



THE UNIVERSITY OF
**WESTERN
AUSTRALIA**

Disability Access and Inclusion Plan

2020–2025

AUGUST 2020

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This plan is available upon request in alternative formats such as large print
and electronic format

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Vice-Chancellor's Foreword

This Disability Access and Inclusion Plan (DAIP) 2020–2025 guides the University of Western Australia's access and inclusion initiatives over the next five years.

The University has a long-standing and unwavering commitment to inclusion and diversity. We recognise that creating a diverse and inclusive campus broadens and enriches the UWA experience for all individuals and communities.

In our national community, approximately 18 per cent of the Australian population are living with disability¹. It is our responsibility to ensure the members of our community who are living with disability can equitably access everything that people without disability can access.

This Plan outlines the University's ongoing commitment to strengthening and responding to the needs, and actively promoting strategies that will maximise opportunities for participation in employment, education and research. This Plan embraces and develops diversity and inclusion.

This DAIP was developed in consultation with key stakeholders and addresses the requirements of The Disability Standards for Education 2005, the *Disability Services Act 1993 (WA)*, and the *Western Australian Equal Opportunity Act 1984*.

I am proud of what the University has already achieved and look forward to everyone's ongoing support in the implementation of this Plan.

Professor Amit Chakra

Vice-Chancellor

The University of Western Australia

¹ Disability, Ageing and Carers, Australia: Summary of Findings, 2018 (<https://www.abs.gov.au/ausstats/abs@nsf/mf/4430.0>)

Disability Access and Inclusion Working Group's Foreword

The Disability Access and Inclusion Working Group (DAIWG) is a representative group for the experiences of staff and students who live with disability. Shared lived experiences play an important role in facilitating inclusion, therefore this representation is vital for understanding the needs of our community members living with disability and achieving the ambitious and strategic objectives of the Disability Access and Inclusion Plan 2020–2025.

Everyone has a role to play in improving the inclusion of people with disability, their families and carers. University leaders, managers, team members and students are all capable of contributing towards the implementation of this plan and fostering a culture of inclusion at UWA.

Gina Evangelista
Chair, DAIWG 2020

Executive Summary

The University of Western Australia is proud to present its fourth Disability Access and Inclusion Plan (DAIP). As stated in the [UWA 2030 \(uwa.edu.au/uwa2030/home\)](https://uwa.edu.au/uwa2030/home) the University is committed to embracing and promoting diversity and inclusion at UWA. We understand that our diversity is a strength and we are focusing on embracing every opportunity to recruit the most skilled, influential and agile staff of diverse backgrounds within Australia and globally.

The DAIP is designed to progress our existing work on improving inclusion and accessibility at UWA. Our goal is to incorporate universal design into our thought process thereby enabling and empowering the members of our community living with disability to pursue their academic and life goals unhindered.

This plan has been developed as a result of extensive consultation involving students, staff and community members. The resulting strategies are designed to address and achieve the seven outcomes specified by the Department of Communities.

These **DAIP Outcomes** guide the University to uphold its access and inclusion principles and responsibilities as a leading education provider:

Outcome 1: People with disability have the same opportunities as other people to access the services of, and any events organised by, a public authority.

Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of a public authority.

Outcome 3: People with disability receive information from a public authority in a format that will enable them to access the information as readily as other people are able to access it.

Outcome 4: People with disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of that public authority.

Outcome 5: People with disability have the same opportunities as other people to make complaints to a public authority.

Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by a public authority.

Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with a public authority.

Every member of the UWA community is responsible for the implementation of the DAIP and will be led by the Inclusion and Diversity Committee, and supported by the Disability Access and Inclusion Working Group.

Disability access and inclusion policy statement

The University of Western Australia's core value of commitment "to providing everyone at UWA equality of opportunity, experience and outcome"² is the philosophical position underpinning the UWA Disability Access and Inclusion Action Plan 2020 -2025. In support of the principles of equity and merit, the University is:

...committed to providing everyone at UWA equality of opportunity, experience, and outcome.

An inclusive culture is one that celebrates diversity and is free from all forms of discrimination and harassment. This is an environment which recognises, utilises and values the knowledge, abilities, skills and ideas of people, irrespective of race, ethnicity or religion, gender or sexual orientation, education level, socio-economic background, age, disability or family responsibility.

