



**How can we shape a  
disability inclusive world  
where everyone can  
confidently contribute?**

**EY Oceania Accessibility and Inclusion  
Plan 2025-2027**



The better the question. The better the answer. The better the world works.



**Shape the future  
with confidence**

# Contents



- 01 > Introduction
- 02 > Our commitments
- 03 > Achievements
- 04 > Our people
- 05 > Enabling accessibility
- 06 > Contacts

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The EY organisation has a long history as an inclusive employer. EY co-founder Arthur Young trained as a lawyer, yet after losing much of his eyesight and becoming deaf, he could no longer practice courtroom law. He turned to the emerging profession of accounting, which offered opportunities to use his skills in new ways. His disability drove him to innovation and entrepreneurship, which remain the cornerstones of our organisation today.



*Pictured: David Larocca (he/him)  
EY Regional Managing Partner and CEO,  
Oceania*

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As CEO of the Oceania region, I'm deeply committed to ensuring everyone at EY feels empowered to make a meaningful impact. I take great pride in the actions highlighted in this plan - which help foster an environment where our people can belong, perform and thrive.

## Welcome from David Larocca

Today, there are more than one billion people with disability around the world - including EY people, clients, stakeholders and prospective recruits. Valuing the lived experience of people with disability and prioritising inclusive practices is key to how we'll shape the future with confidence and drive purposeful growth - together.

The Australian Institute of Health and Welfare notes that the likelihood of acquiring a disability largely occurs within the working-age population - impacting employment and income potential for some, and within their most productive years. Having a flexible business model which holistically addresses individual workplace needs is key.

**Since we launched our first Accessibility and Inclusion plan in 2018, the EY member firms in Oceania are proud of the sustained progress to elevate inclusion and accessibility. Some recent achievements include:**

- Delivering our first Workplace Accessibility and Inclusion Survey, to gain valuable insights about the lived experience of our people
- Signing the Australian Disability Network Accessible Technology Charter, which formalises our commitment to prioritising accessibility in our technology
- Introducing our first Oceania Neurodiversity Strategy, and continuing our inclusion campaign 'Neurodiversity November'
- Launching our new person-centred Workplace Adjustment Process, providing a centralised tailored approach to supporting adjustments in the workplace
- Rolling out our EY Disability Confidence Workshops across Oceania, for internal and external participants
- Being a finalist in two categories for the Australian Disability Network's Disability Confidence Awards in 2024
- Winning the Australian HR Awards for best Diversity and Inclusion Program for our Switched On Autism Recruitment program in 2022.

**I've also been on my own journey, to strengthen my awareness of accessibility and inclusion.**

I value my regular meetings with Zoë Field, our Disability Inclusion and Workplace Adjustment Lead and Co-chair of our EY Oceania Ability Network. Each month, we discuss how we can build upon its inclusive work practices, and I enjoy taking these insights into my everyday decisions.

## Message from Australian Disability Network CEO



*Pictured: Corene Strauss  
Chief Executive Officer  
Australian Disability Network*



Congratulations to EY Australia for developing their latest Accessibility and Inclusion Plan 2025-2027 for the Oceania region. This plan underscores the EY commitment to fostering an inclusive culture. It also highlights their intent to elevate inclusion and accessibility.

This Accessibility and Inclusion Plan was developed with valuable input from the EY Ability Network, the organisation's Employee Resource Group dedicated to supporting people with disability. The network's contributions, recognised through its finalist position in the 2024 Australian Disability Network's DEN of the Year awards, highlight its active role in fostering inclusion.

Its broader inclusion and belonging strategy guides EY's Access and Inclusion Plan. This strategy fosters open, inclusive dialogue and embeds accessibility into every aspect of its operations. Three key priorities anchor this approach: ensuring all communications are accessible, integrating accessibility into processes, and cultivating a neuro-inclusive, confident workplace.

These priorities provide a strong foundation for the plan's actions and demonstrate EY's commitment to creating an environment where everyone can thrive.

In March 2024, the Australian Disability Network launched its Accessibility Technology Charter at the EY office in Melbourne, marking a significant step toward advancing inclusive technology practices. By signing the Charter, EY committed to ten guiding principles aimed at developing and procuring accessible systems.

These principles are now embedded within the latest EY Accessibility and Inclusion Plan, showcasing the organisation's ongoing dedication to integrating accessibility into its technology strategy.

