Disability Inclusion Action Plan 2022 – 2025

Table of Contents

[From the Vice-Chancellor 2](#_Toc102575097)

[From the Executive Sponsor 2](#_Toc102575098)

[Executive summary 3](#_Toc102575099)

[Summary of progress and achievement 5](#_Toc102575100)

[Adjusting with impact: Equitable Learning Services 7](#_Toc102575101)

[Legislative framework 8](#_Toc102575102)

[Priorities and actions for the Disability Inclusion Action Plan 2022 – 2025 9](#_Toc102575103)

[Priority: people 9](#_Toc102575104)

[Staff recruitment and selection 9](#_Toc102575105)

[Student access, outreach and recruitment 10](#_Toc102575106)

[Staff career development 11](#_Toc102575107)

[Student career development 12](#_Toc102575108)

[Priority: environments 13](#_Toc102575109)

[Built environment and safety 13](#_Toc102575110)

[Information communication technology (ICT) 13](#_Toc102575111)

[Suppliers and partners 15](#_Toc102575112)

[Communications, marketing and events 15](#_Toc102575113)

[UNSW Canberra 16](#_Toc102575114)

[Priority: experiences 17](#_Toc102575115)

[Teaching and learning 17](#_Toc102575116)

[Workplace adjustments 19](#_Toc102575117)

[Educational adjustments 20](#_Toc102575118)

[Supporting Indigenous students with disability 20](#_Toc102575119)

[Priority: enablers 22](#_Toc102575120)

[Commitment and campus culture 22](#_Toc102575121)

[Innovation and research 24](#_Toc102575122)

[Implementation and evaluation 26](#_Toc102575123)

# 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 

|  |  |  |  |
| --- | --- | --- | --- |
| Staff recruitment and selection | | | |
| **Action** | **Measures** | **Responsibility** | **Timeframe** |
| Identify and formalise  a leader responsible for  driving individual policies  and procedures for  accessible and inclusive  recruitment and selection. | Leader identified and  communicated to key  stakeholders. Leader or  their representative is  actively engaged in the DIAP  Implementation Group. | Human  Resources (HR) –  Talent Acquisition | June 2022 |
| Provide guidance to ensure  that adjustments are  offered at each stage of the  recruitment process, and  not just at the application  phase. | Guidance at different  stages, including invitation  to interview, and including  accessible documents and  forms. | HR – Talent  Acquisition | December  2022 |
|  |
| Provide application  materials in alternative  formats upon request and  communicate this in the  advertised materials. | Alternative application  materials scoped and  created; available as part  of accessible recruitment  request. | HR – Talent  Acquisition | June 2023 |
| Assess the feasibility  of tapping into talented  candidates with disability  through specific strategies,  schemes, programs or  partnerships, including  potential enabling pathways  for UNSW business units to  target roles to candidates  living with disability. | Creation of a desktop  research report to be  presented to the EDI Board. | Division of  Equity, Diversity  & Inclusion (EDI)  – Access, Equity  & Inclusion (DIAP  Project Manager),  HR – Talent  Acquisition | June 2023 |
| Include guidance on the  availability of UNSW  workplace adjustments in  advertising and onboarding  pack. | Suggestion for adaptation  of current materials to  be provided to Talent  Acquisition team. | Division of EDI  – Access, Equity  and Inclusion,  with HR – Talent  Acquisition | June 2022 |
| Review and analyse data  from candidates and  newly inducted employees  regarding information on  disability given and any  requests for adjustments  in the recruitment and  selection process. | Data inputs mapped and  system outputs scoped.  Initial report describing  reporting capabilities to be  created and presented to  DIAP Implementation Group. | HR – Talent  Acquisition  and Workforce  Analytics and  Reporting Team | June 2023 |
| Include information about  workplace adjustments in  Hiring Managers’ training. | Training to incorporate  information and references  to UNSW policies and  guidelines as well as  reference to Australian  Network on Disability Guides  for Managers. | HR –Talent  Acquisition Team | December  2022 |