The UWA DAIP 2020-2025 affirms the University's commitment to acceptance, inclusion and participation of students, staff and visitors with disability, and supports and demonstrates the University's commitment to:

- building an inclusive and non-discriminatory community for all people,
- actively eliminating discrimination and upholding the basic human right to access services including education and employment,
- providing an environment of equal opportunity, appropriate access and support,
- identifying accessibility barriers for people with disability and initiating appropriate action to overcome those barriers,
- enhancing competitive advantage by attracting the best students and staff regardless of disability, and
- ensuring compliance with relevant legislation.

Requirements for agents and contractors

All contractors are expected to complete the UWA Contractor Induction. The induction requires contractors to demonstrate understanding of the [UWA Contractor Safety Handbook](https://www.uwa.edu.au/induction-and-training/courses/contractor-induction) ([safety.uwa.edu.au/induction-and-training/courses/contractor-induction](https://www.uwa.edu.au/induction-and-training/courses/contractor-induction)) which includes information on equal opportunity, anti-discrimination and appropriate behaviour.

² UWA 2030 Vision <https://www.uwa.edu.au/uwa2030/home>

UWA's functions, facilities and services

The UWA 2030 Vision forecasts UWA as a university undertaking world-class research; providing students with a world-class educational experience; deeply engaged with local, national and global communities; and managing resources and operations to international best practice standards. Accordingly, UWA has adopted the following mission:

To provide world-class education, research and community engagement for the advancement of the prosperity and welfare of our communities

UWA's major activities are focused on building research and postgraduate strengths linked to, and sustained by, a high quality undergraduate program in which teaching and learning takes place in an atmosphere of research and scholarship.

Complementing these activities the University provides employment, education and other services, together with facilities in which a variety of cultural, sporting and educational events are accessed by many people in the community. This includes its role as the chief sponsor of the Perth Festival and other community programs.

To ensure engagement with, and equitable access to, these activities by people with disability UWA maintains a range of disability services.

The provider of disability services for students, UniAccess, is located within the Student Life division of the portfolio of the Deputy Vice-Chancellor Education. These services include confidential advice and information for prospective and current students; and, reasonable adjustments such as individual orientation to campus, assistive technology and equipment, alternative examination arrangements, library services, equipment and software loans and accessible parking. UniAccess is committed to the principles of Universal Design and seeks to facilitate inclusive practice widely across the University. The Director of Student Life manages operational matters.

Current support for staff with disability is managed through Health and Wellbeing, located in the Human Resources division of the Vice Chancellery. The Senior Deputy Vice-Chancellor is also charged with developing the University's strategic response to matters of disability for staff, students and visitors to the campus.

Achievements of the DAIP 2016–2020

The DAIP 2016-2020 delivered the following achievements:

- Establishment of the Disability Access and Inclusion Working Group (DAIWG) in 2016.
- Launch of the UWA Specialist Peer Mentoring Program in 2018.
- Raised the disability awareness of the UWA community through specialised training workshops facilitated by UniAccess.
- Review of the University's Service Delivery Model to raise capacity for the delivery of key services and ensure people with disability experience equity in opportunity for academic achievement.
- Audit of general teaching venues with the UWA UniAccess Accessibility Officers in 2019.
- Development of the Information Guide for Carers of the University of Western Australia Students.
- Launch of Blackboard ALLY and the Automatic Speech Recognition (ASR) feature in the Lecture Capture System in 2019.
- Approval and revision of the UWA Web Accessibility Policy in 2019.
- Commencement of the Web Accessibility Policy Working Group in 2020.
- Launch of Involvio app in 2019 with high student engagement.
- Initiation of the annual Inclusive Arts Week from 2017.
- Launch of Access Careers in 2017.
- Embedded Inclusion and Diversity in the People and Culture strategy of the UWA 2030.
- Improved Postgraduate Procedure and HDR Program Equity for students with a disability.
- Commencement of the Diagnostic English Language Needs Assessment (DELNA) in 2019.
- Launch of the Act for Inclusion event in 2019.
- Implementation of major digitisation programme of UWA cultural collections to improve access.
- Accessibility improvements embedded in the Library Learning Spaces programme.
- Delivery of the Automatic Speech Recognition (ASR) pilot program with evaluation of the ASR pilot delivered at the 14th Annual Echo360 Community Conference in Melbourne 2019.
- Implementation of new Access database for UniAccess
- Conducted surveys of students who have accessed UniAccess services with excellent results

