Disability Inclusion Action Plan 2022 – 2025

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# From the Vice-Chancellor

UNSW welcomes students, staff and visitors living with disability to our community. We strive to ensure our built, digital and communicative environments are accessible for all.

To ensure full, effective access and participation across the University, we must continuously review and improve our frameworks and strategic objectives, and closely monitor their implementation.

The 2022 – 2025 Disability Inclusion Action Plan (DIAP) will guide our efforts in diversity and inclusion. The DIAP outlines four key areas of focus: people, environments, experiences and enablers. I believe that the strength of this plan stems from these priority areas, as they have allowed us to identify strategic and achievable actions, concrete measures of progress and clear methods of accountability.

This action plan will succeed if each of us takes responsibility for our actions and asks what we can do to help realise the DIAP’s objectives.

I commend to your attention, the 2022 – 2025 Disability Inclusion Action Plan. A leading step in UNSW’s journey towards a truly diverse and inclusive community.

# From the Executive Sponsor

During my time as Director of the UNSW Disability Innovation Institute and as a member of the UNSW community, I have been a part of the developments in inclusive culture across the University that encourage people from diverse backgrounds to choose UNSW as a place to work and study. From March 2022, I will be taking on the role of Executive Sponsor for the DIAP where I welcome the opportunity to contribute to and lead its implementation.

Through the DIAP, UNSW is demonstrating its commitment to meeting its legislative obligations, particularly those under the United Nations Convention on the Rights of Persons with Disabilities, the Commonwealth Disability Discrimination Act 1992 and the Disability Standards for Education 2005. While meeting these legal obligations is essential, there are other reasons why we take disability inclusion seriously as part of our mission. Ensuring that people with disability can participate in UNSW life as equal members of the community is a matter of equity and justice too. The work of the DIAP aligns with the mission of the Disability Innovation Institute: by creating working and learning environments that are interdisciplinary, innovative and inclusive, we generate and share knowledge to produce sustainable change in the lives of people with disability.

# Executive summary

The UNSW Disability Inclusion Action Plan (DIAP) 2022 – 2025 commits the University to removing the barriers people living with disability face when it comes to accessing and succeeding in tertiary education. It also aims to encourage the employment of people living with disability at all levels of the University, both in the academic and non-academic spheres.

In doing this, the UNSW DIAP supports UNSW’s 2025 Strategy and the Division of Equity Diversity and Inclusion Strategy and Policy. It also gives effect to the United Nations Convention of the Rights of Persons with Disabilities 2006, and ensures UNSW meets federal and state disability and discrimination laws and regulations.

The DIAP was developed after extensive consultation across the University, led by the DIAP Steering Committee and DIAP Project Team.

**An approach built on four priorities**

The DIAP is built on the four key priorities set out below, each of which contains specific actions and measures. Now that we have moved into the implementation phase, these will be actioned at various stages over the next three years.

**People**. UNSW will actively welcome staff and students living with disability and provide tools for their career success. This will embed inclusiveness into all our human resource practices and policies, as well as our student access, outreach and recruitment programs. It will also provide the tools, training and support needed to ensure staff and students living with disability can confidently develop their careers at UNSW.

**Environments**. UNSW will ensure its built, digital and communication environments are accessible to all. This includes improving accessibility in both our physical and digital campuses and environments as well as UNSW communications, marketing and events.

**Experiences**. UNSW will make sure that learning, teaching and working at the University are inclusive and equitable experiences. This means updating guidelines, policies and practices to support accessible education at UNSW, as well as creating new ones, such as a standalone Students with Disability Support Policy. We will also make sure our workplace properly facilitates people living with disability to have a fulfilling and rewarding career at UNSW.

**Enablers**. UNSW will embed the continuous improvement of accessibility within its frameworks and governance. This requires creating a campus culture that supports staff and students living with disability to actively co-design all University activity.

**Progress to date**

While our goals may seem ambitious, we have already made significant progress towards them, even in the face of the many challenges presented by the COVID-19 pandemic.

In 2017, we established the UNSW Disability Innovation Institute (the Institute), a world-first initiative that uses interdisciplinary research to seek innovative solutions to the challenges of living with disability. The Institute has published guidelines to help academics understand the importance of coproducing research with people with a lived experience of disability, as well as establishing a Universal Design for Learning Framework. Since 2021, the Institute has fallen under the umbrella of the Division of Equity Diversity and Inclusion, another first in Australia’s tertiary sector.

Outside of the Institute’s work, we have progressed initiatives set within the first UNSW DIAP, which ran from 2018–2020. We have appointed diversity champions, introduced disability confidence training, developed an estate management strategy and introduced inclusive careers consultations for students. In 2021, we also participated in the Australian Network on Disability Access and Inclusion Index, which helped provide the roadmap for our priority actions over the next three years.

**The DIAP Implementation Group**

To ensure we give ourselves the best chance of meeting our objectives, we will form a new DIAP Implementation Group as part of the Division of Equity Diversity and Inclusion. This will be chaired by Executive Sponsor, Jackie Leach Scully.

The DIAP Implementation Group will oversee our work under the plan, including monitoring performance and measuring outcomes against our objectives. The DIAP Implementation Group will report to the Equity, Diversity and Inclusion (EDI) Board on progress and review the DIAP every three years.

# Summary of progress and achievement

Since launching our first DIAP in 2018, we have made significant progress when it comes to improving inclusivity and accessibility for staff and students living with disability. Some of our milestones and achievements are set out below.