|  |  |  |  |
| --- | --- | --- | --- |
| Student access, outreach and recruitment | | | |
| **Action** | **Measures** | **Responsibility** | **Timeframe** |
| Encourage inclusion  of accessible learning  environment measures  in outreach program  evaluation instruments at  UNSW. | Accessibility considerations  to be progressively included  in outreach program  evaluation instruments. | Division of EDI  – Access, Equity  & Inclusion with  EDI Faculty  Committees and  Deputy Vice-  Chancellor (DVC)  Academic &  Student Life  – Future Student  Recruitment | March 2022  and ongoing |
| Prioritise audio captioning  and image description  practices for digital  resources that support  pre-tertiary engagement  activities. | Audio captioning included in  video resources that support  pre-tertiary engagement  activities. | Division of EDI  – Access, Equity  & Inclusion with  EDI Faculty  Committees and  DVC Academic  & Student Life  – Future Student  Recruitment | March 2022  and ongoing |
|  |
| Initiate consultation and  co-design practices with  students with a disability for  key student engagement  projects and resources. | Student Lived Experience  Advisory Group utilised as  consultative resource for  key student engagement  projects and resources. | Division of EDI  – Access, Equity  & Inclusion with  EDI Faculty  Committees and  DVC Academic & Student Life  – Future Student  Recruitment | June 2022  and ongoing |
| Improve future students’  awareness of access, equity  and inclusion, including  disability inclusion and  accessibility supports, and  inherent requirements by  targeting the most-visited  UNSW website pathways of  future students. | Project initiated to  determine the best way to  include access, equity and  inclusion considerations on  the Degree Finder, and initial  report provided to the DIAP  Implementation Group.  Annual web accessibility  audits and actions with  summary provided to the  DIAP Implementation Group. | DVC Academic  & Student Life –  Future Student  Recruitment with  support from the  Division of EDI  – Access, Equity  & Inclusion  and Pro Vice-  Chancellor  (PVC) Education  & Student  Experience –  Student Support | December  2022 |

[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

|  |  |  |  |
| --- | --- | --- | --- |
| Staff career development | | | |
| **Action** | **Measures** | **Responsibility** | **Timeframe** |
| Develop written guidelines  and a checklist to ensure  that all learning and  development courses are  accessible and inclusive for  employees with disability. | Best practice guidelines  from the Australian  Network on Disability  reformulated for UNSW  context, agreed with Human  Resources, DVC Research,  and DVC Academic and  communicated with  practitioners and other key  stakeholders. | Division of EDI  – Access, Equity  & Inclusion (DIAP  Project Manager)  with Human  Resources, DVC  Research and  DVC Academic | December  2023 |
| Ensure that the Workplace  Adjustment policy and  procedure includes career  development. | Considerations around  career development to be  explicitly included in the  new Workplace Adjustment  policy. | Division of EDI –  Access, Equity &  Inclusion with HR | June 2023 |
|  |
| Provide training and  resources to support people  leaders to assist with career  development for staff with  disability. | Career development to be  included in managers’ toolkit  for supporting staff with a  disability. | Division of EDI –  Access, Equity &  Inclusion (DIAP  Project Manager) | December  2023 |
| Embed disability confident  manager learnings and  adjustments and career  development opportunities  for staff with disabilities  into myCareer conversation  guides. | Division of EDI to provide  advice to Human Resources  on the inclusion of disability  content to myCareer  conversation guides. Human  Resources to include  content in guides. | Division of EDI –  Access, Equity &  Inclusion (DIAP  Project Manager)  with HR | June 2023 |
| Invite members of the  Disability Champions  Network to provide  information, advice and  feedback about existing  policy and processes, and  experiences, from a user  perspective – including  what works well and what  does not. | Disability Champions  Network to provide feedback  into the development of the  new Workplace Adjustment  Policy. | Division of EDI –  Access, Equity &  Inclusion | June 2023 |

