



UNSW
SYDNEY

2022 – 2025

Disability Inclusion Action Plan





Contents

From the Vice-Chancellor	4	UNSW Canberra	30
From the Executive Sponsor	5	Priority: experiences	33
Definition of disability	6	Teaching and learning	33
Executive summary	8	Workplace adjustments	34
Summary of progress and achievement	10	Educational adjustments	36
Adjusting with impact: about Equitable Learning Services	12	Supporting Indigenous students with disability	37
Legislative framework	14	Priority: enablers	40
Priorities and actions for the Disability Inclusion Action Plan 2022 – 2025	16	Commitment and campus culture	40
Priority: people	17	Innovation and research	43
Staff recruitment and selection	17	Implementation and evaluation	46
Student access, outreach and recruitment	19		
Staff career development	22		
Student career development	23		
Priority: environments	24		
Built environment and safety	24		
Information communication technology	24		
Suppliers and partners	28		
Communications, marketing and events	28		

From the Vice-Chancellor

UNSW welcomes students, staff and visitors 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.



**Professor
Attila Brungs
Vice-Chancellor
and President,
UNSW Sydney**

From the Executive Sponsor

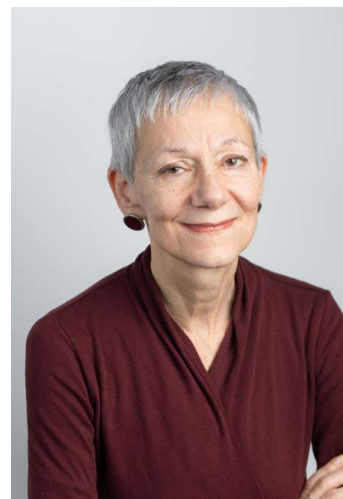
During my time as Director of the UNSW Disability Innovation Institute and as a member of the UNSW community, I have been a part of the developments in inclusive culture across the University that encourage people from diverse backgrounds to choose UNSW as a place to work and study. From March 2022, 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.



Professor
Jackie Leach Scully
Director, UNSW
Disability
Innovation Institute
Executive Sponsor
of UNSW Disability
Inclusion Action
Plan 2022 - 2025

UNSW's Definition of Disability

Disability is part of the human condition, and a complex and evolving concept. UNSW understands disability as resulting from the interaction between people's impairments, and the attitudinal or environmental barriers that hinder their flourishing and their participation in society on an equal basis. It can include people with short term or fluctuating conditions that may be hidden or visible.

The term currently preferred in Australia by disability advocates and in policy is 'people with disability', however UNSW acknowledges that everyone's disability and experience of disability is different, and people may use person-first ('people with disability') and identity-first language ('disabled people') based on experience and preference.

Disability is a broad term and includes impairments that are

- physical,
- intellectual,
- sensory,
- communicative e.g. speech impediment,
- neurological e.g. epilepsy,
- immunological,
- related to mental health,
- related to learning,
- related to chronic illness e.g. diabetes, cancer

While this is UNSW's definition, it is important to note that disability under Australian law is defined by the Disability Discrimination Act 1992 (Cth), federal legislation that protects people with disability in Australia from all forms of discrimination.

Joint project between the Division of Equity Diversity and Inclusion (EDI) and Division of External Engagement (DEE)

We acknowledge that a new EDI Guidelines joint project between EDI and DEE overlaps with a number of guideline and policy actions within the DIAP, particularly in the Communication, Marketing & Events section. All internal guidelines will be supported by the EDI Guidelines Project, that aims to be the comprehensive, central guideline for developing accessible and inclusive programs and initiatives at UNSW.

Executive summary

The UNSW Disability Inclusion Action Plan (DIAP) 2022 – 2025 commits the University to removing the barriers people with disability face when it comes to accessing and succeeding in tertiary education. It also aims to encourage the employment of people 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 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 students and staff 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 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 students and staff 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 challenges faced by people with disability. The Institute has published guidelines to help academics understand the importance of co-producing 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, Professor 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 inclusion and accessibility for students and staff 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 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 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 Confident Training**

We invited the Australian Network on Disability to run disability confident training sessions. These aim to provide students and staff with the knowledge, skills and confidence to work alongside people 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 as of May 2022.

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 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 may 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 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.



