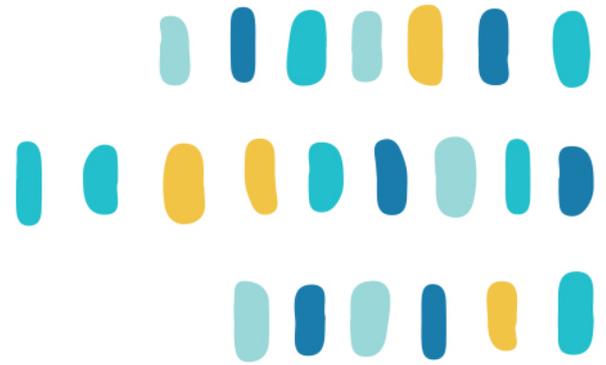




Government of **Western Australia**
Department of **Communities**



Disability Access and Inclusion Plan (DAIP) Progress Report 2019–2020

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Introduction

Welcome to Disability Access and Inclusion Plan (DAIP) reporting for 2019-2020.

Collecting information about the extent of the effectiveness of DAIPs through a Progress Report is an important requirement of the Disability Services Act 1993. The information is used by the Minister for Disability Services to report to Parliament. Your contribution is greatly appreciated.

The format of the report this year reflects previous report feedback about the confidence, awareness and progress public authorities have made to access and inclusion. As you consider your responses, we are particularly interested in:

- The extent to which access and inclusion is effectively integrated into policies and practices
- The influence of access and inclusion measures on customers, clients, residents or communities.

Once you have approval from your organisation, please send your completed report to access@dsc.wa.gov.au.

Please complete your DAIP progress report by **Friday 31 July 2020**.

Help in completing your Progress Report is available by contacting the Access and Inclusion team:

Email: access@dsc.wa.gov.au

Phone: 08 9222 4580 or 08 6217 6263

Important notes

- Please answer all questions.
- Please include as much detail on key initiatives as possible to share the narrative about the initiative. This may include how the issue arose and the responsiveness required; who was involved or helped inform the activity; what the activity was and whether it was successful or not. You can add extra text boxes if needed.
- Activities reported should also consider those reported by agents and contractors on behalf of your organisation.
- Photographs are most welcome, they may be used in the Minister for Disability Services' yearly report on DAIPs. You can upload a photograph for each outcome area, or if you have a series of photographs for one outcome area, upload a document file with the photographs inside. NOTE that photos of people cannot be featured in the Minister's report without written permission from the person or their guardian. A sample permission form is [available](#).

Your details

Name of public authority: The University of Western Australia

Name of contact person: Dee Adeyemi

Phone number: 08 6488 4214

Email: dee.adeyemi@uwa.edu.au

Access and inclusion progress

1. General services and events

DAIP 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.

Ensuring all people can access your organisations public events and general services is fundamental to good customer service.

a. Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2019-20? **Yes**

b. If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

Activity 1 – PROGRESSED UWA Specialist Peer Mentoring Program

UWA UniAccess (disability office) and the School of Psychological Science have continued to manage the UWA Specialist Peer Mentoring Program, which is focused on supporting UWA students on the Autism Spectrum or with other associated conditions. The activities facilitated by this program include one-on-one mentoring, social group meetings, a study group and mentor supervision. 21 students on the spectrum or with associated conditions joined the program as mentees in 2019; 20 students are currently enrolled in the program in semester 1, 2020 and feedback from participants has been positive. The program is currently being managed online with engagement remaining high despite the current COVID19 climate.

Activity 2 – PROGRESSED Raising Disability Awareness to the UWA Community Staff and Students

In 2019, UniAccess facilitated numerous information sessions, events and activities to improve staff and student knowledge on the complexities of autism as well as the physical and psychological ways to support people on the spectrum. A highlight of the events is listed below.

- UniAccess student focus group findings presentations
- Student presentations on Autism and the need for a sensory facility on campus
- Training of exam invigilators and residential advisors
- Autism presentation and discussion with Counselling and Psychological Services

- University Specialist Employment Service event launching the partnership project between Maxima Employment Services, UWA and the National Disability Service Coordinators Program
- A dedicated stall at Open Day 2019
- Stepping into Internship presentation

Activity 3 – PROGRESSED Integration of Student Life and Student Experience

The University reviewed its Service Delivery Model which resulted in the successful merge of the Student Life and Student Experience service units to create the Student Success and Wellbeing portfolio. The updated model focuses on improving connectivity and services for students with a disability or medical condition, with emphasis on accessibility to- and timely delivery of services, as well as opportunities for full engagement in tertiary education. The 2020 student orientation benefited positively from this student-centred approach to service delivery.