**2017 UNSW Disability Innovation Institute**

Established in 2017, the Institute seeks innovative solutions to improve and transform the lives of people living with disability. The first organisation of its kind anywhere in the world, the Institute uses interdisciplinary research that combines disability studies with STEMM (Science, Technology, Engineering, Mathematics and Medicine) and HASS (Humanities and Social Sciences) to:

- design accessible living and learning environments

- generate innovative technologies, and

- create inclusive law, policies, services, markets and communities.

The Institute has developed and published two key documents:

- ‘Doing Research Inclusively: Guidelines for Co-Producing Research with People with Disability’ 2020. These guidelines assist academics, researchers and other stakeholders to co-produce research with people who have lived experience of disability.

- ‘Universal Design for Learning Framework’ 2020. This is a set of principles for developing curricula to provide everyone with an equal opportunity to learn. The principles are based on neuroscientific research and guide organisations on how to develop and create learning outcomes, resources and assessments that work for everyone. In doing so, they are designed to improve all students’ learning experiences and outcomes, including students living with disability.

**2017 Diversity Champions**

We appointed diversity champions to act as advocates, lead diversity working groups and identify ways UNSW can achieve its goal to be an international exemplar in equity, diversity and inclusion.

**2018 Disability confidence training**

We invited the Australian Network on Disability to run disability confident training sessions. These aim to provide staff and students with the knowledge, skills and confidence to work alongside people living with disability. We hold sessions throughout the year, focusing on topics as diverse as supporting students with disability, disability-inclusive communications and disability confident recruitment. More than 442 people have undertaken this training.

**2019 Estate Management Disability Strategy**

We developed this strategy to guide campus projects so that our University built environment is accessible to all, including residential and learning facilities. We also developed the UNSW Design Standards and Guidelines to ensure all new UNSW construction and refurbishments incorporate accessibility measures, such as signage and wayfinding design standards.

**2020 Inclusive Practice Guideline: Being an inclusive manager during COVID-19**

This guideline was developed in light of COVID-19 to increase leadership competency and knowledge on disability and accessibility principles and inclusive practice.

**2021 Inclusive Careers Consultations**

The UNSW careers team upskilled two career coaches so that they can deliver equity, diversity and inclusion-specific career consultation. This included providing the training and support they needed to ensure students living with disability experienced an inclusive environment. To date, there have been 63 consults.

**2021 Australian Network on Disability Access and Inclusion Index**

We participated in the Index to receive an independently assessed baseline audit of how UNSW was faring when it came to disability inclusion. This audit provided a roadmap for our DIAP 2022 – 2025 priority actions.

Case study

# Adjusting with impact: Equitable Learning Services

Since the COVID-19 pandemic prompted the shift to online learning, UNSW’s commitment to an accessible learning environment has remained strong. Equitable Learning Services (ELS), in UNSW’s Pro-Vice Chancellor Education and Student Experience Portfolio, has been critical in enabling and empowering students with disability, medical conditions, learning disabilities, mental health conditions or caring responsibilities to access educational adjustments.

New ways of learning and teaching developed in response to the pandemic have presented barriers and challenges for many of the 2,000+ students on average per year who are registered with ELS. The ELS has adjusted rapidly to supporting students with evolving learning adjustments.

“The student learning experience has changed so dramatically, and I am inspired by the dedication, collaboration and innovation that the ELS has demonstrated to support our students overcome barriers to online learning,” says Michelle Sanders, Team Lead Equitable Learning Services.

Michelle says confidential, individualised learning plans – called Equitable Learning Plans (ELP) – developed in collaboration with ELS Facilitators, “have ensured that these students receive appropriate support and flexibility by teaching staff and are connected to appropriate services. Two students with the same condition may have completely different plans and different needs.”

Each student’s plan is unique – designed to suit a student’s condition and course of study, and include provisions such as materials in alternative formats, assistive technology, captioning and additional time for course deadlines.

A third year Arts, Design and Architecture student with ADHD and generalised anxiety met with ELS to co-create an ELP to make adjustments for online learning.

“During all the added stress of the pandemic, I realised I had ADHD. ELS had a drop-in service, and they were kind and understanding through every step of renewing my Equitable Learning Plan. It has reduced my stress to have this safety net around assessment time,” says the student.

The Disability Inclusion Action Plan aims to develop a formalised, embedded approach to accessible education and ensure consultation with students living with disability at the design phase of any new educational developments. “I feel confident that UNSW has our students’ best interest at heart, because they understand that accessibility is the norm, and not the exception,” Michelle says.

# Legislative framework

The Disability Inclusion Action Plan will continue to support UNSW’s 2025 Strategy and the Division of Equity Diversity and Inclusion Strategy and Policy. The DIAP will align the strategic vision of social impact by providing equal access across UNSW for people living with disability.

The DIAP ensures that UNSW meets federal and state legislation relating to disability and discrimination, including:

- Disability Discrimination Act 1992 (Cth)

- Disability Standards for Education 2005 (Cth)

- Disability (Access to Premises – Buildings) Standards 2010

- Australian Human Rights Commission Act 1986 (Cth)

- Anti-Discrimination Act 1977 (NSW)

- Discrimination Act 1991 (ACT)

- Fair Work Act 2009 (Cth)

In addition, UNSW aims to give effect to the expectations and principles within the United Nations Convention on the Rights of Persons with Disabilities 2006, of which Australia is a party.