This plan reaffirms the EY organisation's commitment to removing barriers for people with disability. It encompasses its roles as an employer, and community leader. By implementing the strategic actions it outlines, EY strives to solidify its status as a disability-confident organisation and aims to set a benchmark for others to follow.

The Australian Disability Network is proud to continue collaborating with EY and the Ability Network as they implement and bring this Access and Inclusion Action Plan to life. Together, we are paving the way for a more equitable and inclusive future for people with disability, working toward our shared vision of a truly disability-confident Australia.

# Our approach to accessibility and inclusion

At EY, we are committed to accessibility and disability inclusion, ensuring an inclusive workplace where everyone can thrive and feel a sense of belonging.

Our Accessibility and Inclusion Plan (AIP) is a collaborative effort, co-designed by our AIP project team and members of our Employee Network Group, Ability. We value the experiences, feedback and knowledge of our EY people with lived experience of disability, and we leverage and respond to insights from our people with regards to accessibility and inclusion.

The AIP is built around three foundational anchors and serves as a strategic framework to guide our efforts in building an inclusive and accessible workplace.

## 1

### Shaping an inclusive employment journey for all EY people

- Embed structural equity into recruitment processes to ensure accessibility and inclusivity for all candidates.
- Foster an inclusive approach in the design and implementation of wellbeing programs to ensure accessibility for all employees.
- Integrate accessibility and disability awareness and inclusion across employee lifecycle including performance management and employee relations processes.

## 2

### Unlocking an accessible workplace for everyone to thrive

- Re-imagine and establish accessible technology solutions to attract, retain, and engage skilled jobseekers, employees, and clients with disability.
- Ensure all EY learning, marketing content, and communication platforms are accessible and inclusive for an equitable experience.
- Enhance EY office environments to be accessible and inclusive for professionals, clients, and visitors, and enable EY people to perform at their best at all locations.

## 3

### Advancing a neuro-inclusive, disability-confident workplace where everyone feels they belong

- Amplify and embed the impact of disability and neuro-inclusion champions.
- Use data-informed approaches while developing disability and neurodiversity programs.
- Build organisation-wide disability-inclusive and neuro-affirming capability.
- Upskill Talent Teams to be proficient in accessibility, inclusion, and equitable practices in all aspects of their roles.

# 1 Shaping an inclusive employment journey for all EY people

Goals	Actions	Responsible
Embed structural equity into recruitment processes to ensure accessibility and inclusivity for all candidates	<ul style="list-style-type: none"> <li>All members of the Talent Acquisition team to complete the EY Disability Confident Recruiter credential.</li> <li>Design a model where multiple interview formats are available to provide opportunities for those who are neurodivergent or with disability to have an equitable experience.</li> </ul>	Recruitment; Diversity, Equity and Inclusiveness
	<ul style="list-style-type: none"> <li>Provide ongoing training for hiring managers on unconscious bias, disability inclusion, and accessibility to ensure they are equipped to engage with all candidates equitably.</li> </ul>	Talent Development; Diversity, Equity and Inclusiveness
Foster an inclusive approach in the design and implementation of wellbeing programs to ensure accessibility for all employees.	<ul style="list-style-type: none"> <li>Collaborate with the Ability network and Neurodiverse community to ensure that our wellbeing resources and programs, including externally led, are accessible and inclusive.</li> <li>Create a continuous feedback loop with the DE&amp;I team to capture program enhancements to meet the needs of our people.</li> </ul>	Wellbeing; Ability Network
Integrate accessibility and disability awareness and inclusion across employee lifecycle including performance management and employee relations processes.	<ul style="list-style-type: none"> <li>Ensure a streamlined person-centric approach to accessibility and inclusion across employee lifecycles through education and upskilling of Talent Teams on disability, neurodiversity, mental health, and adjustment requirements.</li> </ul>	Talent team
	<ul style="list-style-type: none"> <li>Examine existing Employee Relations templates, guides and talk tracks to ensure accessibility and disability inclusion in key processes.</li> </ul>	Employee Relations Team
	<ul style="list-style-type: none"> <li>Measure progress by collecting and analysing data on disability inclusion initiatives, and report on the outcomes and actions.</li> </ul>	

