Channels and Customer Experience Design</b>
1.1.5	Business cases for new products and services include a commitment to accessibility and accessibility standards are incorporated into product design processes, with accessibility assessed at key stages of the product development life cycle.	Ongoing	Group Executive Data and Digital  Program Director Public Services Transformation  Group Executive Enterprise Services	<b>General Manager Digital Channels and Customer Experience Design</b>  General Manager Application Services  General Manager Planning and Architecture  General Manager Customer and High Impact Services  General Manager Customer Relationships

## COMMUNICATIONS AND MARKETING

### 1.2 Provide accessible content and include people with disability in our communications, marketing and product materials.

No.	Actions	Timeline	Accountability	Responsibility
1.2.1	Use the <b>Service Providers Accessibility Guide</b> to implement processes and practices supporting accessible content and communications for people with disability.	December 2021	Group Executive Community Services  Group Executive Enterprise Services	<b>General Manager Decision Support Services</b>  <b>General Manager Communications</b>
1.2.2	Provide training and guidance on accessibility requirements for staff working on external and internal communications and marketing activities.	Ongoing	Group Executive Community Services  Group Executive Enterprise Services	<b>General Manager Decision Support Services</b>  <b>General Manager Communications</b>  General Managers
1.2.3	Develop and implement guidance for staff that includes accessibility considerations for those involved in organising events and related communications, and marketing materials.	December 2020	Group Executive Enterprise Services	<b>General Manager Communications</b>  General Manager Organisational Development  General Managers
1.2.4	Consider feedback received on accessibility of marketing and communications content for staff and customers with disability to inform future procedures and processes.	December 2020	Group Executive Community Services  Group Executive Enterprise Services	<b>General Manager Decision Support Services</b>  <b>General Manager Communications</b>

## RECRUITMENT AND SELECTION

### 2.1 Create a diverse and inclusive workplace where all our people can succeed and feel valued, and our recruitment and employment processes are accessible.

No.	Actions	Timeline	Accountability	Responsibility
2.1.1	Manage processes relating to talent attraction, selection and employment to uphold our commitment to diversity, inclusion and accessibility to people with disability.	Ongoing	Group Executive Enterprise Services	<b>General Manager Organisational Development</b>
2.1.2	Capture feedback from job applicants and newly onboarded staff through the eRecruit system and probation process to identify barriers and improve our recruitment and engagement with workplace adjustment practices.	Ongoing	Group Executive Enterprise Services	<b>General Manager Organisational Development</b>
2.1.3	Revise our internal recruitment procedure and related processes to strengthen engagement with external recruitment agencies who align with AND's Disability Confident Recruiter status, or demonstrate commitment to accessibility and supporting people with disability.	December 2020	Group Executive Enterprise Services	<b>General Manager Organisational Development</b>
2.1.4	Continue to participate in the Australian Public Service (APS) RecruitAbility Scheme and use APS affirmative measure process for recruiting people with disability.	Ongoing	Group Executive Enterprise Services	<b>General Manager Organisational Development</b>

## PREMISES

### 2.2 Ensure our facilities and premises are accessible to staff, visitors and customers with a disability.

No.	Actions	Timeline	Accountability	Responsibility
2.2.1	Manage the Bureau's workspace design principles to continue to include <b>Design for Dignity principles</b> .	December 2020	Group Executive Enterprise Services	<b>General Manager Finance</b>
2.2.2	Provide staff with responsibilities for premises and facilities with access to information and awareness of accessibility standards.	December 2020	Group Executive Enterprise Services	<b>General Manager Finance</b>
2.2.3	Implement a feedback process relating to accessibility of premises for our customers, visitors and staff.	December 2020	Group Executive Enterprise Services	<b>General Manager Finance</b>
2.2.4	Accessibility considerations to be included in the Bureau's Fit Out Design Principles <sup>2</sup> .	June 2020	Group Executive Enterprise Services	<b>General Manager Finance</b>

<sup>2</sup> The Bureau's Fit Out Design Principles was previously known as the Bureau's Strategic Facilities Management Plan.