UNSW will lodge this DIAP with the Australian Human Rights Commission. This is a voluntary measure outlined in the Disability Discrimination Act, which requires the Commission to make our DIAP publicly available at humanrights.gov.au.

# Priorities and actions for the Disability Inclusion Action Plan 2022 – 2025

## Priority: people

**Objective:** UNSW actively welcomes staff and students with disabilities and provides tools for their career success

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| Staff recruitment and selection |
| **Action** | **Measures** | **Responsibility** | **Timeframe** |
| Identify and formalisea leader responsible fordriving individual policiesand procedures foraccessible and inclusiverecruitment and selection. | Leader identified andcommunicated to keystakeholders. Leader ortheir representative isactively engaged in the DIAPImplementation Group. | HumanResources (HR) –Talent Acquisition | June 2022 |
| Provide guidance to ensurethat adjustments areoffered at each stage of therecruitment process, andnot just at the applicationphase. | Guidance at differentstages, including invitationto interview, and includingaccessible documents andforms. | HR – TalentAcquisition | December2022 |
|  |
| Provide applicationmaterials in alternativeformats upon request andcommunicate this in theadvertised materials. | Alternative applicationmaterials scoped andcreated; available as partof accessible recruitmentrequest. | HR – TalentAcquisition | June 2023 |
| Assess the feasibilityof tapping into talentedcandidates with disabilitythrough specific strategies,schemes, programs orpartnerships, includingpotential enabling pathwaysfor UNSW business units totarget roles to candidatesliving with disability. | Creation of a desktopresearch report to bepresented to the EDI Board. | Division ofEquity, Diversity& Inclusion (EDI)– Access, Equity& Inclusion (DIAPProject Manager),HR – TalentAcquisition | June 2023 |
| Include guidance on theavailability of UNSWworkplace adjustments inadvertising and onboardingpack. | Suggestion for adaptationof current materials tobe provided to TalentAcquisition team. | Division of EDI– Access, Equityand Inclusion,with HR – TalentAcquisition | June 2022 |
| Review and analyse datafrom candidates andnewly inducted employeesregarding information ondisability given and anyrequests for adjustmentsin the recruitment andselection process. | Data inputs mapped andsystem outputs scoped.Initial report describingreporting capabilities to becreated and presented toDIAP Implementation Group. | HR – TalentAcquisitionand WorkforceAnalytics andReporting Team | June 2023 |
| Include information aboutworkplace adjustments inHiring Managers’ training. | Training to incorporateinformation and referencesto UNSW policies andguidelines as well asreference to AustralianNetwork on Disability Guidesfor Managers. | HR –TalentAcquisition Team | December2022 |

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| Student access, outreach and recruitment |
| **Action** | **Measures** | **Responsibility** | **Timeframe** |
| Encourage inclusionof accessible learningenvironment measuresin outreach programevaluation instruments atUNSW. | Accessibility considerationsto be progressively includedin outreach programevaluation instruments. | Division of EDI– Access, Equity& Inclusion withEDI FacultyCommittees andDeputy Vice-Chancellor (DVC)Academic &Student Life– Future StudentRecruitment | March 2022and ongoing |
| Prioritise audio captioningand image descriptionpractices for digitalresources that supportpre-tertiary engagementactivities. | Audio captioning included invideo resources that supportpre-tertiary engagementactivities. | Division of EDI– Access, Equity& Inclusion withEDI FacultyCommittees andDVC Academic& Student Life– Future StudentRecruitment | March 2022and ongoing |
|  |
| Initiate consultation andco-design practices withstudents with a disability forkey student engagementprojects and resources. | Student Lived ExperienceAdvisory Group utilised asconsultative resource forkey student engagementprojects and resources. | Division of EDI– Access, Equity& Inclusion withEDI FacultyCommittees andDVC Academic & Student Life– Future StudentRecruitment | June 2022and ongoing |
| Improve future students’awareness of access, equityand inclusion, includingdisability inclusion andaccessibility supports, andinherent requirements bytargeting the most-visitedUNSW website pathways offuture students. | Project initiated todetermine the best way toinclude access, equity andinclusion considerations onthe Degree Finder, and initialreport provided to the DIAPImplementation Group.Annual web accessibilityaudits and actions withsummary provided to theDIAP Implementation Group. | DVC Academic& Student Life –Future StudentRecruitment withsupport from theDivision of EDI– Access, Equity& Inclusionand Pro Vice-Chancellor(PVC) Education& StudentExperience –Student Support | December2022 |

[STUDENT QUOTE]

“Disability inclusion benefits our whole UNSW community. The DIAP cements the University’s commitment to accessibility and inclusion for all staff and students and creates a pathway to better action and conversation. All people at UNSW deserve to be included in spaces of learning, community, and fun!”

