



EMBRACE DISABILITY GROUP

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# Disability Inclusion Action Plan

# 2024

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# WELCOME

Located on Ngunnawal and Ngambri country and servicing the greater Canberra and Queanbeyan regions, Embrace Disability Group is a leading hospitality and catering business dedicated to creating meaningful employment opportunities for individuals living with disabilities.

We are committed to fostering a diverse and inclusive workforce, where each team member can reach their full potential. With a passion for exceptional service and a focus on social inclusion, we provide professional catering services and comprehensive hospitality training programs.

We acknowledge the traditional custodians of the lands on which our company is located and where we conduct our business and we pay our respects to their leaders, past, present and emerging.

# NON-FACTS ABOUT DISABILITY

**Disability.** It's an interesting word, isn't it? For some, it can be scary, for others, prejudicial, but for most of us, it is rarely understood.

When we hear the word disability, our minds often jump to visible impairments such as the use of a wheelchair or the need for a guide dog. However, disability encompasses a broad spectrum of physical, mental, sensory and cognitive impairments that may not always be visible but significantly impact an individual's daily life.

According to the World Health Organisation, disability is a complex phenomenon reflecting the interaction between features of a person's body and features of the society in which they live. It is an umbrella term for impairments, activity limitations and participation restrictions, emphasising that disability arises not only from health conditions but also from the social and environmental context.

“ While it may seem hard to believe, almost everyone will temporarily or permanently experience disability at some point in their life, as disability is part of being human. ”

Understanding disability through this broader lens helps us realise that the barriers people with disabilities face are often more about societal attitudes and lack of accessibility than the disabilities themselves. This insight forms the foundation of our Disability Inclusion Action Plan at Embrace Disability Group.

In Australia, approximately 4.4 million people, or 18% of the population, live with some form of disability. Yet, despite making up a significant portion of the population, people with disabilities often face significant challenges in accessing employment, education and social participation.

The employment rate for people with disabilities is considerably lower than for those without, highlighting the urgent need for inclusive practices and supportive policies.

Embrace Disability Group is committed to addressing these challenges head-on. Our Disability Inclusion Action Plan outlines strategic actions to enhance accessibility, promote inclusive employment practices, raise awareness and foster a culture of inclusivity.

We believe that by understanding disability in its full context and taking proactive steps to include and support people with disabilities, we can create a more equitable and vibrant community for everyone.

# CEO MESSAGE

As the CEO of Embrace Disability Group, I am proud to introduce our first Disability Inclusion Action Plan.

This plan is more than just a document, it is a commitment to fostering an environment where everyone, regardless of their abilities, is valued, respected and given equal opportunities to succeed.

We recognise that disability is not a barrier to talent. It is a different perspective that can bring unique insights and strengths to our organisation and the hospitality industry more broadly.

“ At Embrace Disability Group, we know that by embracing diversity, we can drive innovation, improve services and create a more inclusive society. ”

With that in mind, our action plan outlines our commitment to breaking down barriers and creating a workplace where people with disabilities can thrive. It is not just about making accommodations, but more importantly, it is about changing attitudes, promoting understanding and celebrating the contributions of all our employees.

We understand that this is a journey and we are committed to learning and improving along the way. We will listen, learn and act to ensure that our workplace is inclusive and accessible to all.

I invite each one of you to join us in this important endeavour. Together, we can create a culture of inclusion where everyone feels valued and can contribute their best.

Thank you for your support and commitment to this important initiative.

Katie Hancock  
Chief Executive Officer  
Embrace Disability Group







# ABOUT US

Embrace Disability Group is a leading hospitality and catering business dedicated to creating meaningful employment opportunities for individuals living with disabilities.

We are committed to fostering a diverse and inclusive workforce, where each team member can reach their full potential. With a passion for exceptional service and a focus on social inclusion, we provide professional catering services and comprehensive hospitality training programs.

At Embrace Disability Group, our vision is to be a leading hospitality and catering business known for championing disability inclusion and empowerment.