Michelle Sanders
Team Lead,
UNSW Equitable
Learning
Services

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 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**

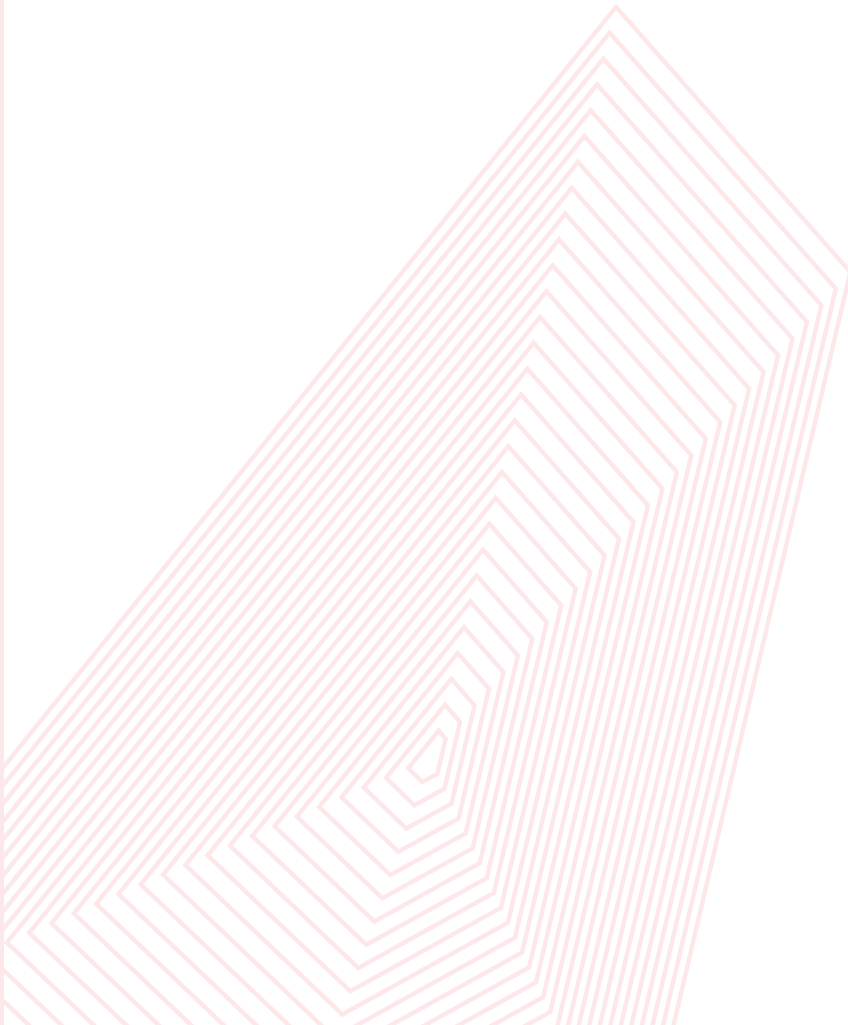
Priority: people

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

Staff recruitment and selection

Action	Measures	Responsibility	Timeframe
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.	Human Resources (HR) – Talent Acquisitions Team	December 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
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.	HR – Talent Acquisition	June 2022
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

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 with disability.	Creation of a desktop research report to be presented to the EDI Board.	Division of Equity, Diversity & Inclusion – Access, Equity & Inclusion (DIAP Project Manager), HR – Talent Acquisition	June 2023
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



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 Division of External Engagement (DEE)	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 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 Division of External Engagement (DEE)	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 Division of EDI – Access, Equity & Inclusion and Pro Vice-Chancellor (PVC) Education & Student Experience – Student Support	December 2022

“Disability inclusion benefits our whole UNSW community. The DIAP cements the University’s commitment to accessibility and inclusion for all students and staff 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 staff 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 disability 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, the graduate employment program for students with disability, to inform future activities.	<p>Statistical data obtained from GradWISE.</p> <p>Anecdotal student feedback on experience.</p> <p>GradWISE staff feedback.</p> <p>UNSW Careers Presentation in November 2022 to DIAP Implementation Group on GradWISE outcomes and recommendations.</p>	<p>PVC ESE – Student Success – Equitable Learning Services</p> <p>UNSW Careers</p>	December 2022
<p>Promote PACE (Positive Action Towards Career Engagement) and Stepping Into programs, career mentoring and internship programs for students with disability.</p> <p>Promote equitable career consults for students with disability.</p>	<p>Courses promoted through Equitable Learning Services and Careers newsletters, UNSW Connect and career consults.</p> <p>Consults promoted through UNSW Careers and Equitable Learning Services newsletters and ELS Symplicity Access.</p>	<p>PVC ESE – Student Success – Equitable Learning Services</p> <p>UNSW Careers</p> <p>Australian Network on Disability</p>	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