Isabelle Vertucci UNSW Disability Champion 2021-2022 Senior Peer Connections Officer, Student Engagement, PVC Education and Student Experience

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| Staff career development |
| **Action** | **Measures** | **Responsibility** | **Timeframe** |
| Develop written guidelinesand a checklist to ensurethat all learning anddevelopment courses areaccessible and inclusive foremployees with disability. | Best practice guidelinesfrom the AustralianNetwork on Disabilityreformulated for UNSWcontext, agreed with HumanResources, DVC Research,and DVC Academic andcommunicated withpractitioners and other keystakeholders. | Division of EDI– Access, Equity& Inclusion (DIAPProject Manager)with HumanResources, DVCResearch andDVC Academic | December2023 |
| Ensure that the WorkplaceAdjustment policy andprocedure includes careerdevelopment. | Considerations aroundcareer development to beexplicitly included in thenew Workplace Adjustmentpolicy. | Division of EDI –Access, Equity &Inclusion with HR | June 2023 |
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| Provide training andresources to support peopleleaders to assist with careerdevelopment for staff withdisability. | Career development to beincluded in managers’ toolkitfor supporting staff with adisability. | Division of EDI –Access, Equity &Inclusion (DIAPProject Manager) | December2023 |
| Embed disability confidentmanager learnings andadjustments and careerdevelopment opportunitiesfor staff with disabilitiesinto myCareer conversationguides. | Division of EDI to provideadvice to Human Resourceson the inclusion of disabilitycontent to myCareerconversation guides. HumanResources to includecontent in guides. | Division of EDI –Access, Equity &Inclusion (DIAPProject Manager)with HR | June 2023 |
| Invite members of theDisability ChampionsNetwork to provideinformation, advice andfeedback about existingpolicy and processes, andexperiences, from a userperspective – includingwhat works well and whatdoes not. | Disability ChampionsNetwork to provide feedbackinto the development of thenew Workplace AdjustmentPolicy. | Division of EDI –Access, Equity &Inclusion | June 2023 |

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| Student career development |
| **Action** | **Measures** | **Responsibility** | **Timeframe** |
| Monitor the implementationof the GradWISE pilotprogram to inform futureactivities. | Statistical data obtainedfrom GradWISE Anecdotal student feedback on experience.GradWISE staff feedback.UNSW Careers Presentationin November 2022 to DIAPImplementation Group onGradWISE outcomes andrecommendations. | PVC ESE –Student Success– EquitableLearning ServicesUNSW Careers | December2022 |
| Promote PACE (PositiveAction Towards CareerEngagement) and SteppingInto programs.Promote equitable careerconsults for students withdisability. | Courses promoted throughEquitable Learning Servicesand Careers newsletters,UNSW Connect and careerconsults.Consults promotedthrough UNSW Careers andEquitable Learning Servicesnewsletters and ELSSymplicity Access. | PVC ESE –Student Success– EquitableLearning ServicesUNSW CareersAustralianNetwork onDisability | December2022 |
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## Priority: environments

Objective: UNSW’s built, digital and communication environments are accessible to all

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| Built environment and safety |
| **Action** | **Measures** | **Responsibility** | **Timeframe** |
| Maintain up-to-date policyand standards relating topremises accessibility andworkplace adjustmentsfor improved accessibility,taking into considerationfeedback received fromstaff, students and otherUNSW visitors. | UNSW Estate ManagementDisability Strategy to beupdated annually andreviewed by EDI Board. | EstateManagement | March 2023March 2024March 2025 |
| Identify opportunities toimprove the accessibilityof UNSW’s built facilitiesand keep track of whatimprovements are made. | UNSW Estate Managementto report annually to DIAPImplementation Groupon improvements toaccessibility of UNSW’s builtfacilities. | EstateManagement | January2023January2024January2025 |
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| Information communication technology (ICT) |
| **Action** | **Measures** | **Responsibility** | **Timeframe** |
| Identify a clear leaderresponsible for developingand implementingaccessible policies andpractices in ICT and ensurethey are continuouslyengaged in progress ofthe current DIAP anddevelopment of futureaction plans. | A single overarchingexecutive leader for ICTto be nominated as wellas Strategy Architectureteam leads to ensurethat improvements inaccessibility are includedat the design and initialconcept phase. Seniorleader or their delegate tobe included in the DIAPImplementation Group. | Chief Technology& InfrastructureOfficerDirector StrategyArchitecture &Portfolio (SAP)– Portfolio &Projects | June 2022 |
| UNSW to make a formalwritten commitment toWeb Content AccessibilityGuidelines (WCAG) forprogressive upgrades toICT-managed systems at aminimum of WCAG 2.1 AA(AAA where feasible) andalso take into considerationthe imminent release ofWCAG 2.2. | Strategy Architecture &Portfolio team to releasecommitment that WCAGguidelines for progressiveupgrades to ICT-managedsystems at a minimum ofWCAG 2.1 AA (AAA wherefeasible) and monitorfor new versions; reviewand provide advice as tofuture updates to WCAGstandards. | Chief Technology& InfrastructureOfficerDirector StrategyArchitecture andPortfolio (SAP)– Portfolio &Projects | June 2022 |
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| Develop internal guidelinesand procedures to ensureaccessibility is consideredin all planned ICT rollouts,transformations anddevelopments. | Accessibility considerationsto be integrated into theGovernance Frameworkfor projects (“ProjectGuardrails”) and adherenceactively monitored. | Chief Technology& InfrastructureOfficerDirector SAP– Portfolio &Projects– Governanceand AssuranceManager | June2022 andongoing |
| Incorporate ICT adjustmentrequests into the WorkplaceAdjustments policy, oncedeveloped. | ICT workplace adjustmentsincorporated into the newPolicy and guidelines. | Division of EDI,Access, Equity& Inclusion inconsultation withChief Technology& InfrastructureOfficer | June 2023 |
| Formalise the process forseeking proactive feedbackon ICT products andservices. | ICT Products and Servicesto be included in datacapture for online form forAccess Feedback. | Division of EDI– Access, Equity& Inclusionwith EDICommunications | December2022 |
| Allocate resourcesand budget to ensurethe implementation ofaccessible ICT material isfeasible. | Budget submissionprocess to include accessconsiderations as partof Guardrails projectgovernance framework;ICT budget/finance requestsubmission template tobe updated to includeaccessibility considerations,ensuring these areconsidered by the relevantcommittees. | Chief Technology& InfrastructureOfficerDirector SAP– Portfolio &Projects | December2022 |
| Collect data and examplesof commonly requestedICT related workplaceadjustments and outline therole of ICT in supporting theimplementation. | Initial ICT workplaceadjustments data collectionfeasibility report to bepresented to the DIAPImplementation Group. | Head, ICT ServiceManagementOffice | October 2022 |