|  |  |  |  |
| --- | --- | --- | --- |
| Student career development | | | |
| **Action** | **Measures** | **Responsibility** | **Timeframe** |
| Monitor the implementation  of the GradWISE pilot  program to inform future  activities. | Statistical data obtained  from GradWISE Anecdotal student feedback on experience.  GradWISE staff feedback.  UNSW Careers Presentation  in November 2022 to DIAP  Implementation Group on  GradWISE outcomes and  recommendations. | PVC ESE –  Student Success  – Equitable  Learning Services  UNSW Careers | December  2022 |
| Promote PACE (Positive  Action Towards Career  Engagement) and Stepping  Into programs.  Promote equitable career  consults for students with  disability. | Courses promoted through  Equitable Learning Services  and Careers newsletters,  UNSW Connect and career  consults.  Consults promoted  through UNSW Careers and  Equitable Learning Services  newsletters and ELS  Symplicity Access. | PVC ESE –  Student Success  – Equitable  Learning Services  UNSW Careers  Australian  Network on  Disability | December  2022 |
|  |

## Priority: environments

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

|  |  |  |  |
| --- | --- | --- | --- |
| Built environment and safety | | | |
| **Action** | **Measures** | **Responsibility** | **Timeframe** |
| Maintain up-to-date policy  and standards relating to  premises accessibility and  workplace adjustments  for improved accessibility,  taking into consideration  feedback received from  staff, students and other  UNSW visitors. | UNSW Estate Management  Disability Strategy to be  updated annually and  reviewed by EDI Board. | Estate  Management | March 2023  March 2024  March 2025 |
| Identify opportunities to  improve the accessibility  of UNSW’s built facilities  and keep track of what  improvements are made. | UNSW Estate Management  to report annually to DIAP  Implementation Group  on improvements to  accessibility of UNSW’s built  facilities. | Estate  Management | January  2023  January  2024  January  2025 |
|  |

|  |  |  |  |
| --- | --- | --- | --- |
| Information communication technology (ICT) | | | |
| **Action** | **Measures** | **Responsibility** | **Timeframe** |
| Identify a clear leader  responsible for developing  and implementing  accessible policies and  practices in ICT and ensure  they are continuously  engaged in progress of  the current DIAP and  development of future  action plans. | A single overarching  executive leader for ICT  to be nominated as well  as Strategy Architecture  team leads to ensure  that improvements in  accessibility are included  at the design and initial  concept phase. Senior  leader or their delegate to  be included in the DIAP  Implementation Group. | Chief Technology  & Infrastructure  Officer  Director Strategy  Architecture &  Portfolio (SAP)  – Portfolio &  Projects | June 2022 |
| UNSW to make a formal  written commitment to  Web Content Accessibility  Guidelines (WCAG) for  progressive upgrades to  ICT-managed systems at a  minimum of WCAG 2.1 AA  (AAA where feasible) and  also take into consideration  the imminent release of  WCAG 2.2. | Strategy Architecture &  Portfolio team to release  commitment that WCAG  guidelines for progressive  upgrades to ICT-managed  systems at a minimum of  WCAG 2.1 AA (AAA where  feasible) and monitor  for new versions; review  and provide advice as to  future updates to WCAG  standards. | Chief Technology  & Infrastructure  Officer  Director Strategy  Architecture and  Portfolio (SAP)  – Portfolio &  Projects | June 2022 |
|  |
| Develop internal guidelines  and procedures to ensure  accessibility is considered  in all planned ICT rollouts,  transformations and  developments. | Accessibility considerations  to be integrated into the  Governance Framework  for projects (“Project  Guardrails”) and adherence  actively monitored. | Chief Technology  & Infrastructure  Officer  Director SAP  – Portfolio &  Projects  – Governance  and Assurance  Manager | June  2022 and  ongoing |
| Incorporate ICT adjustment  requests into the Workplace  Adjustments policy, once  developed. | ICT workplace adjustments  incorporated into the new  Policy and guidelines. | Division of EDI,  Access, Equity  & Inclusion in  consultation with  Chief Technology  & Infrastructure  Officer | June 2023 |
| Formalise the process for  seeking proactive feedback  on ICT products and  services. | ICT Products and Services  to be included in data  capture for online form for  Access Feedback. | Division of EDI  – Access, Equity  & Inclusion  with EDI  Communications | December  2022 |
| Allocate resources  and budget to ensure  the implementation of  accessible ICT material is  feasible. | Budget submission  process to include access  considerations as part  of Guardrails project  governance framework;  ICT budget/finance request  submission template to  be updated to include  accessibility considerations,  ensuring these are  considered by the relevant  committees. | Chief Technology  & Infrastructure  Officer  Director SAP  – Portfolio &  Projects | December  2022 |
| Collect data and examples  of commonly requested  ICT related workplace  adjustments and outline the  role of ICT in supporting the  implementation. | Initial ICT workplace  adjustments data collection  feasibility report to be  presented to the DIAP  Implementation Group. | Head, ICT Service  Management  Office | 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

