



THE UNIVERSITY OF  
**WESTERN  
AUSTRALIA**

# **Disability Access and Inclusion Plan**

## **2016–2020**

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

## Contents

Vice-Chancellor's Foreword.....	2
Disability access and inclusion policy statement .....	3
Requirements for agents and contractors .....	3
UWA's functions, facilities and services .....	3
Consultation informing this Plan .....	4
Identifying and responding to barriers to access .....	5
Physical Access .....	5
Communication .....	5
Social and Cultural .....	5
Strategies improve access and inclusion for people with disability .....	6
Governance of the DAIP .....	7
DIAP communication plan .....	7
DAIP feedback and complaints .....	7
Monitoring, measurement and review .....	7

## **Vice-Chancellor's Foreword**

The University of Western Australia is a highly respected world-class university on track to be ranked in the world's top 50 universities by 2050. We are recognised internationally for our world-class excellence in education and research and as a leading intellectual and creative resource for our many communities - locally, nationally and globally.

Our aspirations and achievements are enabled by values which emphasise international excellence, open exchange of ideas, equity and merit, social responsibility, the achievement of Aboriginal peoples' rights, aspirations and potential; and, environmental and economic sustainability. We acknowledge that diversity of participation across our activities, in itself, broadens and enriches the UWA experience for all individuals and communities.

Grounded in these values the University is committed to reflecting and responding to the needs of a diverse society. Accordingly, we actively promote strategies that will maximise opportunities for participation in employment, education and research and that embrace and develop diversity and inclusion. Our commitment is evidenced in the design and delivery of our courses, the students we teach, the staff we appoint and the focus of our disciplines.

This Disability Access and Inclusion Plan outlines how our commitment will be operationalised over the period 2016-2020. It has been developed in consultation with key stakeholders and addresses the requirements of the Commonwealth Disability Standards for Education 2004, the Western Australian Disability Services Act 1993, and the Western Australian Equal Opportunity Act 1984.

This Plan will ensure that people with disability have opportunity to contribute to and benefit from the UWA community and I look forward to your ongoing support in its implementation.

Professor Paul Johnson

Vice-Chancellor

The University of Western Australia

## Disability access and inclusion policy statement

The University of Western Australia's (UWA) core value of "equity and merit as the fundamental principles for the achievement of the full potential of all staff and students"<sup>1</sup> is the philosophical position underpinning the UWA Disability Access and Inclusion Action Plan 2016 -2020 (DAIP). In support of the principles of equity and merit, the overall objective of the DAIP is:

*To ensure equitable access to educational, employment, cultural and recreational opportunities at the University of Western Australia for people with disability.*

Inclusion at UWA means an environment 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 2016-2020 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](#) which includes information on equal opportunity, anti-discrimination and appropriate behaviour.

The UWA DAIP will be referenced in all tendering processes.

## UWA's functions, facilities and services

The Strategic Plan identifies 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.*

<sup>1</sup> UWA 2020 Vision, <http://www.web.uwa.edu.au/2534986>

UWA's major activities are focussed 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 International Arts 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 Safety Health and Wellbeing, located in the Human Resources division of the Chief Operating Office.

The Senior Deputy Vice-Chancellor and Registrar, through the Office of Strategy and Planning, is also charged with developing the University's strategic response, to matters of disability for staff, students and visitors to the campus.

In the years since the development of the first UWA Disability Access and Inclusion Action Plan 2007-2011, the University has widened its participation agenda seeing a marked increase in the number of enrolled students with disability. These widening participation programs include outreach to schools in regions where historically there have been fewer enrolments into UWA and the development of study support and mentoring networks.

## Consultation informing this Plan

The development of this Plan was informed by consultation with students and staff, Directors and Managers of organisational units with responsibilities in the Plan, UniAccess staff (the University Student Disability Office) and representatives of external disability organisations.

Consultation with students and staff was through the Inclusion and Diversity Committee meetings and documentation in the period October 2015 to May 2016. External input was also provided by community members and representatives. Further consultation will occur during the public consultation period.

As required by the Disability Services Act an advertisement inviting public comment and feedback was placed in *The West Australian* newspaper p63 on June 2 2016 and on the UWA website. The updated UWA DAIP is also published on the University website, distributed to key stakeholders and made available in alternative formats on request. The Implementation Schedule was updated and actions amended as a result of the consultation process.

Community members were invited to provide feedback to a direct email address, [consultation-spp@uwa.edu.au](mailto:consultation-spp@uwa.edu.au), by telephone to +61 (0)8 6488 7475, or [anonymously](#) through the community complaint portal. Further avenues for consultation include the community members of the UWA Inclusion and Diversity Committee, the UWA Student Guild and staff and students of the residential colleges.

## Identifying and responding to barriers to access

UWA has implemented processes to improve access to facilities and services for people with disability.

### 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 developed two key publications in recent years: The UWA Building and Campus Access Guidelines and an interactive on-line campus access and mobility map. The 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 UWA Building and Campus Access Guidelines, reflect the Building Code of Australia Part D3 which came into law in May 2011. The Guidelines set University requirements for physical access at a higher level than those required by legislation that prescribes minimum requirements only.