[STUDENT QUOTE]

“I am proud to be a part of an organisation that is proactively embracing diversity and inclusion across the spectrum of what makes us different, including disability. I believe the DIAP is one important step in doing this. As someone with lived experience of disability I look forward to seeing this implemented in a way that further supports equity across our staff and student community.”

Roshana Sultan UNSW Disability Champion 2021-2022 Program Manager of Viral Immunology Systems, The Kirby Institute

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| Suppliers and partners |
| **Action** | **Measures** | **Responsibility** | **Timeframe** |
| Demonstrate alignmentof commitment aroundsuppliers and partnerswithin the 2022 – 2025Disability Inclusion Action Plan. | DIAP 2022 – 2025 to includereferences to suppliers andpartners and commitmentto consider disabilityinclusion in procurement decisions. | Division of EDI– Access, Equity& Inclusion withOffice of ChiefFinancial Officer– Procure to Pay | June 2022 |
| Explore opportunitiesbeyond disability enterprisesand include procurementof accessible products andservices in ICT procurement processes. | Incorporate specific relevantstandards (Australian ICTprocurement standardAS EN 301 549 (EN301))around procurement ofaccessible ICT into theassessed functional/nonfunctionalelements of thesoftware platform. | Office of ChiefFinancial Officer– Procure to Pay | June 2022 |
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| Communications, marketing and events |
| **Action** | **Measures** | **Responsibility** | **Timeframe** |
| Identify a clear leaderresponsible for developingand implementingaccessible policies andpractices in communicationand marketing. | A single overarchingexecutive leader forMarketing, Communicationsand Events to be nominatedas well as leaders in subsections of CorporateCommunications and Brand;Faculty Communications;Future Students andWebsite. | Vice-President(VP) ExternalEngagement | June 2022 |
| Senior leader to overseethe development of apolicy for accessibleCommunications, Marketingand Events with individualprocedures guidelines andchecklists to follow whereappropriate. | Accessible Communicationsand Events Policydeveloped. | VP ExternalEngagementwith guidancefrom the DIAPProject Manager(and AustralianNetwork onDisability) andin collaborationwith key businessareas | December2023 |
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| Ensure all stakeholders arebriefed on the policy andprocedures and are suitablyequipped to implement theactivities. | Disseminate policycommunications asappropriate in induction,training and on HR Hub. | VP ExternalEngagement | December2023 |
| Comprehensive existingUNSW Events checklist andresources for accessibleevents (in person andonline) to be reviewedin consultation with theAustralian Network onDisability for any gaps andpotential improvements. | Resources reviewed, gapsidentified, improvementsmade and resources republished. | Director ofStrategic Eventswith supportfrom Division ofEDI – Access,Equity & Inclusionand AustralianNetwork onDisability | December2022 |
| Checklist and resourcesfor accessible events tobe disseminated acrossUniversity, Faculty-basedand hospitality events aswell as other areas thatmay occasionally manageevents. | Checklist and supportingmaterials developed anddisseminated appropriately. | Director ofStrategic Eventswith supportfrom Division ofEDI – Access,Equity & Inclusion(DIAP ProjectManager) and EDICommunications | June 2023 |

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| UNSW Canberra |
| **Action** | **Measures** | **Responsibility** | **Timeframe** |
| UNSW Canberra tonominate a DisabilityExecutive Sponsor. | Expressions of Interest forUNSW Canberra DisabilityExecutive Sponsor to beopened and candidateselected. | Division of EDI –Access, Equity &Inclusion (DIAPProject Manager)with UNSWCanberra FacultyExecutive Director | December2022 |
| UNSW Canberra DisabilityExecutive Sponsor ortheir representative tobe engaged in the DIAPImplementation Group. | UNSW Canberra DisabilityExecutive Sponsor includedin the DIAP ImplementationGroup. | Division of EDI –Access, Equity &Inclusion (DIAPProject Manager) | January2023 andongoing |
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| Monitor the progress of theUNSW Canberra LibraryAccessibility Working Group. | UNSW Canberra DisabilityExecutive Sponsor to reportto the DIAP ImplementationGroup on the progress ofthe UNSW Canberra LibraryAccessibility Working Group. | UNSW CanberraDisabilityExecutiveSponsor | March 2023 |
| Improve institutionalunderstanding of theprovision of services forstudents with a disability atUNSW Canberra. | UNSW Canberra DisabilityExecutive Sponsor toreport to the EDI Boardon Equitable LearningServices for students withdisability at UNSW Canberra(achievements andchallenges). | UNSW CanberraDisabilityExecutiveSponsor withPVC ESE –Student Success– EquitableLearning Services | December2023 |
| Ensure continuity andcoherence of service bymaintaining an accessibleinstitutional contact personfor staff and students with adisability at UNSW Canberra. | EDI Manager at UNSWCanberra to maintainthe role of Disability/Accessibility Liaison Officerfor staff and students. | UNSW CanberraFaculty ExecutiveDirector | Ongoing |
| Monitor upgrades andimprovements madeby Australian DefenceForce Academy (ADFA) inresponse to the 2021 Designfor Dignity premises auditreport of UNSW Canberrapublic and teaching spaces. | UNSW Canberra to reportannually to EDI Board onany improvements madeby ADFA to UNSW Canberrapublic and teaching spaces,including gaps and solutionswhere possible. | *UNSW Canberra**Faculty Executive**Director* | June/July2023June/July2024 |