# 2 Unlocking an accessible workplace for everyone to thrive

Goals	Actions	Responsible
Re-imagine and establish accessible technology solutions to attract, retain, and engage skilled jobseekers, employees, and clients with disability	<ul style="list-style-type: none"> <li>Increase EY employees' knowledge and skills of digital accessibility through quarterly assistive technology sessions.</li> </ul>	Assistive Technology; Ability Network
	<ul style="list-style-type: none"> <li>Enable built-in accessibility to allow for reasonable personalisation of technology by EY people and clients. Ensure that ongoing feedback is received to ensure that we understand the impact of our technology.</li> </ul>	Accessible Technology
Ensure all EY learning, marketing content, and communication platforms are accessible and inclusive for an equitable experience	<ul style="list-style-type: none"> <li>Embed a process that ensures that the EY organisation's internal and external communications and marketing are accessible and inclusive.</li> </ul>	Brand Marketing & Communications; Centre of Document Excellence
	<ul style="list-style-type: none"> <li>Annually review existing learning programs and events for accessibility and allow all learners to request accessibility adjustments. Co-design potential improvements with the Ability Network.</li> </ul>	Talent Development
	<ul style="list-style-type: none"> <li>Use data to gain insights into how employees experience learning across the EY organisation and identify ways to enhance our approach to accessible, meaningful and evidence-based learning.</li> </ul>	
	<ul style="list-style-type: none"> <li>Develop a consistent approach to addressing Information and Communications Technology / digital accessibility requirements in procurement practices in line with the Australian standard (AS EN 301 549).</li> </ul>	Procurement
	<ul style="list-style-type: none"> <li>Establish our performance baseline through a Digital Accessibility Maturity Assessment and undertake regular benchmarking and reporting.</li> </ul>	Diversity, Equity and Inclusiveness

# 2 Unlocking an accessible workplace for everyone to thrive

Goals	Actions	Responsible
Enhance EY office environments to be accessible and inclusive for professionals, clients, and visitors, and enable EY people to perform at their best at all locations	<ul style="list-style-type: none"> <li>Consult with General Counsel's Office to include applicable wording on client engagement agreements.</li> </ul>	Risk Management; Health & Safety; Workplace Adjustments
	<ul style="list-style-type: none"> <li>Develop implement and regularly review accessible policies and practices to lead EY property portfolio to full accessibility. Include sensory friendly spaces in all EY offices redesign.</li> </ul>	Workplace Services; Real Estate Design
	<ul style="list-style-type: none"> <li>Develop an In-person Office Visitor Guide to support accessible experiences and visual story guides.</li> </ul>	Workplace Services; Diversity, Equity and Inclusiveness; Recruitment
	<ul style="list-style-type: none"> <li>Implement and amplify the EY organisation's global best practice initiatives as they relate to disability inclusion and accessibility.</li> </ul>	Diversity Equity & Inclusiveness
	<ul style="list-style-type: none"> <li>Include accessibility as a key requirement in our business decisions, in our procurement processes and build relationships with supplier partners to develop and deliver accessible products and services for relevant agreements and/or procurement categories.</li> </ul>	Procurement
	<ul style="list-style-type: none"> <li>Include workplace adjustments on the Client Engagements Health &amp; Safety (H&amp;S) Management template and Health &amp; Safety at a Client Site Guideline.</li> </ul>	Risk Management; Health & Safety; Workplace Adjustments



# 3 Advancing a neuro-inclusive, disability-confident workplace where everyone feels they belong

Goals	Actions	Responsible
Amplify and embed the impact of senior disability and neuro-inclusion champions	<ul style="list-style-type: none"> <li>Establish the roles of accessibility champions to progress access and inclusion initiatives and implement accessible policies and practices within our service lines.</li> <li>Amplify the voices of our senior people with disability and neurodivergence through storytelling.</li> <li>Build the EY brand as an employer of choice for neurodivergent people and a market leader in neurodiversity.</li> </ul>	Diversity, Equity and Inclusiveness; Ability Network
Use data-informed approaches while developing disability and neurodiversity programs	<ul style="list-style-type: none"> <li>Analyse data obtained from engagement and workplace accessibility surveys to provide insights into the experiences of our people with disability and/or chronic health condition.</li> </ul>	Diversity Equity & Inclusiveness
Build organisation-wide disability-inclusive and neuro-affirming capability	<ul style="list-style-type: none"> <li>Support neurodivergent individuals to understand themselves and how to navigate the EY organisation through neurodiversity resources, learning and coaching opportunities.</li> <li>Identify mentoring and development programs with participants who identify as neurodivergent or with disability.</li> <li>Scope, create and implement further community connect groups.</li> </ul>	Diversity, Equity and Inclusiveness; Ability Network
Upskill Talent Teams to be proficient in accessibility, inclusion, and equitable practices in all aspects of their roles	<ul style="list-style-type: none"> <li>Ensure that all Talent Team members complete Inclusive Leadership for All eLearning.</li> <li>The Talent Development, Talent Acquisition, Talent Consulting, Employee Relations teams attend Disability Awareness Training to grasp the importance of accessibility, and the challenges faced by individuals with disability.</li> </ul>	Talent Development Diversity, Equity and Inclusiveness; Talent Development