Development of the DAIP 2020-2025

Consultation informing this Plan

As the *Disability Services Act 1993 (WA)* requires, the University reviewed its 2016-2020 DAIP and developed a new DAIP to guide access and inclusion initiatives over the next five years. The consultation process was informed by:

- Survey inviting UWA staff and students to provide feedback on areas where the University could improve accessibility and inclusion to its facilities and resources in May 2020. Total number of respondents was 75
- Survey inviting wider community via social media to provide feedback on areas where the University could improve accessibility and inclusion to its facilities and resources in May 2020. Total number of respondents was 30. Social media channels such as Facebook, Twitter and LinkedIn were selected for external consultation because of their wider reach and better accessibility than the *West Australian* newspaper
- Workshop with the DAIWG, Directors, Managers, representatives of business units with responsibilities in the plan and UniAccess (The University Student Disability Office) in June 2020 (see appendix).

Strategies to improve access and inclusion for people with disability

This DAIP is effective for five years from August 2020 to 2025. The strategies are aligned with the seven desired outcomes for accessibility and will guide the implementation activity of the University. A detailed action plan is included in the Implementation Schedule of this document.

Identifying and responding to barriers to access

Physical Access

UWA's large and historic campus poses unique challenges regarding physical access and way finding. In order to address these issues in a comprehensive and consistent manner, the University complies with the National Construction Code (NCC) and achieved the following recently:

- Creation of an interactive on-line campus access and mobility map
- Launch of the UWA Involvio app for wayfinding

The interactive campus map shows the locations of accessible parking bays, toilets with universal access, and buildings with universal access, as well as the major walkways to these buildings and facilities.

The Involvio app includes a Campus map and wayfinding tool to support access on campus and addresses the challenges experienced by providing timely and targeted information to diverse student communities in an accessible format.

Innovative plans to include access considerations for people with disability are being developed and included in the University's plans for physical accessibility.

Communication

Communication barriers for people with disability within the University continue to be addressed. Improvements have included the availability of appropriate technical equipment for students and staff with disability to use for work and study, improvement of the University's capacity to offer a range of administrative and educational materials in alternative formats, and the increasing use of digital and electronic platforms to enable greater access to lecture and staff development material.

All official webpages at The University of Western Australia must meet world-class accessibility standards. The University's websites are designed to be appropriately accessible to a wide range of people, including those using assistive technology. University websites are designed to be easier to use, quicker to download, and display better across a wide range of devices and platforms. The University is committed to providing websites that conform to the [W3C AA Web Content Accessibility Guidelines](https://www.w3.org/WAI/) ([w3.org/WAI/](https://www.w3.org/WAI/)). The longer term goal of the University is to achieve [AAA](https://www.w3.org/WAI/standards-guidelines/wcag/) ([w3.org/WAI/standards-guidelines/wcag/](https://www.w3.org/WAI/standards-guidelines/wcag/)) conformance.

All of our promotional and research videos for the general public on the UWA YouTube Channel are captioned. If you are experiencing difficulty accessing information, resources or services on any UWA website, email [Digital and Creative Services](#) or call (+61 8) 6488 2234.

Social and Cultural

In addition to addressing safety, accessibility and equity issues on campus for students and staff with disability, the University continues to work toward achieving attitudinal change. A holistic approach which addresses attitudinal barriers such as discrimination or lack of awareness has been incorporated into the University's overarching equity, diversity and inclusion agenda and is supported by policies and training. This support includes unconscious bias training and mental health and well-being programs being made available to staff and students.

Implementation of the DAIP

Responsibility for Implementation

The *Disability Services Act 1993 (WA)* requires public authorities to take all practical measures to ensure the DAIP is implemented by all members of their community.