[STUDENT QUOTE]

*“The DIAP clearly outlines what support students living with disability will have from the minute they choose to study at UNSW. It is not merely an act of solidarity, but an opportunity to stand by UNSW’s commitment in ensuring everyone is respected and treated with dignity.”*

*Aaron, UNSW student, B Advanced Science Member of the Student Lived Experience Advisory Group UNSW Disability Inclusion Action Plan 2022 – 2025*

## Priority: experiences

Objective: Learning, teaching and working at UNSW are inclusive and equitable experiences

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| Teaching and learning(including Universal Design for Learning (UDL) /Assistive Technology) |
| **Action** | **Measures** | **Responsibility** | **Timeframe** |
| Identify and formalisea leader responsible fordeveloping strategies,guidelines, practices andupdating policies whereappropriate, to supportwidespread creation,delivery and evaluation ofaccessible education atUNSW. | Leader identified andcommunicated to keystakeholders. Leader ortheir representative isactively engaged in the DIAPImplementation Group. | PVC Education& StudentExperience (ESE) | June 2022and ongoing |
| Update the Guidelines forAccessible Blended andOnline Courses and expandthem to include all kinds ofcourses. | Guidelines for AccessibleBlended and Online Coursesupdated and expanded. | PVC ESE –AccessibleEducation Lead | June 2023 |
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| Consider adding‘inclusion’ as a qualitytarget in a review of theEducation Quality Policyso that Universal Designfor Learning (UDL) isconsidered in quality reviewsof education services. | Concept of inclusionconsidered in review ofthe Education QualityPolicy, with referenceto Assessment DesignProcedure, and outcomereported to the DIAPImplementation Group. | PVC ESE –AccessibleEducation Lead | December2022 |
| Include an introduction tothe principles of UDL andbest practice at UNSW, andthe new self-paced UDLMoodle online learningmodule available for allteaching staff in Teachingand Learning programs. | Self-paced UDL Moodlecourse.Staff participating in theUDL Moodle course to besurveyed and outcomesreported to the DIAPImplementation Group.UDL included inTeaching and Learningprograms; Foundationsof University Learningand Teaching (FULT),Academic Development(seminars, workshops andpresentations) and TeachingAccelerator Program(TAP), the mandatory newacademic induction for allteaching-facing roles. | PVC ESE– AccessibleEducation Lead | March 2023 |
| Ensure consultation withpeople living with disabilityat the design phase of anynew developments in theeducation space. | Accessible EducationLead introduced to theStudent Lived ExperienceAdvisory Group to enableconsultation as required andcreate connection with otherrelevant areas (e.g. Studentsas Partners, Course DesignInstitute). | Division of EDI– Access, Equity& Inclusion | November2022 |
| Workplace adjustments |
| **Action** | **Measures** | **Responsibility** | **Timeframe** |
| Develop a standaloneWorkplace AdjustmentPolicy and Procedure. | Policy and proceduredeveloped and agreed byUNSW Management Board;including review of therequirement for medicalcertification. | Division of EDI– Access, Equity& Inclusion | June 2023 |
| Review and update theReasonable AdjustmentGuidelines for Managersof Staff and Potential Staffwith Disabilities to supportthe Workplace AdjustmentPolicy (once created). | Updated Guidelines and/or toolkit (exact formatdependent on updatedUNSW Policy framework). | Division of EDI– Access, Equity& Inclusion | December2023 |
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| Review the Disability TravelAssistance Fund with a viewto extending assistanceto professional as wellas academic staff forconference travel. | Disability Travel AssistanceFund Reviewed. | Division of EDI– Access, Equity& Inclusion | October2022 |
| Conduct a focus groupor interviews with staffwith current workplaceadjustments to gain insightinto their experience ofthe request, approval andreview process as part ofthe development of theconsolidated policy andprocedure. | Focus group consultationand/or interviews held. | Division of EDI– Access, Equity& Inclusion (DIAPProject Manager) | December2022 |
| Promote the new WorkplaceAdjustment Policy,Procedure and Guidelines toall staff. | All Staff email.Update to Policy Register.Update to (new) dedicatedHR Hub Supporting Staffwith Disability page. | Division of EDI– Access, Equity& Inclusion andEDI Comms withHR | 2023-2024(when policyfinalised andapproved) |
| Promote the new WorkplaceAdjustment Policy,Procedure and Guidelinesto potential candidates viaUNSW’s careers and EDIwebpage to encourageapplications from peopleliving with disability. | Workplace Adjustmentpolicy to be updated onUNSW EDI website andCareers page, and copyadapted to include morecompelling and inclusivelanguage. | Division of EDI– Access, Equity& Inclusion andEDI Comms, HR –Talent Acquisition | 2023-2024(when policyfinalised andapproved) |
| Promote and proactivelyoffer adjustments for peopleliving with disability. | Include information aboutadjustments in HiringManagers’ training, in newstaff inductions, on HR Huband in Managers’ toolkit. | Division of EDI– Access, Equity& Inclusion withHR – TalentAcquisition | June 2022-Dec 2023 |
| Proactively seek feedbackon, and have a designatedcontact to manage,the Workplace Adjustmentpolicy and process, includingfeedback and data/information monitoring. | Feedback process to beincluded as part of EDI’saccessibility feedbackform and feedback soughtat various points in theadjustments process.Maintain designatedworkplace adjustmentscontact in the Divisionof EDI. | Division of EDI– Access, Equity& Inclusion | June 2023 |