## SUPPLIERS AND PARTNERS

### 3.1 Work with our suppliers and partners to embed accessibility into our procurement processes and contracts.

No.	Actions	Timeline	Accountability	Responsibility
3.1.1	Internal procurement plan template to include a statement of our commitment to diversity and inclusion.	December 2020	Group Executive Enterprise Services	<b>General Manager Finance</b> General Manager Organisational Development
3.1.2	Bureau procurement guidelines to include a statement of our commitment to diversity and inclusion.	December 2020	Group Executive Enterprise Services	<b>General Manager Finance</b> General Manager Organisational Development
3.1.3	Explore options to include a statement about our commitment to diversity in the Bureau's Request for Quotation/Request for Tender documentation.	December 2020	Group Executive Enterprise Services	<b>General Manager Finance</b> General Manager Office of General Counsel
3.1.4	Review internal procurement planning guidance materials to advise staff of the Commonwealth Procurement Rules (CPR) exemption relating to 'procurement of goods and services from a business that primarily exists to provide the services of persons with a disability'.	December 2020	Group Executive Enterprise Services	<b>General Manager Finance</b>
3.1.5	Review contract management processes and opportunities for feedback to assess the accessibility of procured products and services.	June 2021	Group Executive Enterprise Services	<b>General Manager Finance</b>

## INNOVATION

### 3.2 Continue to use technology and innovation to make our products and services accessible for customers and staff with disability and their carers.

No.	Actions	Timeline	Accountability	Responsibility
3.2.1	Seek to achieve AND's Disability Confident Recruiter status in line with future-state recruitment system capacity and related processes.	December 2021	Group Executive Enterprise Services	<b>General Manager Organisational Development</b>
3.2.2	Upgrade the adaptive and assistive technology request within our IT service management tool to support staff who require technology adjustments. Include information to facilitate manager approval.	December 2021	Group Executive Data and Digital	<b>General Manager Service and Infrastructure Management</b>

## COMMITMENT

### 4.1 Continue our strong commitment to promoting inclusion, diversity and accessibility for all people with disability and their carers.

No.	Actions	Timeline	Accountability	Responsibility
4.1.1	Our Executive Champion engages with disability champions networks and relevant staff attend networking meetings and events.	Ongoing	Executive Accessibility Champion	<b>General Manager Organisational Development</b>
4.1.2	A commitment to accessibility is incorporated into key corporate documents including Group, Program and Corporate plans; customer plans; business cases; communication and engagement plans and staff performance development plans.	Ongoing	Group Executives	<b>General Managers</b>
4.1.3	Raise the organisation's disability awareness by providing regular updates, information, resources and training for staff so they are disability confident and are inclusive of colleagues and customers with disability.	Ongoing	Group Executive Enterprise Services	<b>General Manager Organisational Development</b>
4.1.4	Continue to conduct employee engagement surveys to gain insights and feedback on accessibility matters in the workplace.	Ongoing	Group Executive Enterprise Services	<b>General Manager Organisational Development</b>  General Manager Strategy, Planning and Performance

## WORKPLACE ADJUSTMENTS AND CAREER DEVELOPMENT

**4.2 Create a supportive workplace where our people are equipped to succeed through workplace adjustments and accessible learning and career development opportunities.**

No.	Actions	Timeline	Accountability	Responsibility
4.2.1	Review the Workplace Adjustments Procedure.	December 2020	Group Executive Enterprise Services	<b>General Manager Health, Safety &amp; Environment</b>  General Manager Organisational Development  General Manager Finance
4.2.2	Include workplace adjustments processes in regular discussions with staff on working arrangements.	Ongoing	Group Executives	<b>General Managers</b>
4.2.3	Continue to offer tailored mentoring, work experience and employment programs for people with disability.	Ongoing	Group Executive Enterprise Services	<b>General Manager Organisational Development</b>
4.2.4	Receive feedback from staff and managers on the timeliness and effectiveness of our workplace adjustment processes for continuous improvement.	Ongoing	Group Executive Enterprise Services	<b>General Manager Health, Safety and Environment</b>



## GOVERNANCE AND MEASUREMENT

**5 Commit to monitoring progress, assessing success of the AAP and keeping our staff, customers and stakeholders informed of our progress in access and inclusion.**