# How we measure our progress

To ensure the success of our Accessibility and Inclusion Plan, we have established five key metrics to track progress, gain insights, and drive accountability. These metrics will offer a comprehensive view of our efforts, guiding us towards a more accessible and inclusive workplace.

- 1 Digital Accessibility Maturity Assessment to establish our baseline**

This assessment will evaluate the current state of digital accessibility and identify strengths and areas for improvement across various digital platforms and tools. The results will provide a clear baseline of our digital accessibility maturity, helping us to set realistic goals and prioritise initiatives for improvement.
- 2 Accessibility and inclusion data insights**

In 2024, we ran our inaugural workplace accessibility and inclusion survey to gather feedback from our people regarding their experiences and perceptions of accessibility and inclusion in the workplace. It helped us understand the current environment and identify specific areas that need attention. This survey along with further data collection points, such as Self-ID, will continue to provide valuable insights to inform our strategies and actions to enhance workplace accessibility and foster a more inclusive culture.
- 3 Continuous feedback loop through Ability Network and Community Groups**

Establishing a continuous feedback loop with our Ability Network and Community Groups will ensure ongoing engagement and input from employees with disabilities and other stakeholders. This approach will create a dynamic and responsive environment where accessibility and inclusion efforts are continuously refined based on real-time feedback.
- 4 Quarterly reporting to monitor progress and drive accountability**

Quarterly AIP progress reports will track the implementation and impact of our accessibility and inclusion initiatives. These reports will be shared with leadership and relevant stakeholders to ensure transparency and accountability. The reports will include metrics on key performance indicators (KPIs), progress on action plans, success stories, and areas needing further attention.
- 5 EY Engagement Survey**

The EY People Pulse Engagement Survey measures overall employee engagement and satisfaction, with specific questions related to accessibility and inclusion. This survey is run multiple times a year and provides a broader context for understanding how these factors influence employee morale and productivity.

# Awards and achievements

## Ongoing

- At a global level, the EY organisation is a member and iconic partner of the Valuable 500, showcasing our commitment to putting disability on the board agenda.
- The EY organisation actively encourages applications from those with disability and works with them to identify any workplace adjustments they may need as they progress through the hiring process.
- The EY organisation celebrates Global Accessibility Awareness Day by spotlighting our ongoing accessible technology training designed to uplift knowledge and capability of our suite of technology.
- Ability Network celebrates and marks numerous days of significance throughout each year, such as Autism Acceptance Month and International Week of Deaf People.
- Ability Network continues to sponsor the Focus on Ability Short Film Festival.
- Ability Network continues to participate in Cerebral Palsy Alliance's STEPTember campaign.
- A range of assistive technologies are on offer across the EY organisation.
- The EY organisation has participated in neurodiversity related external events such as the Autism at Work Summit, Disability:IN Disability Advantage Conference, ADHD Global Conference and Work180 employer forum.

## 2021 - 2022

- Wayfinding technology included in EY offices as part of our approach to inclusive design.
- EY Australia welcomed interns via the Australia Disability Network's Stepping Into Program, a four-week supported, mutually beneficial internship, helping to improve employment outcomes for people with disability.
- The EY organisation is a signatory on Disability:IN's Disability Equality Index and Process Access Statement.
- Our pilot neurodiversity employment program, Switched On won the Best Workplace Diversity and Inclusion award at the 2022 HR Awards.
- In 2022, the EY AI and Data team collaborated with Specialisterne to launch a neurodiverse recruitment program.
- The EY organisation launched their first Disability Talent Attraction and Acquisition strategy.
- The EY organisation became a member of PurpleSpace, a global initiative connecting disability Employee Resource Groups and their leaders.