“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 student and staff 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/non-functional 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 sub-sections 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 supported by a new EDI Guidelines joint project between EDI and DEE.	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 and HR	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 re-published.	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 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 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



“The DIAP clearly outlines what support students 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



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 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

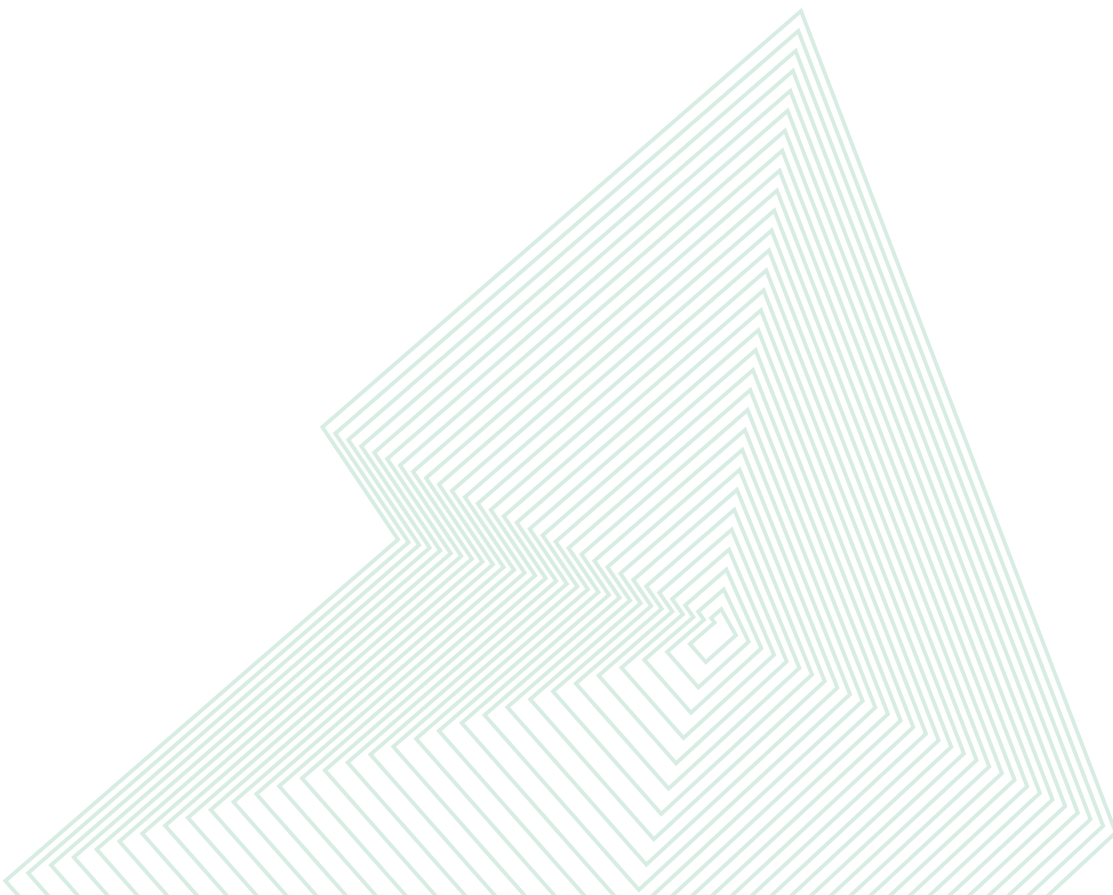
Review the Disability Travel Assistance Fund with a view to extending assistance to professional as well as academic staff for conference travel.	Disability Travel Assistance Fund Reviewed.	Division of EDI – Access, Equity & Inclusion	October 2022
Conduct a focus group or interviews with staff with current 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 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 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 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 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 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 with disability at UNSW.	Nura Gili Students with Disability Lead to report to EDI Board on the prevalence of Indigenous students 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