At UWA, the Senior Deputy Vice Chancellor has the overall delegated responsibility for ensuring the DAIP is implemented, however the implementation of the DAIP is the responsibility of all areas of the University.

Communication of the DAIP

The finalised DAIP will be communicated via:

- a copy sent to the Department of Communities
- UWA website and intranet sites
- UWA Student Guild newsletter and website
- UWA staff newsletter
- residential colleges and UniAccess
- presentation at in-house Disability Awareness Workshops
- Disability Access and Inclusion Working Group SharePoint site
- staff orientation program
- agents and contractors induction program

DAIP feedback and complaints

Feedback can be provided by contacting the University at:

Email: office-od@uwa.edu.au

Phone: 6488 4214

Anonymous feedback or complaints can also be lodged to the Manager, Complaints Resolution:

Email: complaints@uwa.edu.au

Phone: 6488 8547

Online: web.uwa.edu.au/university/complaints/community/submit

Governance of the DAIP

The University will review the progress of the DAIP initiatives annually and in keeping with the minimum review requirements in the *Disability Services Act 1993 (WA)*, the overarching DAIP strategy will be reviewed in 2025.

UWA is committed to a cycle of continuous improvement for all strategic plans including the DAIP. The DAIP is a living document that is monitored and reviewed frequently with input from students, staff and service providers (such as Campus Management, Student Services and University IT).

The Inclusion and Diversity Committee (IDC) is a high level internal committee chaired by the Senior Deputy Vice-Chancellor and may co-opt subject matter experts, practitioners, as well as disability academics and advocates to assist with planning and implementation.

The Disability Access and Inclusion Working Group is a working party of the IDC with specific Terms of Reference that include monitoring and review of the DAIP Implementation Schedule and UWA DAIP reporting. The DAIP and Implementation Schedule are amended as required to reflect any access and inclusion issues which may arise.

Implementation progress, emerging issues and improvements are identified and reported by the Disability Access and Inclusion Working Group lodged via the annual DAIP Progress Report to the Department of Communities on 30 June each year.

Monitoring, measurement and review

Monitoring the DAIP progress is delegated to the Disability Access and Inclusion Working Group via the Inclusion and Diversity Committee. Reporting on the DAIP will occur in line with the UWA cycle of planning and accountability.

An annual report on DAIP implementation will also be submitted to the Department of Communities. As a minimum requirement, UWA's DAIP will be reviewed at least every five years, in accordance with the *Disability Services Act 1993 (WA)*.

The DAIP Implementation Schedule will be reviewed annually. Whenever the DAIP is amended, a copy of the amended DAIP will be lodged for comment with the Disability Services Commission.

Disability Access and Inclusion Plan Strategies 2020-2025

Outcome 1: People with disability have the same opportunities as other people to access the services of, and any events by The University of Western Australia.

STRATEGY	EXECUTIVE RESPONSIBILITY
1.1 Continue to increase the University's capacity to ensure people with disability have the same opportunities as others to access any events organised by the University of Western Australia.	Senior Deputy Vice-Chancellor
1.2 Continue to increase the University community's capacity to meet the service needs of staff, students and visitors with a disability.	Deputy Vice-Chancellor (Education) Director Human Resources
1.3 Improve electronic accessibility to UWA services.	

Outcome 2: People with disability have the same opportunities as other people to access the buildings and other facilities of The University of Western Australia.

STRATEGY	EXECUTIVE RESPONSIBILITY
2.1 Continue to increase the University community's capacity to understand the access needs of staff, students and visitors with a disability.	Senior Deputy Vice-Chancellor
2.2 Make continuous improvements to existing buildings and facilities that fit within the principles of universal design.	Deputy Vice-Chancellor (Research)
2.3 Improve physical accessibility to UWA campuses.	

Outcome 3: People with disabilities receive information from the University in a format that will enable them to access the information as readily as other people are able to access it.

STRATEGY	EXECUTIVE RESPONSIBILITY	
3.1 Continue raising the capacity of the University community to enable people with disability to access information.	Senior Deputy Vice-Chancellor	
3.2 Continue increasing the University's capacity to provide administrative information and teaching and learning materials in accessible formats.		Deputy Vice-Chancellor Education
3.3 Continue improving access to information		

Outcome 4: People with disabilities receive the same level and quality of service from the staff of the University as other people receive from the staff of that public authority.