|  |  |  |  |
| --- | --- | --- | --- |
| Suppliers and partners | | | |
| **Action** | **Measures** | **Responsibility** | **Timeframe** |
| Demonstrate alignment  of commitment around  suppliers and partners  within the 2022 – 2025  Disability Inclusion Action Plan. | DIAP 2022 – 2025 to include  references to suppliers and  partners and commitment  to consider disability  inclusion in procurement decisions. | Division of EDI  – Access, Equity  & Inclusion with  Office of Chief  Financial Officer  – Procure to Pay | June 2022 |
| Explore opportunities  beyond disability enterprises  and include procurement  of accessible products and  services in ICT procurement processes. | Incorporate specific relevant  standards (Australian ICT  procurement standard  AS EN 301 549 (EN301))  around procurement of  accessible ICT into the  assessed functional/nonfunctional  elements of the  software platform. | Office of Chief  Financial Officer  – Procure to Pay | June 2022 |
|  |

|  |  |  |  |
| --- | --- | --- | --- |
| Communications, marketing and events | | | |
| **Action** | **Measures** | **Responsibility** | **Timeframe** |
| Identify a clear leader  responsible for developing  and implementing  accessible policies and  practices in communication  and marketing. | A single overarching  executive leader for  Marketing, Communications  and Events to be nominated  as well as leaders in subsections of Corporate  Communications and Brand;  Faculty Communications;  Future Students and  Website. | Vice-President  (VP) External  Engagement | June 2022 |
| Senior leader to oversee  the development of a  policy for accessible  Communications, Marketing  and Events with individual  procedures guidelines and  checklists to follow where  appropriate. | Accessible Communications  and Events Policy  developed. | VP External  Engagement  with guidance  from the DIAP  Project Manager  (and Australian  Network on  Disability) and  in collaboration  with key business  areas | December  2023 |
|  |
| Ensure all stakeholders are  briefed on the policy and  procedures and are suitably  equipped to implement the  activities. | Disseminate policy  communications as  appropriate in induction,  training and on HR Hub. | VP External  Engagement | December  2023 |
| Comprehensive existing  UNSW Events checklist and  resources for accessible  events (in person and  online) to be reviewed  in consultation with the  Australian Network on  Disability for any gaps and  potential improvements. | Resources reviewed, gaps  identified, improvements  made and resources republished. | Director of  Strategic Events  with support  from Division of  EDI – Access,  Equity & Inclusion  and Australian  Network on  Disability | December  2022 |
| Checklist and resources  for accessible events to  be disseminated across  University, Faculty-based  and hospitality events as  well as other areas that  may occasionally manage  events. | Checklist and supporting  materials developed and  disseminated appropriately. | Director of  Strategic Events  with support  from Division of  EDI – Access,  Equity & Inclusion  (DIAP Project  Manager) and EDI  Communications | June 2023 |