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| Educational adjustments |
| **Action** | **Measures** | **Responsibility** | **Timeframe** |
| Develop a standaloneStudents with DisabilitySupport Policy andassociated Guidelines. | Students with DisabilitySupport Policy andassociated Guidelinesdeveloped and approvedby Management Board;communicated to all UNSWstaff. | PVC ESE –Student Success– EquitableLearning Servicesin consultationwith other keybusiness areas. | December2023 |
| Continue Phase 2implementation ofthe Student DisabilityManagement SystemSimplicity Access to supportimproved and streamlinedsupport services forstudents. | Full ICT integration of Simplicity Access. | PVC ESE –Student Success– EquitableLearning Serviceswith ChiefTechnology &InfrastructureOfficer | December2022 |
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| Create a full annual reportto EDI Board from the newintegrated Simplicity AccessReport on a full anonymisedstatistical breakdown ofstudents living with disabilityat UNSW and servicesprovided to them. | Proposed content of reportconfirmed with DIAP ProjectManager and report created. | PVC ESE –Student Success– EquitableLearning Services | December2023 |

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| Supporting Indigenous students with disability |
| **Action** | **Measures** | **Responsibility** | **Timeframe** |
| Identify and formalisea leader responsible forensuring that UNSW is anaccessible and welcomingenvironment for Indigenousstudents living withdisability. | Nura Gili to nominate anIndigenous Students withDisability Lead. | PVC Indigenous– Nura GiliIndigenousPrograms | June 2022 |
| Ensure that Indigenousstudents with disabilityare considered in serviceprovision and all otherinitiatives that UNSWundertakes in relationto students living withdisability. | Nura Gili Students withDisability Lead or theirrepresentative to beincluded on the DIAPImplementation Group. | PVC Indigenous– Nura GiliIndigenousPrograms | June2022 andongoing |
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| Enhance institutionalawareness of current stateand gap analysis of servicesfor Indigenous studentsliving with disability atUNSW. | Nura Gili Students withDisability Lead to report toEDI Board on the prevalenceof Indigenous studentsliving with disabilityand case managementarrangements with otherUNSW business areas,highlighting achievementsand potential areas forimprovement. | PVC Indigenous– Nura GiliIndigenousPrograms | December2022 |

[STUDENT QUOTE]

“The DIAP clearly outlines what support students living with disability will have from the minute they choose to study at UNSW. It is not merely an act of solidarity, but an opportunity to stand by UNSW’s commitment in ensuring everyone is respected and treated with dignity.”

Aaron, UNSW student, B Advanced Science Member of the Student Lived Experience Advisory Group UNSW Disability Inclusion Action Plan 2022 – 2025