STRATEGY	EXECUTIVE RESPONSIBILITY
4.1 Continue to increase the capacity of Staff to provide same level and quality of service.	Senior Deputy Vice-Chancellor
4.2 Regularly review and where necessary, revise policies and procedures to ensure that the quality of services for people with disability are of high standard.	
	Director Human Resources

Outcome 5: People with disability have the same opportunities as other people to make complaints to the University of Western Australia.

STRATEGY	EXECUTIVE RESPONSIBILITY
5.1 Continue to increase the capacity of Staff to ensure that complaints received from people with disability are monitored and managed appropriately.	Senior Deputy Vice-Chancellor
5.2 Continue to increase the capacity of Staff to ensure that information on complaints procedures are available in flexible accessible formats upon request.	Deputy Vice-Chancellor (Education) Director Human Resources

Outcome 6: People with disability have the same opportunities as other people to participate in any public consultation by the University of Western Australia.

STRATEGY	EXECUTIVE RESPONSIBILITY
6.1 Improve community awareness about consultation processes in place.	Senior Deputy Vice-Chancellor
6.2 Enhance capacity of people with disability to participate in decision making.	Deputy Vice-Chancellor (Education)

Outcome 7: People with disability have the same opportunities as other people to obtain and maintain employment with the University of Western Australia.

STRATEGY	EXECUTIVE RESPONSIBILITY
7.1 Develop capacity to maintain employment and development opportunities for staff living with disability.	Senior Deputy Vice-Chancellor
7.2 Promote employment and development opportunities for people living with disability.	Director of Human Resources
7.3 Monitor and analyse employment and development opportunities for staff living with disability.	

Continuous improvement via consultation with students, staff and community

The University welcomes feedback on this Disability Access and Inclusion Plan or any matter regarding accessibility and inclusion from students, staff and members of the wider community.

DAIP Implementation Schedule

The UWA Disability Access and Inclusion Implementation Schedule 2020–2025 (Implementation Schedule) supplements the UWA Disability Access and Inclusion Plan 2020–2025 (DAIP). This document is to be used by the University to ensure that accessibility improves over time, and allocates responsibilities to Executive and Directors who may choose to delegate tasks to appropriate managers for completion.

The DAIP Implementation Schedule addresses the Department of Communities Disability Services' requirements 6 and 7 as follows:

6. Strategies designed to progress towards achieving the seven desired outcomes (listed below) for people with disabilities;
7. Dates for achievement of the proposed strategies.

This schedule has been developed in consultation with UWA staff, students, and community, building upon previous years' work and looking forward to initiatives that meet future needs.

As a five year plan the initiatives have been kept intentionally high level. This approach is to ensure that those areas responsible for delivery will be best placed to identify specific tools, processes, and initiatives that will improve accessibility.

The UWA DAIP Implementation Schedule will be reviewed and monitored by the Disability Access and Inclusion Working Group reporting to the Inclusion and Diversity Committee.

The UWA DAIP Implementation Schedule can be updated annually in line with progress reporting to the Department of Communities Disability Services.

Actions and Success Indicators 2020-2025

DAIP Outcomes	Stakeholder(s)	Action	Led by	Success indicator	Timeframe	
Outcome 1 1. People with disability have the same opportunities as other people to access the services of, and any events organised by the University of Western Australia	Students, Staff and Community	1.1. Continue to increase the University community's capacity to understand and meet the access needs of staff, students and visitors with a disability.	Senior Deputy Vice-Chancellor	1.1.1. Increase in positive responses to benchmark questions in Staff Engagement Survey about equal opportunities for people with disability	Biennial	
			Deputy Vice-Chancellor (Education)/(Global Partnerships)	1.1.2. Increase in positive feedback from students and community members who access services and attend events at UWA	Annual	
			Senior Deputy Vice-Chancellor	1.1.3. Operational areas have a good understanding of the access and inclusion needs of people with disability and are committed to meeting them	Ongoing	
			1.2. Continue to increase the University's capacity to improve access to courses, teaching and learning by people with disability.	Vice-Chancellor	1.2.1. Increase in positive feedback from students around accessibility to courses, teaching and learning	Annual
				Deputy Vice-Chancellor (Education)	1.2.2. Continuously improving on digital teaching and learning resources.	Ongoing
				Deputy Vice-Chancellor (Education)/(Research)	1.2.3. Increase in enrolments of students with disability	Ongoing
			1.3. Improve electronic accessibility to UWA services	Deputy Vice-Chancellor (Education)	1.3.1. Adhere to UWA web accessibility policy and continue to improve online accessibility	Ongoing