|  |  |  |  |
| --- | --- | --- | --- |
| UNSW Canberra | | | |
| **Action** | **Measures** | **Responsibility** | **Timeframe** |
| UNSW Canberra to  nominate a Disability  Executive Sponsor. | Expressions of Interest for  UNSW Canberra Disability  Executive Sponsor to be  opened and candidate  selected. | Division of EDI –  Access, Equity &  Inclusion (DIAP  Project Manager)  with UNSW  Canberra Faculty  Executive Director | December  2022 |
| UNSW Canberra Disability  Executive Sponsor or  their representative to  be engaged in the DIAP  Implementation Group. | UNSW Canberra Disability  Executive Sponsor included  in the DIAP Implementation  Group. | Division of EDI –  Access, Equity &  Inclusion (DIAP  Project Manager) | January  2023 and  ongoing |
|  |
| Monitor the progress of the  UNSW Canberra Library  Accessibility Working Group. | UNSW Canberra Disability  Executive Sponsor to report  to the DIAP Implementation  Group on the progress of  the UNSW Canberra Library  Accessibility Working Group. | UNSW Canberra  Disability  Executive  Sponsor | March 2023 |
| Improve institutional  understanding of the  provision of services for  students with a disability at  UNSW Canberra. | UNSW Canberra Disability  Executive Sponsor to  report to the EDI Board  on Equitable Learning  Services for students with  disability at UNSW Canberra  (achievements and  challenges). | UNSW Canberra  Disability  Executive  Sponsor with  PVC ESE –  Student Success  – Equitable  Learning Services | December  2023 |
| Ensure continuity and  coherence of service by  maintaining an accessible  institutional contact person  for staff and students with a  disability at UNSW Canberra. | EDI Manager at UNSW  Canberra to maintain  the role of Disability/  Accessibility Liaison Officer  for staff and students. | UNSW Canberra  Faculty Executive  Director | Ongoing |
| Monitor upgrades and  improvements made  by Australian Defence  Force Academy (ADFA) in  response to the 2021 Design  for Dignity premises audit  report of UNSW Canberra  public and teaching spaces. | UNSW Canberra to report  annually to EDI Board on  any improvements made  by ADFA to UNSW Canberra  public and teaching spaces,  including gaps and solutions  where possible. | *UNSW Canberra*  *Faculty Executive*  *Director* | June/July  2023  June/July  2024 |