# Awards and achievements

## 2023 - 2024

- As part of the Mobile World Congress Barcelona (2023), the EY organisation was the headline sponsor of the Diversity4Tech Summit.
- The EY organisation celebrated Global Accessibility Awareness Day (GAAD) by sponsoring the Disability:IN 24 Hours of GAAD 2023.
- The EY organisation hosted an EY Open Doors webcast to uplift awareness and educate all EY employees on the importance of digital inclusion and creating accessible content.
- Our Ability network launched four additional community groups:
  - Neurodiversity (ND) Community Connect
  - Chronic Health & Invisible Disability Community Connect
  - Parent and Carer Community Connect
  - Cancer Care Circle
- The EY organisation launched our new person-centred workplace adjustments process for the Oceania region.
- The EY organisation launched our first EY Oceania Neurodiversity Strategy for FY24-26.
- The EY organisation introduced the Travel Accessibility Desk to support EY travellers with disability, making travel easier and more equitable for everyone.
- EY Australia and EY New Zealand continued to offer AUSLAN and NZSL classes for EY people.
- The EY organisation launched a Disability Confidence Credential to recognise EY Oceania's talent team's efforts in accessible and inclusive recruitment, showcasing our commitment to the market.
- EY Australia continues to welcome interns via Australian Disability Networks's Stepping Into Program.
- EY Australia were finalists at the Australian Disability Network - 2024 Disability Confidence Awards in the below categories:
  - Network of the Year (Ability) - Finalist
  - Disability Changemaker of the Year Award (Zoë Field) - Finalist
- Introduced the Disability Confidence Workshop, designed to uplift confidence and capability on the topic of accessibility and inclusion in the workplace.
- The EY Ability network membership increased to over 1,700 EY people.

# Person centred approach

## Tailored Workplace Adjustment process

At EY we refer to disability under the social model. This model recognises that people are disabled by barriers in society and that the removal of these barriers will create equality. We also acknowledge that disability and health conditions may be temporary or permanent, invisible, or visible and the same condition can impact people differently.

In 2023 we redesigned our workplace adjustment process to provide our people with tailored support. Our goal is to ensure that people living and working with disability have what they need to perform and succeed in their roles. Our dedicated workplace adjustment Case Manager provides in-house pastoral support along with managing a bespoke technology solution to support the adjustments process. A confidential Accessibility Passport is offered to people to record and support the adjustment.

**216** workplace adjustments supported<sup>1</sup>

“

The support provided to me by the EY Workplace Adjustment team was exceptional. From the initial enquiry, I felt heard, understood, and supported. The process was simple to follow, communication was clear and empathetic, various options were explored, and follow-up calls arranged to ensure suitability. Receiving a workplace adjustment has provided me with a clearer understanding of the support options available to me including specific channels available for various health conditions.

Gail MacLeod, Business Support Centre

## Workplace Accessibility and Inclusion experiences

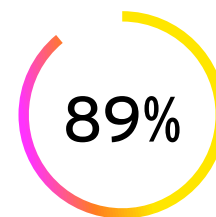
In May 2024, we ran our inaugural Workplace Accessibility and Inclusion survey across the Oceania region. The purpose of the survey was to better understand the experiences of EY people with disability, and how these experiences differ from those of EY people without disability. Through this confidential, standalone survey we gained insights into topics such as career progression, accessibility barriers, and ways to uplift experiences of EY employees.

The data provided us with a greater understanding of our workforce and the lived experiences of disability across our workplace. The findings of the survey have informed the commitments in this AIP.

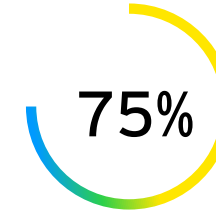
**7.2%**  
identified as a person  
with disability<sup>2</sup>

**7.6%**  
identified as  
neurodivergent<sup>2</sup>

**28%**  
manage a chronic or long-  
term health condition<sup>2</sup>



find EY premises  
to be accessible<sup>2</sup>



of people who identify as a  
person with disability feel  
included and supported by  
the people, they interact  
with each day<sup>3</sup>

### Sources:

<sup>1</sup> Between period of 1<sup>st</sup> November 2023 - December 2024

<sup>2</sup> Workplace Accessibility and Inclusion survey (June 2024)

<sup>3</sup> EY Global People Pulse Survey (July 2023)


# Neuro-inclusion

Since 2021, the EY organisation has been committed to improving neuro-inclusion in the business by offering annual training on several neuro-inclusive topics such as Communicating Across Neurotypes and Autism Inclusive Recruitment. In 2023 we launched our first neurodiversity strategy to uplift neuro-inclusive capability across the business, remove barriers to employment and create further accessible and inclusive workspaces.