DAIP Outcomes	Stakeholder(s)	Action	Led by	Success indicator	Timeframe
Outcome 2	Students, Staff and Community	2.1. Continue to increase the University community's capacity to understand the access needs of staff, students and visitors with a disability.	Senior Deputy Vice-Chancellor Deputy Vice-Chancellor (Education)	2.1.1. UWA's commitment to supporting staff and students with disability is visibly promoted in recruitment and advertising channels and more broadly on the UWA website, LMS and intranet.	Ongoing
		2.2. Make continuous improvements to existing buildings and facilities that fit within the principles of universal design	Senior Deputy Vice-Chancellor	2.2.1. Improved accessibility to buildings and facilities monitored via audits as issues are identified.	Ongoing
			Senior Deputy Vice-Chancellor	2.2.2. Where practical and possible, furniture, walkways and equipment in work and teaching spaces are accessible and reasonable adjustments are made as required.	Ongoing
		Deputy Vice-Chancellor (Research)	2.2.3. Availability of dedicated sensory spaces for students and staff who require them in the Reid Library and other accessible locations on campus.	August 2021	
		2.3. Improve physical accessibility to the UWA campuses	Senior Deputy Vice-Chancellor	2.3.1 Adhere to National Construction Code in the development of new buildings and refurbishment of old buildings.	Ongoing

DAIP Outcomes	Stakeholder(s)	Action	Led by	Success indicator	Timeframe
Outcome 3	Students, Staff and Community	3.1. Continue raising the capacity of the University community to enable people with disability to access information.	Deputy Vice-Chancellor (Education)	3.1.1. Students with disability or medical conditions can access the full curriculum	Ongoing
			Deputy Vice-Chancellor (Education)/(Research) Senior Deputy Vice-Chancellor	3.1.2. Students and staff have a point of contact for accessibility issues	December 2021
		3.2. Continue increasing the University's capacity to provide administrative information and teaching and learning materials in accessible formats.	Senior Deputy Vice-Chancellor	3.2.1. All IT applications are accessible and usable for staff with a disability or medical conditions	Ongoing
			Senior Deputy Vice-Chancellor	3.2.2. The most effective software for remote learning and assessment is acquired and made accessible to students and staff	Ongoing
		3.3. Continue improving access to information	Deputy Vice-Chancellor (Education)/(Research)	3.3.1. Surveying of students with information used to link students with existing services and inform future inclusive practices	Ongoing

DAIP Outcomes	Stakeholder(s)	Action	Led by	Success indicator	Timeframe
Outcome 4 4. People with disabilities receive the same level and quality of service from the staff of the University as other people receive from the staff of that public authority.	Students, Staff and Community	4.1. Continue to increase the capacity of Staff to provide same level and quality of service.	Deputy Vice-Chancellor (Education)	4.1.1. Consistently positive feedback received via a feedback rating application e.g. rate-it on iPads installed in customer service areas such as the Library and Student Central.	Ongoing
			Senior Deputy Vice-Chancellor	4.1.2. Staff with disability report improvement in engagement and workplace experience as measured by the Your Say survey	Annual
			Deputy Vice-Chancellor (Education)/(Research) Director of Human Resources	4.1.3. Increase in number of students and staff across all areas of the University participating in mental health and disability awareness training	Ongoing
		4.2. Regularly review and where necessary, revise policies and procedures to ensure that the quality of services for people with disability are of high standard.	Senior Deputy Vice-Chancellor Deputy Vice-Chancellor (Education)/(Research)	4.2.1. UWA is recognised as a thought leader in equity and diversity	Annual