## Priority: enablers

Objective: Continuous improvements in accessibility are embedded in frameworks

and governance and led by UNSW innovation

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| Commitment and campus culture |
| **Action** | **Measures** | **Responsibility** | **Timeframe** |
| Appoint a visible Sponsorat the Executive level of theorganisation. | Election of an inauguralExecutive Sponsor. | Division of EDI– Access, Equity& Inclusion | June 2022 |
| Include a message fromthe Executive Sponsor inthe Disability InclusionAction Plan 2022 – 2025(DIAP) to demonstratethe endorsement andcommitment from thatExecutive level. | Message included fromnewly appointed ExecutiveSponsor. | Division of EDI– Access, Equity& Inclusion | June 2022 |
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| Include an explicit statementin the DIAP that UNSWis committed to theemployment of people withdisability. | Statement included in DIAP2022 – 2025 and in HR/Recruitment Plan. | Division of EDI– Access, Equity& Inclusion;HumanResources (HR) | June 2022 |
| Include a broad statementregarding the commitmentto employing people withdisability on UNSW’sexternal websites. | Statement included onEDI website and onJobs@UNSW website. | Division of EDI– Access, Equity& Inclusion andEDI Comms; HR | June 2022 |
| Ensure that the DIAP isincorporated into UNSWgovernance structures andthat efforts towards theplan are actively monitoredand reported throughappropriate channels. | DIAP Implementation Groupestablished to replace DIAPSteer Co and DIAP ProjectTeam. DIAP ImplementationGroup to report at leasttwice per year to EDI Board. | Division of EDI– Access, Equity& Inclusion, DIAPProject Manager | June 2022and ongoing |
| Consult with studentsincluding the UNSWDisability ChampionsNetwork to ensure thatthere is an active element ofco-design in all aspects ofUNSW’s activities. | Disability Champions tobe included as part of theDIAP Implementation Group;include in Faculty/DivisionEDI Plans. | Division of EDI– Access, Equity& Inclusion | Ongoing |
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| Provide regular and ongoinglearning and developmentopportunities toprofessional and academicstaff members throughouttheir employment life cycleto ensure that they aredisability confident in theworkplace. | Schedule annual DisabilityConfident trainings at acadence to support bothnew and experienced staffacross key business areasof UNSW. | Division of EDI– Access, Equity& Inclusion;PVC ESE –Student Success– EquitableLearning Services;AustralianNetwork onDisability | Ongoing |
| Create a specific SupportingStaff with Disability page onHR Hub where resourcesand relevant policies andprocedures can be housed. | Page created andpopulated with relevantmaterials including policies,procedures, AustralianNetwork on Disabilityfactsheets including AND’spublication, WelcomingCustomers with Disability,and information regardingJobAccess services. | Division of EDI– Access, Equity& Inclusion (DIAPProject Manager)with HR | June 2023 |
| Develop UNSW-specificToolkit for Managers, whichincludes advice on inclusivejob design, recruitmentand selection, supportingstaff with a disability, linksto relevant UNSW-specificpolicies and procedures,and contextualise withinlegislative framework andUNSW Strategy. | Guidelines/Toolkitdeveloped and publishedon UNSW HR Hub pagewith accompanyingcommunications plan. | HR – TalentAcquisition withDivision of EDI– Access, Equity& Inclusion (DIAPProject Manager) | December2023 |
| Improve feedback capabilityand process across all areasimpacting students andstaff with a disability. | Create a single pointfeedback form to behoused on the EDI websitewhich can be used as adata source to inform:workplace adjustments; ICT;premises; student services;events, marketing andcommunications. | Division of EDI– Access, Equity& Inclusion (DIAPProject Manager)with EDI Comms | December2022 |
| Improve the quality of, andrelevant business areas’access to, data around staffwith disability at all levelsand their experiences atUNSW. | Access to and quality ofdata relating to staff livingwith disability to be includedin the Division of EDI’s dataimprovement working groupTerms of Reference. | Division of EDI– Access, Equity& Inclusion withHR – WorkforceAnalytics andReporting andUNSW Planning& Performance(UPP) | June 2022 |
| Participate in the Accessand Inclusion Index atregular intervals to supportUNSW to monitor progresseffectively and consistentlytowards access andinclusion goals. | Participation in the Accessand Inclusion Index in 2024to assess progress onaccessibility improvementsand plan for 2025 DIAP. | Division of EDI– Access, Equity& Inclusion (DIAPProject Manager) | December2024 |

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| Innovation and research |
| **Action** | **Measures** | **Responsibility** | **Timeframe** |
| Seek feedback and collectdata to understand theimpact and success of theDisability Travel AssistanceFund for Academic Staffwith Disabilities. | Include the opportunity forfeedback on the DisabilityTravel Assistance Fund aswell as feedback on theWorkplace AdjustmentsPolicy in measures outlinedfor feedback on accessibilityfor UNSW. | Division of EDI– Access, Equity& Inclusion (DIAPProject Manager) | December 2022 |
| Enhance connectionsbetween the UNSWDisability InnovationInstitute (the Institute) andthe Disability Championsand their network, and theInstitute and DIAP. | The Institute Director to benominated as the inauguralExecutive Sponsor, of theUNSW DIAP, and Chair of theImplementation Team. | Division of EDI | June 2022 |
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| Better utilise the researchand practical expertise ofinnovators on campus,including the Institute andEquitable Learning Services(ELS). | Disability Inclusionmultimedia collateralto be created with theInstitute and ELS talentand background content.Prioritise learning modulesfor UNSW staff includingaccessible marketing,communications and eventsand inclusive researchpractices. | Division of EDI– Access, Equity& Inclusion (DIAP Project Manager) | June 2023 |
| The Institute visibility tobe increased as specialistconsultation service forinclusive education andresearch, with initial contactto be made through generalEDI channels (for filtering). | The Institute to be promotedthrough EDI website,HR Hub Disability pageand other avenues asappropriate. | Division of EDI– Access, Equity& Inclusion (DIAPProject Manager)with EDI commsand HR. | June 2023 |
| Utilise the Instituteexpertise to oversee DIAPimplementation evaluation,via DIAP ImplementationGroup. | The Institute Directorto be nominated as theinaugural Executive Sponsor,Disability Inclusion at UNSW,and Chair of the DIAPImplementation Group. | Division of EDIUNSW DisabilityInnovationInstitute | June 2022 |

[STUDENT QUOTE]

“Having a DIAP extends beyond the support received through ELS by committing to actions that will improve our future. This plan will ensure students can enter a classroom and feel like they have a fair go at their courses and have a better chance of completion.”

Nayonika, UNSW student, B Arts/Law Member of the Student Lived Experience Advisory Group

# Implementation and evaluation

The DIAP Steering Committee and DIAP Project Team developed the 2022 – 2025 DIAP after consulting extensively across the University. Before the DIAP is implemented, a new DIAP Implementation Group will be formed by the Division of EDI, and chaired by Executive Sponsor, Jackie Leach Scully.

The DIAP Implementation Group will be responsible for ensuring the University achieves the DIAP’s objectives. This includes monitoring performance and outcomes, as well as providing a forum for consultation with stakeholders, staff and students to discuss the plan’s success.

The DIAP Implementation Group will report to the EDI Board on progress and review the DIAP every three years.

**Acknowledgement of Country**

We would like to acknowledge the Bedegal (Kensington campus), Gadigal (City and Art & Design Campuses) and Ngunnawal people (Australian Defence Force Academy in Canberra) who are the traditional custodians of the lands where each campus of UNSW is located.