Founded in 2021, Neurodiversity (ND) November is an annual, month-long campaign that provides an opportunity to educate EY people about neurodiversity, the strengths and skills neurodivergent people bring to the workplace and how to be a better ally to those who are neurodivergent.

In 2023, as part of our Neurodiversity November campaign, we introduced a repository of recommended neurodiversity resources. This collection was thoughtfully curated in collaboration with the EY Neurodiversity community, who provided invaluable recommendations. These resources are available and beneficial to all regardless of neurotype.

- Autism Workplace Champions (2023)
- Neurodiversity Strategy (2023)
- Neurodiversity:
  - Toolkits (e.g. Autism, Dyslexia & ADHD)
  - Counsellor Talk Tracks
  - ND SharePoint



Our pilot neurodiversity employment program, Switched On, won the Best Workplace Diversity and Inclusion award at the 2022 HR Awards.

*Pictured: Laura Grant, EY Regional DE&I Talent Attraction and Acquisition Lead, Oceania*

## Specialisterne - supporting neuro-inclusive employment

Specialisterne is an international not-for-profit social enterprise. Founded in Denmark in 2004 and operating in 26 countries. For nine years, Specialisterne Australia has worked with organisations committed to harnessing neurodivergent talent. They focus on tailored advisory services, including neuro-inclusive workplace assessments and benchmarking. They also provide workplace supports for neurodivergent employees, managers, and their people leaders, as well as offering hiring initiatives and comprehensive training and development programs.

In 2022, the Australia EY AI and Data team collaborated with Specialisterne to launch a neurodiverse recruitment program that offers neurodivergent individuals career opportunities in professional services. Following the program's success, AI and Data have rolled out a new iteration to continue this transformative work.

## Ripples

Through our EY Ripples volunteer program, we work alongside Australian Spatial Analytics to provide mentorship to neurodivergent adults. Through regular, structured sessions over six months, mentors offer guidance and support, focusing on enhancing their skills and career development.

# EY Ability Network



The EY Ability Network is designed to elevate disability inclusion and accessibility in the workplace and recognise the contribution that all our people can bring to the world.

Network members comprise of carers and family members of people with disability, EY professionals with disability, and allies who support disability inclusion in the EY workplace and our broader communities. By sharing resources, information and advice with EY professionals, the Ability network strives to increase knowledge on disability and health conditions, as well as improve disability inclusion and accessibility throughout the firm.

**1,700** Employees and member firm Partners across Oceania are part of our Ability network

**7** Ability Network leads across Oceania

**4** Ability Community Connect Groups:

- Neurodiversity Community Connect
- Ability Parents and Carers Group
- Chronic health and non-visible disability
- Cancer Care Circle



**Zoë Field**  
Oceania Ability Co-chair, EY Regional Disability Inclusion and Workplace Adjustments Lead, Oceania

“ Our Ability Network and Community Groups are created to provide a safe space for our EY people to connect with others who share similar life experiences and to foster a sense of belonging and community. Our goal is to create an inclusive accessible environment for all to thrive in.



**Patrick Medd**  
Oceania Ability Co-chair, Global Consulting Learning Leader

“ The Ability Network is pivotal in driving awareness and learning, shaping a workplace where understanding and support for all abilities enriches our collective Oceania experience.



**Tom du Preez**  
Oceania Ability Sponsor, Partner, Assurance, EY Australia

“ In my role as Ability Network Sponsor, I work with the team to advocate for and expand the EY organisation’s horizon of what inclusion and accessibility could look like in the future.



Pictured: Tom du Preez holding a white guiding cane

## Tom du Preez

### Ability Network Sponsor, Partner, Assurance, EY Australia

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I’m an Assurance Partner in the Brisbane office and I’m legally blind. I’m also a husband, a cat dad, an adaptive athlete, a volunteer with Guide Dogs Queensland and a clinical trial participant in research related to gene therapy.

As a teen, I was diagnosed with Choroideremia, which is a degenerative disease of the retina caused by a faulty X-gene. I have less than five degrees of peripheral vision in both eyes. I’ve lost central vision in my right eye and have limited central vision in my left eye. I have no sight at night. My retina continues to deteriorate each year.