[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

|  |  |  |  |
| --- | --- | --- | --- |
| Teaching and learning (including Universal Design for Learning (UDL) /Assistive Technology) | | | |
| **Action** | **Measures** | **Responsibility** | **Timeframe** |
| Identify and formalise  a leader responsible for  developing strategies,  guidelines, practices and  updating policies where  appropriate, to support  widespread creation,  delivery and evaluation of  accessible education at  UNSW. | Leader identified and  communicated to key  stakeholders. Leader or  their representative is  actively engaged in the DIAP  Implementation Group. | PVC Education  & Student  Experience (ESE) | June 2022  and ongoing |
| Update the Guidelines for  Accessible Blended and  Online Courses and expand  them to include all kinds of  courses. | Guidelines for Accessible  Blended and Online Courses  updated and expanded. | PVC ESE –  Accessible  Education Lead | June 2023 |
|  |
| Consider adding  ‘inclusion’ as a quality  target in a review of the  Education Quality Policy  so that Universal Design  for Learning (UDL) is  considered in quality reviews  of education services. | Concept of inclusion  considered in review of  the Education Quality  Policy, with reference  to Assessment Design  Procedure, and outcome  reported to the DIAP  Implementation Group. | PVC ESE –  Accessible  Education Lead | December  2022 |
| Include an introduction to  the principles of UDL and  best practice at UNSW, and  the new self-paced UDL  Moodle online learning  module available for all  teaching staff in Teaching  and Learning programs. | Self-paced UDL Moodle  course.  Staff participating in the  UDL Moodle course to be  surveyed and outcomes  reported to the DIAP  Implementation Group.  UDL included in  Teaching and Learning  programs; Foundations  of University Learning  and Teaching (FULT),  Academic Development  (seminars, workshops and  presentations) and Teaching  Accelerator Program  (TAP), the mandatory new  academic induction for all  teaching-facing roles. | PVC ESE  – Accessible  Education Lead | March 2023 |
| Ensure consultation with  people living with disability  at the design phase of any  new developments in the  education space. | Accessible Education  Lead introduced to the  Student Lived Experience  Advisory Group to enable  consultation as required and  create connection with other  relevant areas (e.g. Students  as Partners, Course Design  Institute). | Division of EDI  – Access, Equity  & Inclusion | November  2022 |
| Workplace adjustments | | | |
| **Action** | **Measures** | **Responsibility** | **Timeframe** |
| Develop a standalone  Workplace Adjustment  Policy and Procedure. | Policy and procedure  developed and agreed by  UNSW Management Board;  including review of the  requirement for medical  certification. | Division of EDI  – Access, Equity  & Inclusion | June 2023 |
| Review and update the  Reasonable Adjustment  Guidelines for Managers  of Staff and Potential Staff  with Disabilities to support  the Workplace Adjustment  Policy (once created). | Updated Guidelines and/  or toolkit (exact format  dependent on updated  UNSW Policy framework). | Division of EDI  – Access, Equity  & Inclusion | December  2023 |
|  |
| Review the Disability Travel  Assistance Fund with a view  to extending assistance  to professional as well  as academic staff for  conference travel. | Disability Travel Assistance  Fund Reviewed. | Division of EDI  – Access, Equity  & Inclusion | October  2022 |
| Conduct a focus group  or interviews with staff  with current workplace  adjustments to gain insight  into their experience of  the request, approval and  review process as part of  the development of the  consolidated policy and  procedure. | Focus group consultation  and/or interviews held. | Division of EDI  – Access, Equity  & Inclusion (DIAP  Project Manager) | December  2022 |
| Promote the new Workplace  Adjustment Policy,  Procedure and Guidelines to  all staff. | All Staff email.  Update to Policy Register.  Update to (new) dedicated  HR Hub Supporting Staff  with Disability page. | Division of EDI  – Access, Equity  & Inclusion and  EDI Comms with  HR | 2023-2024  (when policy  finalised and  approved) |
| Promote the new Workplace  Adjustment Policy,  Procedure and Guidelines  to potential candidates via  UNSW’s careers and EDI  webpage to encourage  applications from people  living with disability. | Workplace Adjustment  policy to be updated on  UNSW EDI website and  Careers page, and copy  adapted to include more  compelling and inclusive  language. | Division of EDI  – Access, Equity  & Inclusion and  EDI Comms, HR –  Talent Acquisition | 2023-2024  (when policy  finalised and  approved) |
| Promote and proactively  offer adjustments for people  living with disability. | Include information about  adjustments in Hiring  Managers’ training, in new  staff inductions, on HR Hub  and in Managers’ toolkit. | Division of EDI  – Access, Equity  & Inclusion with  HR – Talent  Acquisition | June 2022-  Dec 2023 |
| Proactively seek feedback  on, and have a designated  contact to manage,  the Workplace Adjustment  policy and process, including  feedback and data/  information monitoring. | Feedback process to be  included as part of EDI’s  accessibility feedback  form and feedback sought  at various points in the  adjustments process.  Maintain designated  workplace adjustments  contact in the Division  of EDI. | Division of EDI  – Access, Equity  & Inclusion | June 2023 |

|  |  |  |  |
| --- | --- | --- | --- |
| Educational adjustments | | | |
| **Action** | **Measures** | **Responsibility** | **Timeframe** |
| Develop a standalone  Students with Disability  Support Policy and  associated Guidelines. | Students with Disability  Support Policy and  associated Guidelines  developed and approved  by Management Board;  communicated to all UNSW  staff. | PVC ESE –  Student Success  – Equitable  Learning Services  in consultation  with other key  business areas. | December  2023 |
| Continue Phase 2  implementation of  the Student Disability  Management System  Simplicity Access to support  improved and streamlined  support services for  students. | Full ICT integration of Simplicity Access. | PVC ESE –  Student Success  – Equitable  Learning Services  with Chief  Technology &  Infrastructure  Officer | December  2022 |
|  |
| Create a full annual report  to EDI Board from the new  integrated Simplicity Access  Report on a full anonymised  statistical breakdown of  students living with disability  at UNSW and services  provided to them. | Proposed content of report  confirmed with DIAP Project  Manager and report created. | PVC ESE –  Student Success  – Equitable  Learning Services | December  2023 |