DAIP Outcomes	Stakeholder(s)	Action	Led by	Success indicator	Timeframe
Outcome 5	Students, Staff and Community	5.1. Continue to increase the capacity of Staff to ensure that complaints received from people with disability are monitored and managed appropriately.	Senior Deputy Vice-Chancellor Director of Human Resources Deputy Vice-Chancellor (Education)	5.1.1. UWA's commitment to supporting staff and students with disability is visibly promoted in recruitment advertising channels, UWA Forward, LMS and the staff intranet.	Ongoing
			Deputy Vice-Chancellor (Education)	5.1.2. The existing complaints resolution channel is updated and widely advertised such that it is easy to find and accessible to staff, students and community living with disability.	August 2021
			Deputy Vice-Chancellor (Education)	5.2.1. All communication on complaints procedures are available in flexible accessible formats upon request.	Ongoing
		5.2. Continue to increase the capacity of staff to ensure that information on complaints procedures are available in flexible accessible formats upon request.			

DAIP Outcomes	Stakeholder(s)	Action	Led by	Success indicator	Timeframe
Outcome 6	Students, Staff and Community	6.1. Improve community awareness about consultation processes in place.	Senior Deputy Vice-Chancellor	6.1.1. UWA Disability Access and Inclusion Plan Progress Report is developed, endorsed and shared publicly.	June, annually
			Senior Deputy Vice-Chancellor Deputy Vice-Chancellor (Education)/(Research)	6.1.2. Consultation processes are widely broadcast in accessible formats for all staff and students.	Ongoing
		6.2. Enhance capacity of people with disability to participate in decision making.	Senior Deputy Vice-Chancellor Deputy Vice-Chancellor (Education)/(Research)	6.2.1. Visibility of staff and students with disability in leadership programmes and workshops.	Ongoing
			Senior Deputy Vice-Chancellor	6.2.2. Career progression of staff with disability to decision-making roles.	Ongoing

DAIP Outcomes	Stakeholder(s)	Action	Led by	Success indicator	Timeframe
Outcome 7	Staff and Community	7.1. Develop capacity to maintain employment and development opportunities for staff living with disability.	Director of Human Resources	7.1.1. UWA is recognised as an inclusive employer of people living with disability.	Annual
			Director of Human Resources	7.1.2. UWA's commitment to supporting staff with disability is visibly promoted in the recruitment process.	Ongoing
			Director of Human Resources	7.1.3. JobAccess services successfully used to audit and improve recruitment processes and employment practices.	2020–2021
			Director of Human Resources	7.1.4 Higher number of staff with disabilities hired via Disability Employment Agency (e.g., Bizlink).	Ongoing
		7.2. Promote employment and development opportunities for people living with disability.	Senior Deputy Vice-Chancellor	7.2.1. Chairs and members of selection panels have a good knowledge of equal opportunity principles and inclusive practices and are trained in identifying and managing their individual unconscious bias.	Ongoing
		7.3. Monitor and analyse employment and development opportunities for staff living with disabilities.	Senior Deputy Vice-Chancellor	7.3.1. Survey data and disability access consultation indicates that people with disabilities receive the same opportunities as other people.	Ongoing

Appendix

Contributors to the DAIP Planning Session 22 June 2020:

Name	Area	Position
Alissa Sputore	University Library	Library Manager
Ashleigh Prosser	Educational Enhancement Unit	Manager
Brett Tizard	Service Delivery (HMS)	Safety and Health Consultant
Bruce Coad	Enterprise Applications	Manager
Chris Leighton	Digital and Creative Services	UX and Accessibility Designer
Christina Lau	Future Students Services	Manager
Denyse McCulloch	Campus Management	Design Specialist
Gina Evangelista	Student Welfare	Manager
Harriet Calverley	Central Events	Manager
Lisa Goldacre	Student Success and Wellbeing	Associate Director
Liz Sullivan	UniAccess	Manager
Martha McKinley	Student Guild	Access Officer
Matt Arpin	Service Delivery (EMS)	Technical Manager
Michael Janscak	Campus Management	Head of Safety
Zoe Morrison	Admissions	Associate Director