No.	Actions	Timeline	Accountability	Responsibility
5.1	<p>The Executive, the Accessibility Champion and members of the Senior Leadership Team (SLT) will deliver and implement this Plan.</p> <p>The Accessibility Reference Group will monitor the progress of this Plan.</p> <p>All staff play a role in supporting accessibility and implementing this Plan.</p>	Ongoing	Group Executives	<b>General Managers</b>
5.2	General Managers nominate representatives to take responsibility for delivering and reporting on the actions in this Plan and to join the Accessibility Reference Group.	Ongoing	Executive Accessibility Champion	<b>General Managers</b>
5.3	Report annually to the Executive on the implementation of the AAP, including achievements, improvements and innovations to improve accessibility.	Ongoing	Executive Accessibility Champion	<b>General Manager Organisational Development</b>
5.4	Monitor qualitative and quantitative data and inform our staff and stakeholders of our progress in access and inclusion through the annual report, employee census and diversity measurement report.	Ongoing	Executive Accessibility Champion	<b>General Manager Organisational Development</b>
5.5	Participate in AND's Access and Inclusion Index every three to four years.	December 2021	Executive Accessibility Champion	<b>General Manager Organisational Development</b>

Our objective / key results under each Pillar	Success measured by
<b>1. IMPACT AND VALUE</b> <ul style="list-style-type: none"> <li>• ICT, products and services</li> <li>• Communications and marketing</li> </ul>	<ul style="list-style-type: none"> <li>• An accessible website and mobile application</li> <li>• Articles featuring disability-related content</li> <li>• Events are accessible</li> <li>• Customer feedback relating to accessible products and services</li> </ul>
<b>2. OPERATIONAL EXCELLENCE</b> <ul style="list-style-type: none"> <li>• Recruitment and selection</li> <li>• Premises</li> </ul>	<ul style="list-style-type: none"> <li>• Monitoring the representation of people with disability in our workforce through our Human Resources and APS Census data</li> <li>• Premises which are accessible</li> <li>• Feedback from staff and customers</li> </ul>
<b>3. INSIGHT AND INNOVATION</b> <ul style="list-style-type: none"> <li>• Suppliers and partners</li> <li>• Innovation</li> </ul>	<ul style="list-style-type: none"> <li>• Our partners and suppliers demonstrate a commitment to access and inclusion</li> <li>• The number of recruitment partners who have achieved Disability Confident Recruiter status</li> </ul>
<b>4. THE BUREAU WAY</b> <ul style="list-style-type: none"> <li>• Commitment</li> <li>• Workplace adjustments</li> <li>• Career development</li> </ul>	<ul style="list-style-type: none"> <li>• Involvement of our Disability Champion, Senior Leadership Team and all staff in relevant events</li> <li>• Feedback on workplace adjustments satisfactorily provided</li> <li>• Feedback on accessibility requirements from staff undertaking learning and development activities</li> </ul>
<b>5. GOVERNANCE AND MEASUREMENT</b>	<ul style="list-style-type: none"> <li>• Positive results from employee engagement surveys, diversity measurement report and the AND Access and Inclusion Index</li> </ul>

# Appendix 1

## DEFINITIONS

### Accessible/accessibility

When processes and practices, systems, communications, web content, information, premises and workplaces are accessible it means that they're barrier-free and enable everyone, including people with disability, to participate or have equitable access.

### Disability

Our Accessibility Action Plan is informed by *Disability Discrimination Act (1992)* definition, which aims to protect the rights of people with disability in Australia, and by the United Nations Convention on the Rights of Persons with Disabilities.

The *Disability Discrimination Act 1992* defines disability as:

- a. total or partial loss of the person's bodily or mental functions; or
- b. total or partial loss of a part of the body; or
- c. the presence in the body of organisms causing disease or illness; or
- d. the presence in the body of organisms capable of causing disease or illness; or
- e. the malfunction, malformation or disfigurement of a part of the person's body; or
- f. a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or
- g. a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgment or that results in disturbed behaviour<sup>3</sup>.

and includes a disability that:

- h. presently exists; or
- i. previously existed but no longer exists; or
- j. may exist in the future (including because of a genetic predisposition to that disability); or
- k. is imputed to a person.