Five years ago, as my vision continued to decline, I needed to revisit my orientation and mobility capability. I was presented with the opportunity to use the white cane. At first, it wasn’t an easy choice. I was an active and physically strong human; I was concerned that using the cane would diminish my self-confidence and respect from others. However, with a little encouragement from my EY peers, I began using the white cane and never “looked” back. It significantly improved spatial awareness. But the cane does much more – it demonstrates to those around me to be aware of my orientation and mobility. It’s an easy short cut to advocating for myself and others, which is so important when you live with a permanent disability.

Because of the daily challenge to my orientation and mobility, I knew I’d need to adapt my other innate aptitudes to continue to live life to its fullest. I started CrossFit training in 2021 to supplement my strength training. CrossFit has given me the confidence that, in the chance I take a tumble, my improved agility and functional fitness will reduce the risk of severe injury.

My CrossFit community has a strong parallel to EY. At EY, we’ve worked so hard to enhance inclusion in our workplace. But continuing to create a kinder, empathetic and more inclusive business – and society for that matter – requires everyone to open their minds to the possibility.

My favourite quote is, “Our horizon is as distant as our mind’s eye wishes to be.” The quote is courtesy of James E. Casey, a philanthropist who helped establish groundbreaking eye research, from which I’ve personally benefitted. I strongly believe that you shouldn’t allow your fears to limit your capabilities or ambitions. Nor should you, as a person with a disability, allow others to tell you, “you can’t!”.

I’m so grateful for the EY organisation's flexibility in allowing me to pursue my ambition of representing Australia in the 2024 Adaptive CrossFit Games and the never-failing encouragement of my EY family.





Pictured: Kaz Geering outside on a swing

# Kasmira Geering

## EY Regional Diversity, Equity and Inclusiveness Advisor, Oceania

“

I've lived with disability since birth. In my early years, talipes (or in layman's terms, a clubfoot) was the most visible, with weekly visits to the hospital for the first year and numerous treatments to correct my foot's alignment. Now, it's hardly noticeable unless I'm not wearing shoes.

I have a family history of multiple autoimmune conditions. Being one of the younger family members, doctors and specialists were vigilant about my increased risk of developing autoimmune conditions. For example, I carry the genetic marker for Lupus but have been proactive in monitoring my health to prevent the condition's onset.

In high school, I was misdiagnosed and medicated for depression and anxiety. It wasn't until my mid-20s that I was correctly identified as Autistic. Autism, though an invisible disability, has had a greater impact on my life. A late diagnosis meant years navigating life without the necessary support, which led to daily fatigue, anxiety and the reliance on 'masking' to conform to neurotypical expectations. However, once diagnosed, I was able to better understand my neurotype and access the right support that led to a significant improvement in my quality of life. This journey also sparked a passion for neuro-inclusion, prompting me to join the Clinic for Autism and Neurodevelopment (CAN) Research Community Consultation Committee.

My past work experiences were negatively affected by a lack of neuro-inclusivity, and I also encountered significant challenges with traditional recruitment processes. The EY Switched On program was a welcome alternative, offering a recruitment pathway tailored for neurodivergent individuals like myself. The program's specialised support helped me secure a position that might have otherwise been elusive.

Since joining the EY organisation, I've been fortunate to be part of teams that are not just open-minded but actively inclusive. The flexibility to work from home has also been invaluable, allowing me to create an environment that accommodates my sensory needs and fosters my professional growth.

# Enabling accessibility



## Accessible Technology Charter

In March 2024, EY Australia took part in signing the Australian Disability Network’s Accessible Technology Charter across the Oceania region. This commitment further ensures that ‘what we build and what we buy’ is accessible and enables everyone an equitable experience at the workplace. We are committed to ensuring that people with disability, or who acquire disability ‘can apply for jobs with us, be employed by us, and do business with us’. Learn more [here](#).

## Assistive Technology

The EY organisation has a dedicated Assistive Technology team and program to ensure that all software, hardware, and services are universally accessible and usable for people of all abilities, without limitation. Our offerings include a range of assistive technology software programs and a dedicated 1:1 service to identify solutions when needed.

We focus on removing obstacles in the Technology environment so that everyone is equipped to excel and improve their potential.

In addition to technology, we offer other services to continue our commitment to enabling accessible experiences at EY, including:

- EY Accessibility Centre of Excellence
- Disability Support Services Helpdesk
- Centre of Document Excellence



“

As our lifespans extend, many of us may require additional support as we age. The Assistive Technologies field offers consultations designed to enhance the usage of technology in the digital world, particularly when health or medical challenges arise.