“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
SRC president

Priority: enablers

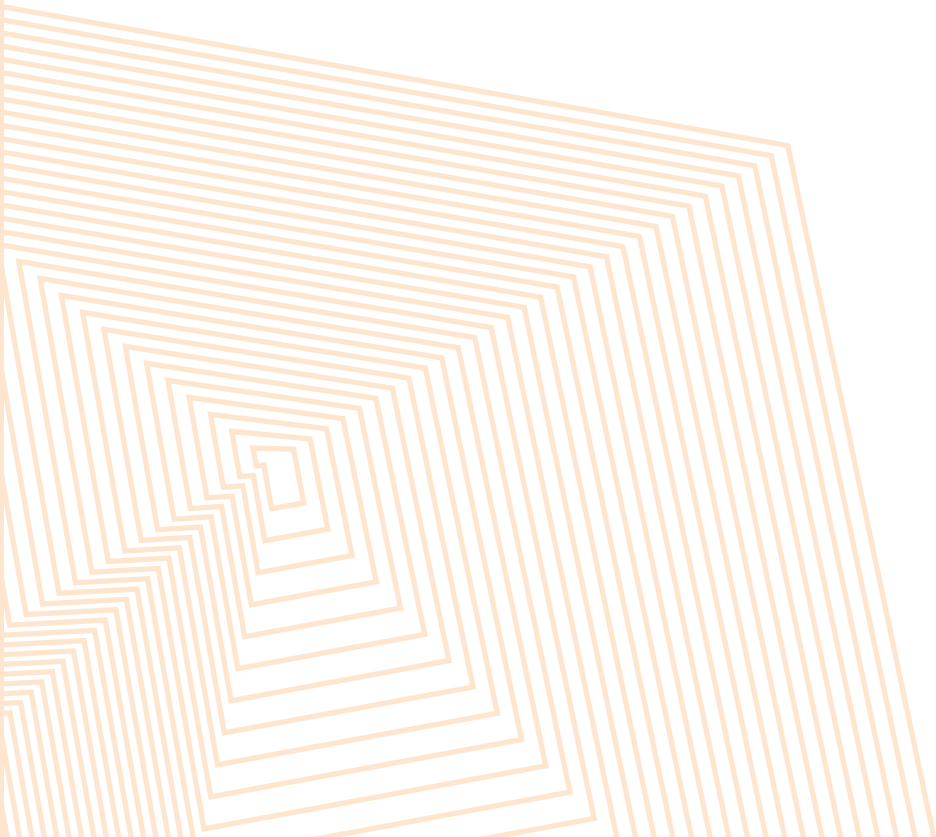
Objective: Continuous improvements in accessibility are embedded in frameworks and governance and led by UNSW innovation

Commitment and campus culture

Action	Measures	Responsibility	Timeframe
Executive Sponsorship of the Disability Inclusion Action Plan 2022 – 2025 (DIAP) to demonstrate the endorsement and commitment at an Executive level.	Election of an inaugural 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; HR	June 2022
Review statement regarding a 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, <i>Welcoming Customers with Disability</i> , 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

<p>Improve the quality of, and relevant business areas' access to, data around staff with disability at all levels and their experiences at UNSW.</p>	<p>Access to and quality of data relating to staff with disability to be included in the Division of EDI's data improvement working group Terms of Reference.</p>	<p>Division of EDI – Access, Equity & Inclusion with HR – Workforce Analytics and Reporting and UNSW Planning & Performance (UPP)</p>	<p>June 2022</p>
<p>Participate in the Access and Inclusion Index at regular intervals to support UNSW to monitor progress effectively and consistently towards access and inclusion goals.</p>	<p>Participation in the Access and Inclusion Index in 2024 to assess progress on accessibility improvements and plan for 2025 DIAP.</p>	<p>Division of EDI – Access, Equity & Inclusion (DIAP Project Manager)</p>	<p>December 2024</p>



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 accessibility measures.	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 UNSW Disability Innovation Institute	June 2022
Better utilise the research and practical expertise of innovators on campus, including the Institute and Equitable Learning Services (ELS).	Create and use multimedia assets to raise awareness across UNSW of expertise and experience in disability inclusion. Prioritise learning modules for UNSW staff on accessible marketing, communications and events, and inclusive research practices.	Division of EDI – Access, Equity & Inclusion (DIAP Project Manager) UNSW Disability Innovation Institute Equitable Learning Services (ELS)	June 2023
The Institute visibility as advisor on inclusive research methods and inclusive education to be increased, with initial contact with and filtering by general EDI channels.	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 UNSW Disability Innovation Institute	June 2023
Utilise the Institute's 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





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, Professor 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.