Innovative plans to include access considerations for people with disability are being developed and included in the University's plans for the development of the Cultural Precinct, including hearing loops, and physical access.

### 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, development 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 with the [W3C AA Web Content Accessibility Guidelines](#). The longer term goal of the University is to achieve [AAA](#) conformance.

If you are experiencing difficulty accessing information, resources or services on any UWA website, contact [Digital](#) on (+61 8) 6488 2320.

All of our promotional and research videos for the general public on the UWA YouTube Channel are captioned.

### 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, diversity training and mental health and well-being programs being made available to staff and students

## Strategies to improve access and inclusion for people with disability

Western Australian Disability Services Act 1993 identifies seven desired outcomes for people with disability. These guide the implementation activity of the University. A detailed action plan is included in the Implementation Schedule.

Outcome	Strategy	Executive responsibility
<p><b>Outcome 1</b> 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</p>	Raise the University community's capacity to meet the service needs of staff, students and visitors with a disability.	Senior Deputy Vice Chancellor and Registrar/Deputy Vice Chancellor Education
	Raise 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.	
	Raise the University community's capacity to improve access to courses, teaching and learning by people with disability.	
<p><b>Outcome 2</b> People with disability have the same opportunities as other people to access the buildings and other facilities of the University of Western Australia</p>	Raise the University community's capacity to understand the access needs of staff, students and visitors with a disability.	Senior Deputy Vice Chancellor and Registrar; /Deputy Vice Chancellor Community Engagement
	Improve access to the physical environment for people with disability.	
	Monitor the overall implementation of the strategies under this objective and other physical access projects.	
<p><b>Outcome 3</b> 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.</p>	Raise the capacity of the University community to enable people with disability to access information.	Senior Deputy Vice Chancellor and Registrar; /Deputy Vice Chancellor Education/Deputy Vice Chancellor Community Engagement
	Increase the University's capacity to provide administrative information and teaching and learning materials in accessible formats.	
	Improve access to information	
<p><b>Outcome 4</b> 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.</p>	Raise the capacity of Staff to provide same level and quality of service	Deputy Vice Chancellor Education
	Establish processes to provide the same level and quality of service	
	Monitor the provision of service to people with disability	
<p><b>Outcome 5</b> People with disability have the same opportunities as other people to make complaints to the University of Western Australia.</p>	<p>Improve capacity to receive complaints from people with disability</p> <p>Ensure that complaints received about disability or from people with disability are monitored and managed appropriately</p>	Senior Deputy Vice Chancellor and Registrar/ University Secretary
<p><b>Outcome 6</b> People with disability have the same opportunities as other people to participate in any public consultation by the University of Western Australia.</p>	Enhance capacity of people with disability to participate in decision making	Senior Deputy Vice Chancellor and Registrar/Deputy Vice Chancellor Education
	Enhance monitoring of participation of people with disability in decision making.	
<p><b>Outcome 7</b> People with disability have the same opportunities as other people to obtain and maintain employment with the university.</p>	Develop capacity to maintain employment and development opportunities for staff with a disability.	Senior Deputy Vice Chancellor and Registrar
	Promote employment and development opportunities for staff with a disability.	
	Monitor and analyse employment and development opportunities for staff with a disability.	

## Governance of the DAIP

UWA is committed to a cycle of continual improvement for all 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 Business Information and Technology Services).

Implementation progress, emerging issues and improvements are identified and reported quarterly to the Disability Access and Inclusion Working Group (chaired by the Senior Deputy Vice-Chancellor and Registrar) and prior to lodgement of the annual DAIP Progress Report to the Disability Services Commission on June 30 each year.

The Inclusion and Diversity Committee (IDC) is a high level internal committee chaired by the Senior Deputy Vice-Chancellor and Registrar and may co-opt experts in the area, practitioners, and 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.

## DAIP communication plan

The revised DAIP 2016 to 2020 will be communicated to staff, students and people with disability and the broader UWA community as follows:

- *UWA Forward*, 1 June 2016
- publication on the UWA website, 1 June 2016
- to students via information provided to the UWA Guild, 1 June 2016
- through residential colleges and UniAccess, 1 June 2016
- staff and student induction and orientation

## DAIP feedback and complaints

Feedback can be provided by contacting the Office of Strategy, Planning and Performance by email at [consultation-spp@uwa.edu.au](mailto:consultation-spp@uwa.edu.au), or by telephoning the Policy Officer (Equity Reporting) 6488 7475.

Anonymous feedback or complaints can also be lodged by email to the Manager Complaints Resolution [complaints@uwa.edu.au](mailto:complaints@uwa.edu.au) or by telephone, 6488 8547, or anonymously on line through the community portal : <http://www.web.uwa.edu.au/university/complaints/community/submit>

## Monitoring, measurement and review

Monitoring the DAIP is delegated to 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 Disability Services Commission. As a minimum requirement, UWA's DAIP will be reviewed at least every five years, in accordance with the Act. 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.