**Kevin Grogg**  
EY Global Assistive Technologies Product Manager

# Enabling accessibility

The EY organisation is dedicated to creating inclusive workspaces at all our locations, to enable our people to work safely, effectively and with dignity. Our fitouts and new builds consider a diversity of requirements, using a universal design approach we are guided by an Inclusive Design Checklist

## Inclusive space design principles

**Universal accessibility:** Design of workspaces that allows equal access and usability for all. Implementing universal design principles that enable our people with disability to navigate and utilise the building independently and safely.

**Inclusive environment:** Create inclusive environments where all people feel welcomed and valued. Consider the needs of diverse users, including people of different ages, genders, races, ethnicities, and socio-economic backgrounds. Promote diversity and foster a sense of belonging for everyone within our offices.

**Wayfinding and navigation:** Provide a clear and intuitive wayfinding system to assist users in navigating the building efficiently. Use visual cues, tactile elements, clear signage, and accessible technology to aid individuals with visual impairments, cognitive challenges, or language barriers.

**Sensory considerations:** Incorporate design elements that cater to individuals with sensory sensitivities, such as appropriate lighting levels, acoustics, and colour contrast. Minimise excessive noise, glare, and other potential sensory triggers that may cause discomfort or confusion.



*Pictured: above - accessible reception entrance; below large window with views*



## Our minimum accessibility standard for new EY built environments go beyond compliance and includes:

- BindiMaps wayfinding mapped through ground lobbies, working and client floors with wayfinding totems to QR access
- Totems supported with braille writing and assistive iconography
- Hearing augmentation in client rooms
- Touchless auto doors to workspace entry points, bathroom facilities and meeting room spaces
- Quiet and sensory-supportive work zones
- Varied height kitchen hub benches, sinks and drinking tap facilities
- Dedicated accessibility bathrooms on all floors
- Dedicated all gender bathrooms on all floors
- Level entrances to EY buildings and working floors
- Dedicated separate Multifaith and Parents rooms
- All main corridors must allow for two-way transit of two wheelchairs
- All directories (meeting rooms, floor signage, bathrooms) must include braille writing.

# Clients and community

At the EY organisation, we believe that fostering an accessible and inclusive workplace is not just a moral imperative but a strategic advantage. By supporting EY clients in creating environments where diversity is embraced and all unique abilities are leveraged, we demonstrate our ongoing commitment to disability inclusion. Together, we build a working world where everyone has the opportunity to contribute, innovate, and thrive, together.



*Louise MacDonald, Partner, Business Transformation  
EY Australia*

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The EY organisation works with the disability sector to provide multi-disciplinary services to enhance outcomes for people with disability. Our work with Government, providers, non-profits and other industry stakeholders brings insights from our own experiences and technical expertise together to help advance outcomes for Australians. We are committed to disability inclusion both internally and externally and putting the person with disability at the centre of our work with clients and strengthening how we hire, onboard and support our own people to feel and experience full inclusion in our organisation.

## EY Community Impact Team

Our Community Impact Team is proud to work directly in the space of supporting disability inclusion in schools, through the design and implementation of two impactful behaviour change programs:

- **Disability and Inclusion Education Program:** Our team of facilitators with lived experience of disability, deliver a carefully designed program to primary school students to build understanding, acceptance, and inclusion of disability from a young age. Working in collaboration with our Not-for-Profit (NFP) client, this program aims to break down barriers to inclusion and ensure all students feel free to bring their whole self to school - and are accepted and celebrated for who they are.
- **Financial Education for young people with intellectual disability:** In collaboration with our NFP client, our team of professional educators, facilitators and instructional designers have adapted a personal finance program being delivered through QLD Special Schools, supporting students with intellectual disability to gain confidence and independence in managing money and making basic financial transitions. Students learn how to keep money, how to protect themselves from scams, and how to engage in budgeting, saving, and spending behaviours with increased confidence.

# Key contacts

If you would like to discuss our report, please reach out to any of our key contacts:



**Alex Wilson**

EY Regional Diversity, Equity and Inclusiveness Leader, Oceania



**Zoë Field**

EY Regional Disability Inclusion and Workplace Adjustments Lead, Oceania  
EY Ability Network Co-chair, Oceania



**Laura Grant**

EY Regional Diversity, Equity and Inclusiveness Talent Attraction and Acquisition Lead, Oceania

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