This means we employ staff with disabilities, build an environment that ensures everyone is provided with an equal opportunity and encourage learning and training of new skills.

By embracing diversity and fostering personal growth, we aim to showcase the exceptional abilities of our employees while delivering outstanding service to our clients, thus making a positive impact on both our team members and the community we serve.

“ Our commitment to excellence is matched only by our commitment to social inclusion and making a positive difference in our community. ”





# OUR CORE VALUES

While every position, and indeed every day is different, every team member prides themselves on living our core values:



## INCLUSION

We believe in the power of a diverse and inclusive community where everyone is given equal opportunities to thrive.



## EMPOWERMENT

By fostering a supportive environment, we enable personal and professional growth.



## SUSTAINABILITY

Our commitment to sustainability drives us to implement eco-friendly practices in our operations.



## EXCELLENCE

Our dedication to quality ensures that we meet and exceed the expectations of our clients



## INNOVATION

Innovation drives our approach to solving challenges and improving our services.



## INTEGRITY

We conduct our business with the highest standards of integrity and ethical behaviour.

# OUR FOCUS AREAS

At Embrace Disability Group, we believe that creating visibility and awareness of people with disabilities is not just a powerful thing, but a necessary one. Our commitment to inclusivity and diversity is deeply ingrained in what we do in each of our four focus areas:

01

## OUR PEOPLE

We strive to create an environment where every individual feels valued and respected, regardless of their abilities. We believe that by embracing the unique talents and perspectives of our diverse workforce, we can foster innovation and drive our growth as a leading catering and hospitality business.

02

## LEARNING AND DEVELOPMENT

We are committed to providing our employees with the tools and resources they need to succeed. This includes ongoing training and development opportunities that are accessible and inclusive, ensuring that all our employees, including those with disabilities, have the opportunity to grow and thrive in their roles.

03

## OUR CUSTOMERS

Our customers are at the heart of everything we do and we are dedicated to providing exceptional service that meet and exceed their needs. We continually seek feedback and strive to improve our services to ensure we are meeting the diverse needs of our customer base.

# 04

## OUR COMMUNITY

Our community is integral to our success. We are committed to making a positive impact in the communities where we operate. This includes partnering with local organisations to promote disability awareness and inclusion and providing opportunities for people with disabilities within our community.

It is our commitment to these four focus areas that sets us apart. At Embrace Disability Group, we are not just catering and hospitality business - we are a catalyst for change, championing inclusivity and diversity in everything we do.

// With a focus on quality and attention to detail, we have built a reputation for delivering memorable experiences that exceed expectations. //





# MEASURING PROGRESS

In order to ensure our Disability Inclusion Action Plan is powerful and will meet the needs of our people, we have developed a number of clear performance goals that embrace what we believe in and how we want to measure our success.

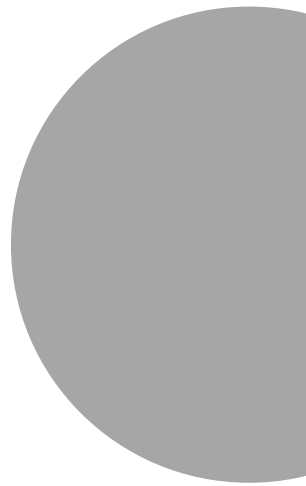
ACTION	TIME	WHO	MEASURE
<p>increase employment of people with disabilities by 25% (compared with June 2024) and retain them for at least 12 months.</p>	<p>by June 2025</p>	<p>CEO   HR</p>	<ul style="list-style-type: none"> <li>at least 25% increased employment of people with disabilities</li> </ul>
<p>update website so that it complies with accessibility standards.</p>	<p>by December 2024</p>	<p>Operations</p>	<ul style="list-style-type: none"> <li>website complies with accessibility standards</li> </ul>
<p>deliver formal hospitality and catering training to our staff with disabilities</p>	<p>ongoing</p>	<p>Operations</p>	<ul style="list-style-type: none"> <li>number of people with disabilities signed off with certified hospitality qualifications</li> </ul>
<p>formalise partnership with National Capital Motors for a second branded EDG vehicle</p>	<p>July 2024</p>	<p>CEO</p>	<ul style="list-style-type: none"> <li>second vehicle added to fleet, increasing delivery capacity and brand awareness</li> </ul>