|  |  |  |  |
| --- | --- | --- | --- |
| Supporting Indigenous students with disability | | | |
| **Action** | **Measures** | **Responsibility** | **Timeframe** |
| Identify and formalise  a leader responsible for  ensuring that UNSW is an  accessible and welcoming  environment for Indigenous  students living with  disability. | Nura Gili to nominate an  Indigenous Students with  Disability Lead. | PVC Indigenous  – Nura Gili  Indigenous  Programs | June 2022 |
| Ensure that Indigenous  students with disability  are considered in service  provision and all other  initiatives that UNSW  undertakes in relation  to students living with  disability. | Nura Gili Students with  Disability Lead or their  representative to be  included on the DIAP  Implementation Group. | PVC Indigenous  – Nura Gili  Indigenous  Programs | June  2022 and  ongoing |
|  |
| Enhance institutional  awareness of current state  and gap analysis of services  for Indigenous students  living with disability at  UNSW. | Nura Gili Students with  Disability Lead to report to  EDI Board on the prevalence  of Indigenous students  living with disability  and case management  arrangements with other  UNSW business areas,  highlighting achievements  and potential areas for  improvement. | PVC Indigenous  – Nura Gili  Indigenous  Programs | December  2022 |

[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

|  |  |  |  |
| --- | --- | --- | --- |
| Commitment and campus culture | | | |
| **Action** | **Measures** | **Responsibility** | **Timeframe** |
| Appoint a visible Sponsor  at the Executive level of the  organisation. | Election of an inaugural  Executive Sponsor. | Division of EDI  – Access, Equity  & Inclusion | June 2022 |
| Include a message from  the Executive Sponsor in  the Disability Inclusion  Action Plan 2022 – 2025  (DIAP) to demonstrate  the endorsement and  commitment from that  Executive level. | Message included from  newly appointed Executive  Sponsor. | Division of EDI  – Access, Equity  & Inclusion | June 2022 |
|  |
| Include an explicit statement  in the DIAP that UNSW  is committed to the  employment of people with  disability. | Statement included in DIAP  2022 – 2025 and in HR/  Recruitment Plan. | Division of EDI  – Access, Equity  & Inclusion;  Human  Resources (HR) | June 2022 |
| Include a broad statement  regarding the commitment  to employing people with  disability on UNSW’s  external websites. | Statement included on  EDI website and on  Jobs@UNSW website. | Division of EDI  – Access, Equity  & Inclusion and  EDI Comms; HR | June 2022 |
| Ensure that the DIAP is  incorporated into UNSW  governance structures and  that efforts towards the  plan are actively monitored  and reported through  appropriate channels. | DIAP Implementation Group  established to replace DIAP  Steer Co and DIAP Project  Team. DIAP Implementation  Group to report at least  twice per year to EDI Board. | Division of EDI  – Access, Equity  & Inclusion, DIAP  Project Manager | June 2022  and ongoing |
| Consult with students  including the UNSW  Disability Champions  Network to ensure that  there is an active element of  co-design in all aspects of  UNSW’s activities. | Disability Champions to  be included as part of the  DIAP Implementation Group;  include in Faculty/Division  EDI Plans. | Division of EDI  – Access, Equity  & Inclusion | Ongoing |
|  |
| Provide regular and ongoing  learning and development  opportunities to  professional and academic  staff members throughout  their employment life cycle  to ensure that they are  disability confident in the  workplace. | Schedule annual Disability  Confident trainings at a  cadence to support both  new and experienced staff  across key business areas  of UNSW. | Division of EDI  – Access, Equity  & Inclusion;  PVC ESE –  Student Success  – Equitable  Learning Services;  Australian  Network on  Disability | Ongoing |
| Create a specific Supporting  Staff with Disability page on  HR Hub where resources  and relevant policies and  procedures can be housed. | Page created and  populated with relevant  materials including policies,  procedures, Australian  Network on Disability  factsheets including AND’s  publication, Welcoming  Customers with Disability,  and information regarding  JobAccess services. | Division of EDI  – Access, Equity  & Inclusion (DIAP  Project Manager)  with HR | June 2023 |
| Develop UNSW-specific  Toolkit for Managers, which  includes advice on inclusive  job design, recruitment  and selection, supporting  staff with a disability, links  to relevant UNSW-specific  policies and procedures,  and contextualise within  legislative framework and  UNSW Strategy. | Guidelines/Toolkit  developed and published  on UNSW HR Hub page  with accompanying  communications plan. | HR – Talent  Acquisition with  Division of EDI  – Access, Equity  & Inclusion (DIAP  Project Manager) | December  2023 |
| Improve feedback capability  and process across all areas  impacting students and  staff with a disability. | Create a single point  feedback form to be  housed on the EDI website  which can be used as a  data source to inform:  workplace adjustments; ICT;  premises; student services;  events, marketing and  communications. | Division of EDI  – Access, Equity  & Inclusion (DIAP  Project Manager)  with EDI Comms | December  2022 |
| Improve the quality of, and  relevant business areas’  access to, data around staff  with disability at all levels  and their experiences at  UNSW. | Access to and quality of  data relating to staff living  with disability to be included  in the Division of EDI’s data  improvement working group  Terms of Reference. | Division of EDI  – Access, Equity  & Inclusion with  HR – Workforce  Analytics and  Reporting and  UNSW Planning  & Performance  (UPP) | June 2022 |
| Participate in the Access  and Inclusion Index at  regular intervals to support  UNSW to monitor progress  effectively and consistently  towards access and  inclusion goals. | Participation in the Access  and Inclusion Index in 2024  to assess progress on  accessibility improvements  and plan for 2025 DIAP. | Division of EDI  – Access, Equity  & Inclusion (DIAP  Project Manager) | December  2024 |