Activity 4 – NEW Automated Speech Recognition

Automated Speech Recognition (ASR) was piloted in semester 2 2019 through a project between the Education Enhancement Unit and UniAccess. The pilot encompassed 48 units, which contained 6,400 students, and had over 1,000 hours of content transcribed. Units were recruited through an expression of interest, random selection, and units that UniAccess identified as having students who would benefit from ASR. Results showed that students were predominantly in favour of ASR. UniAccess students, in particular, were amongst the most prominent supporters of ASR, with 77% of UniAccess students responded positively when asked if “ASR assisted me with my personal learning style”.

c. Please attach any labelled photos and permission forms (where appropriate) to your email response.

2. Buildings and facilities

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

This outcome area is about how your organisation has ensured and safeguarded accessibility in the planning, design, and improvement of built infrastructure.

a. Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2019-20? **Yes**

b. If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

Activity 1 – PROGRESSED Campus Master Plan and Landscape Planning

In 2019, the University collaborated with the UWA UniAccess Accessibility Officers to complete an audit of teaching venues. The report from this audit will be used as a guideline for future works and upgrades to existing facilities once funding is available.

Activity 2 – PROGRESSED Development of Information Guide for Carers at the University of Western Australia Students

UniAccess created the Information Guide for Carers of The University of Western Australia (UWA) Students as a resource for family carers of UWA students who have medical conditions and/or disability. The Guide is also applicable to external support persons who are employed (through sources other than UWA) to provide non-academic supports to UWA students with medical conditions and/or disability. With the rollout of the National Disability Insurance Scheme (NDIS), it is anticipated that there will be an increase in the number of UWA students who will be attending university with their carers and/or external support persons. To help ensure that this is a positive experience for each student, UWA has outlined with the Information Guide, important considerations on the roles and responsibilities of the University, and of the carers/external support persons. A link to the document is included below:

[The Information Guide for Carers of The University of Western Australia \(UWA\) Students](#)

c. Please attach any labelled photos and permission forms (where appropriate) to your email response.

3. Information and Communication

DAIP 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.

Good practice in this area involves considering your target audience: language and terminology; format; location and sensory access for physical signage; technology and customer service delivery.

a. Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2019-20? **Yes**

b. If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

Activity 1 – PROGRESSED Web Accessibility Policy

The University of Western Australia is committed to achieving equitable digital experiences. The UWA Web Accessibility Policy, which was approved by University Executive in June 2019 and revised in November 2019, complies with global Web Content Accessibility Guidelines and is publicly available online. Additionally, conscious effort has been made to create awareness for this policy through targeted communications to staff, students and the wider community. A link to the policy is provided below.

[UWA Web Accessibility Policy](#)

Activity 2 – NEW Web Accessibility Policy Working Group and Staff Training

The University prioritised tailored training of all staff working in the business units that are directly responsible for managing its web content in early 2020. In addition to this, a Web Accessibility

Policy Working Group was formed and is responsible for evaluating and implementing plans that inform actions and reporting at UWA. These actions will ensure availability of skilled support and continuous improvement of the Web Accessibility Policy at the University.

Activity 3 – PROGRESSED Promotional Video for Students with English as a Second Language

A UniAccess Orientation Video was created with the use of graphics and simple language to convey UniAccess' key messages to students with English as a second language. The video was a collaborative effort between UniAccess and a UWA student and has been circulated to all student-facing service units to maximise accessibility for all students. A link to the video is provided below.

[UniAccess Orientation Video](#)

Activity 4 – PROGRESSED Communication Social Media Platform - Involvio

As part of the continued efforts to ensure equitable digital access at UWA, the University launched the Involvio app in 2019. The app is designed to improve student engagement by introducing a personal touch to student communications and delivering help and resources to students wherever and whenever it is needed. Some of the features of the Involvio app are highlighted below:

- It meets global digital accessibility standards
- It improves access to university information and services via mobile devices
- It includes a Campus map and wayfinding tool to support access on campus
- It addresses the challenges experienced with providing timely and targeted information to diverse student communities in an accessible format
- Students can use the app for information on campus events, timetabling and maps

The UWA Involvio app has been downloaded 14,100 times and 12,175 UWA students have logged in to the app at least once since its launch.

c. Please attach any labelled photos and permission forms (where appropriate) to your email response.

4. Quality of service

DAIP 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.

This outcome area involves the safeguards and initiatives which ensure that your services and processes are consistent, inclusive or readily adjust to people's needs.

a. Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2019-20? **Yes**

b. If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

Activity 1 – PROGRESSED Postgraduate Procedure and HDR Program Equity for Students with a Disability

The University of Western Australia has a clearly outlined referral process that streamlines the management and review of procedures and decision outcomes related to equity, access and participation of Higher Degree by Research (HDR) and postgraduate students. The process is managed by the Student Success and Wellbeing unit and the Graduate Research School (GRS).

