

# Beyond Compliance

## Accessibility in Energy

# Our Connection to Country

By artist  
Karen Briggs



## Whadjuk Noongar Country

### Acknowledgement of Country

AGIG acknowledges the Traditional Custodians of the lands upon which we live and operate, and we pay our respects to Elders past, present and emerging.

We recognise Aboriginal and Torres Strait Islander people's historical and ongoing connection to land and waters, and we embrace the spirit of reconciliation.



# Can everybody hear you?

- Energy is essential, so our information is too.
- The need isn't niche. Barriers to access affect millions of Australians
- Accessibility means removing the barriers that stop people from understanding or using what we offer
- When we remove barriers, we improve safety and build trust



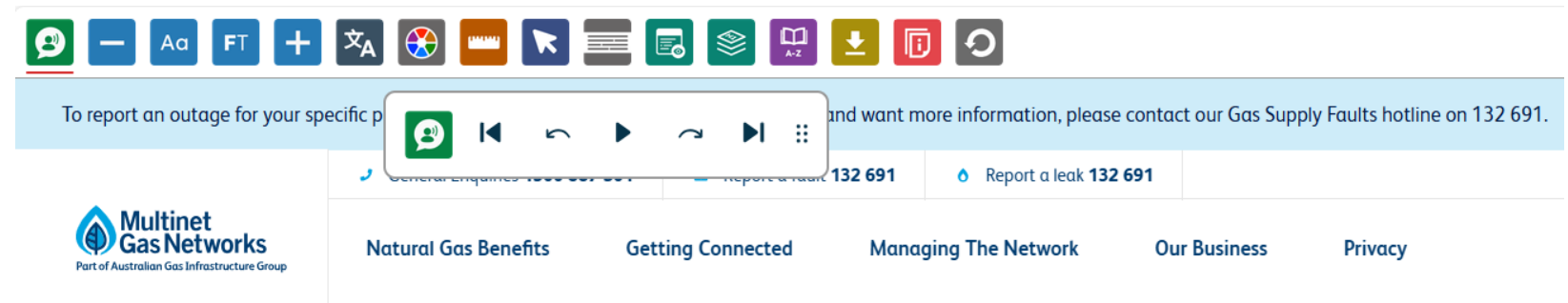
Approximately 20% of Australians have a disability, that's 5.5 million people!



# How AGIG is Creating Connection

Making energy communication more inclusive

- Digital inclusion
- Webchat
- Collateral review
- Language access
- Human connection
- Community partnerships





## How You Can Start

Accessibility grows from intent, not perfection

- Find a champion (or be a champion)
- Listen first
- Start simple
- Pilot one change
- Build momentum

Doing something is better than doing nothing



Research by Deloitte Access Economics estimated the **economic dividend to Australia from having a more inclusive society to be \$12.7 billion annually.**

## Good for Customers – Good for Business

The business case for accessibility and inclusion

### Customer Value

- Improves understanding and satisfaction
- Builds trust and loyalty
- Reaches more people

### Business Efficiency

- Reduces rework
- Boosts digital uptake
- Supports staff confidence

### Regulatory and Reputation

- Meets legal obligations
- Strengthens brand reputation
- Future-proofs your business

**According to Monash University, for every \$1 spent on accessibility, \$13 was generated as return revenue**

**AGIG**

[agig.com.au](http://agig.com.au)

**AGN**

[australiangasnetworks.com.au](http://australiangasnetworks.com.au)

**DBP**

[dbp.net.au](http://dbp.net.au)

**MGN**

[multinetgas.com.au](http://multinetgas.com.au)