|  |  |  |  |
| --- | --- | --- | --- |
| Innovation and research | | | |
| **Action** | **Measures** | **Responsibility** | **Timeframe** |
| Seek feedback and collect  data to understand the  impact and success of the  Disability Travel Assistance  Fund for Academic Staff  with Disabilities. | Include the opportunity for  feedback on the Disability  Travel Assistance Fund as  well as feedback on the  Workplace Adjustments  Policy in measures outlined  for feedback on accessibility  for UNSW. | Division of EDI  – Access, Equity  & Inclusion (DIAP  Project Manager) | December 2022 |
| Enhance connections  between the UNSW  Disability Innovation  Institute (the Institute) and  the Disability Champions  and their network, and the  Institute and DIAP. | The Institute Director to be  nominated as the inaugural  Executive Sponsor, of the  UNSW DIAP, and Chair of the  Implementation Team. | Division of EDI | June 2022 |
|  |
| Better utilise the research  and practical expertise of  innovators on campus,  including the Institute and  Equitable Learning Services  (ELS). | Disability Inclusion  multimedia collateral  to be created with the  Institute and ELS talent  and background content.  Prioritise learning modules  for UNSW staff including  accessible marketing,  communications and events  and inclusive research  practices. | Division of EDI  – Access, Equity  & Inclusion (DIAP Project Manager) | June 2023 |
| The Institute visibility to  be increased as specialist  consultation service for  inclusive education and  research, with initial contact  to be made through general  EDI channels (for filtering). | The Institute to be promoted  through EDI website,  HR Hub Disability page  and other avenues as  appropriate. | Division of EDI  – Access, Equity  & Inclusion (DIAP  Project Manager)  with EDI comms  and HR. | June 2023 |
| Utilise the Institute  expertise to oversee DIAP  implementation evaluation,  via DIAP Implementation  Group. | The Institute Director  to be nominated as the  inaugural Executive Sponsor,  Disability Inclusion at UNSW,  and Chair of the DIAP  Implementation Group. | Division of EDI  UNSW Disability  Innovation  Institute | 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.