To avoid doubt, a disability that is otherwise covered by this definition includes behaviour that is a symptom or manifestation of the disability.

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<sup>3</sup> Australian Government, Federal Register of Legislation, 'Disability Discrimination Act 1992', retrieved 20 October 2017, [www.legislation.gov.au/Details/C2017C00339](http://www.legislation.gov.au/Details/C2017C00339).

The Disability Discrimination Act 1992 makes it against the law to discriminate against someone if they have a disability in the following areas:

- employment;
- education;
- access to premises used by the public;
- provision of goods, services and facilities;
- accommodation;
- buying land;
- activities of clubs and associations;
- sport; or
- administration of Commonwealth Government laws and programmes.

The Disability Discrimination Act also makes it unlawful to discriminate against anyone who has a connection with a person with a disability, such as relatives, friends, carers and co-workers. The United Nations Convention on the Rights of Persons with Disabilities offers the following statement:

‘Persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments which, in interaction with various barriers, may hinder their full and effective participation in society on an equal basis with others.’<sup>4</sup>

This Convention defines disability within the context of a social construct, in which environmental factors play a key role in a person’s ability to participate equitably in society. The Convention contains principles of human rights and capability building so that people with disabilities have agency to contribute to social and public life.

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<sup>4</sup> United Nations, ‘Convention on the Rights of Persons with Disabilities’, retrieved 20 October 2017, [www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html](http://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html).

The Australian Bureau of Statistics (ABS) uses a different definition. It defines disability as having a limitation, restriction or impairment, which has lasted, or is likely to last, for at least six months and restricts everyday activities.

The definition of 'disability' used for employment-related purposes (other than discrimination) in the APS is based on the ABS definition (Refer [appendix 2](#)).

Both definitions are used for the purpose of this Plan.

### **Disability confidence**

According to the Australian Network on Disability 'disability confidence' means that you anticipate that some colleagues/employees/customers will have disability and you feel positive about your ability to respond fairly and respectfully to accommodate their requirements.

# Appendix 2

For data-collection purposes, APS agencies use the ABS Survey of Disability, Ageing and Carers<sup>5</sup> definition: ‘a person has a disability if they report that they have a limitation, restriction or impairment which has lasted, or is likely to last, for at least six months and restricts everyday activities’.<sup>6</sup>

This includes (but is not limited to):

- loss of sight (not corrected by glasses or contact lenses);
- loss of hearing where communication is restricted, or an aid to assist with, or substitute for, hearing is used;
- incomplete use of feet or legs;
- nervous or emotional condition causing restriction;
- restriction in physical activities or in doing physical work;
- speech difficulties;
- shortness of breath or breathing difficulties causing restriction;
- disfigurement or deformity;
- mental illness or condition requiring help or supervision;
- chronic or recurrent pain or discomfort causing restriction;
- blackouts, fits, or loss of consciousness;
- long-term effects of head injury, stroke or other brain damage causing restriction;
- difficulty learning or understanding;
- incomplete use of arms or fingers;
- difficulty gripping or holding things;
- receiving treatment or medication for any other long-term conditions or ailments and still restricted;
- any other long-term conditions resulting in a restriction.

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<sup>5</sup> 4430.0 - Disability, Ageing and Carers, Australia: Summary of Findings, 2015 and 4430.0 - Disability, Ageing and Carers, Australia: Summary of Findings, 2015 - Disability Groups

<sup>6</sup> This includes episodic conditions if they are likely to recur

## CONTACTS AND ACKNOWLEDGEMENTS

If you have any feedback relating to the Accessibility Action Plan or require this document in an alternative format, please contact the Diversity, Inclusion and STEM Program on [diversity@bom.gov.au](mailto:diversity@bom.gov.au).

To contact the National Relay Service:

Phone: 13 36 77 (TTY/voice calls)

1300 555 727 (speak and listen)

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The Bureau would like to thank the Australian Network on Disability for assistance in developing this Plan.

The Bureau is an active supporter of the Australian Network on Disability and has been a member since 2015.



AUSTRALIAN  
NETWORK  
ON DISABILITY