ACTION	TIME	WHO	MEASURE
design, develop and deliver cooking classes for people living with disabilities	by October 2024	Operations Head Chef	<ul style="list-style-type: none"> <li>number of people registered to attend classes</li> </ul>
expand school canteen operations to other schools within the region	by December 2025	CEO Operations	<ul style="list-style-type: none"> <li>number of school canteens being operated by EDG</li> </ul>
ensure all access points to the workplace comply with physical accessibility standards	by February 2024	Operations	<ul style="list-style-type: none"> <li>all access points signed off as compliant with accessibility standards</li> </ul>
work with local schools and disability services to provide work experience for people with disabilities	ongoing	CEO   HR Operations	<ul style="list-style-type: none"> <li>number of people successfully undertaking work experience</li> </ul>
survey all staff to gather data on how we can work together and improve employee engagement	bi-annual	CEO   HR	<ul style="list-style-type: none"> <li>improved practices in the workplace based on survey results</li> </ul>

ACTION	TIME	WHO	MEASURE
strengthen ties with the community and advocate for disability inclusion	ongoing	CEO   HR Operations	<ul style="list-style-type: none"> <li>number of partnerships with community groups and businesses</li> </ul>
ensure recruitment processes are inclusive and accessible	June 2024	CEO   HR	<ul style="list-style-type: none"> <li>inclusive language used in job listings</li> <li>application process is accessible to all</li> </ul>
ensure a safe working environment for all employees	ongoing	All	<ul style="list-style-type: none"> <li>conduct regular safety audits</li> <li>health and safety training provided to new staff</li> </ul>

“ We are committed to fostering a diverse and inclusive workforce, where each team member can reach their full potential. ”





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# COMMITMENT

This Disability Inclusion Action Plan is designed to be a roadmap, of sorts, helping to navigate the future direction for Embrace Disability Group.

As well as allowing us to communicate the issues we are trying to improve, it will also assist in identifying strategies on how we can facilitate change and improve the lives of our staff and people living with disabilities in our community.

The plan will be used as a tool to measure the impact that Embrace Disability Group has made in the lives of people in our team and broader community, as well as focusing on our social and environmental goals and outcomes.

More than merely a statement of what we hope to achieve, this plan will be used to provide analysis on the results of activities we undertake throughout the reporting period.

“By committing to our four key areas of focus, we will aim to not only meet, but exceed the expectations of our stakeholders.”

We recognise that true inclusion is an ongoing journey, requiring continuous effort, feedback and improvement.

Through the implementation of this plan, we aspire to create a workplace where diversity is celebrated and everyone has the opportunity to contribute and succeed.

# THANK YOU

At Embrace Disability Group, we acknowledge that disability inclusion is a collective effort and we extend our sincere thanks to everyone who has been involved in the development of this plan.

To our dedicated staff, your unwavering support and innovative ideas have been invaluable. Your daily actions and commitment to creating an inclusive workplace are the foundation of our success.

To our community partners, thank you for your continued collaboration and belief in our mission. Your support helps to drive us forward, ensuring we remain at the forefront of inclusive practices in the hospitality industry.

To the customers we serve, your experiences and feedback are the cornerstone of our approach and ongoing success. We are always grateful for your trust, support and engagement.

“ Finally, to all individuals with disabilities, your resilience and strength inspire us every day. Your voices are vital in shaping a more inclusive future and we are honoured to champion your cause. ”

Together, we will continue to build a world where everyone, regardless of ability, can thrive and reach their full potential.

Thank you for being a part of this important journey.





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2025