At UWA, reasonable accommodation is made for HDR students with disability or chronic illnesses from the start of their candidature. The application and admission process at UWA includes consideration of what accommodation might be needed for disability or chronic illness of the applicant and allows for negotiation in light of special needs. Additionally, there are systematic timeline checks in place at which students' needs are revisited and may be renegotiated, however, students are encouraged to raise issues and renegotiate conditions at any time through a variety of channels e.g. their supervisor, the GRS coordinator in their schools, UniAccess or the Student Guild. This process has been set up to reduce non-completion rates and give the University the opportunity to address student needs.

Activity 2 – PROGRESSED Key Relationships and process change to promote timely notification of examination and assessment adjustment

UniAccess has a pivotal role in determining and ensuring that students with disability and/or medical conditions have equitable exam conditions. This includes identifying the Alternative Exam Arrangements that a student requires. These arrangements include the use of specialised equipment during exams; specified venue conditions and alternative formatting of exams for students with sensory disabilities. 2019 was the largest year of Alternative Exam Arrangements for students. The growth in demand for Alternative Exam Arrangements was proportional with the general growth of students accessing UniAccess services. 490 students sat exams with Alternative exam arrangements in semester 2 2019. With the establishment of a new database UniAccess and Exam office can now provide accurate and timely exam arrangements for all students with disability.

Activity 3 – NEW Diagnostic English Language Needs Assessment (DELNA)

In 2019, The University of Western Australia commenced Diagnostic English Language Needs Assessment (DELNA) as a mandatory assessment for all students enrolled in courses managed by the Graduate Research School (GRS). DELNA is designed to identify and assist students who require language development and is implemented in form an invigilated online assessment within the first 10 weeks of commencement. In addition to its primary purpose, DELNA has facilitated early contact between students and GRS staff which has helped with early identification and troubleshooting of other potential issues that students could be experiencing that would otherwise not be realised until much later.

Activity 4 – NEW BlueX Survey Software

UWA has recently migrated to a new institutional survey software, BlueX for collecting feedback from Higher Degree by Research students. The software has the capability to target particular student cohorts and analyse feedback according to the demographic information stored in the student record database system; this enables the collection of nuanced information about the experience of students with registered disabilities and creates an opportunity for early intervention where necessary.

c. Please attach any labelled photos and permission forms (where appropriate) to your email response.

5. Complaints and safeguarding

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

Equitable complaints mechanisms can effectively receive and address complaints from all members of the community and play a fundamental role in making sure that services meet the needs of intended consumers.

a. Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2019-20? **Yes**

b. If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

Activity 1 – PROGRESSED Complaints Resolution

The Disability, Access and Inclusion Working Group (DAIWG) is a working party of UWA's Inclusion and Diversity Committee that was formed in 2016. One of the DAIWG's terms of reference is to raise awareness about disability issues for staff and students, acting as a body of experts on these issues. A Complaint Resolution Unit (CRU) staff member who has been a member of the working group also participated in the 2019 review of the complaints website that was done to improve its accessibility. As at January 2020, the website has been assessed as compliant with UWA's Web Accessibility Policy and the CRU continues to develop access to translation and interpreting services on a case-by-case basis.

Further improvements scheduled for 2020:

- Review of the Code of Conduct in the area of disability discrimination
- Reinstatement of Equity Advisors, a voluntary position to support staff and students

Activity 2 – PROGRESSED Introduction of a designated database management tool

The University has plans in place to implement the Symplicity Advocate system in semester 2, 2020. Advocate is a secure software that helps with managing student conduct, behavioural intervention incidents and cases. The software contains two key modules – Incident Reports and Care Reports- for managing disability cases.

In addition to Advocate, UniAccess uses a different Symplicity package for managing access and both packages enables UWA to manage ongoing access support via UniAccess and implement Care Action Plans in complaint resolution when necessary and where it is outside of the services provided by UniAccess. The different packages and the services they offer position UWA for effective case management as well as the ability to monitor and evaluate the services provided at the University.

Activity 3 – NEW Further CRU Engagement in Access and Inclusion

The Complaints and Resolution Unit (CRU) will be more engaged in projects pertaining to UWA's policies and procedures specifically around the provision of support services and information for people seeking informal and fast-tracked complaints resolution. Further, the CRU will assist in the development of more timely procedures for managing refused requests for reasonable accommodations. Finally, the CRU is responsible for developing "Fitness to Study" procedures that are designed to ensure that appropriate consideration is given to the impact of disability on study and facilitate a supportive, non-punitive approach.

c. Please attach any labelled photos and permission forms (where appropriate) to your email response.

6. Consultation and engagement

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

Good consultation and engagement strategies consider the ways in which all people are encouraged and supported to engage or participate with information, strategies or decision-making processes of an organisation. This in turn can provide public authorities with more inclusive outcomes and potentially awareness of different perspectives.

a. Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2019-20? **Yes**

b. If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

Activity 1 – NEW Act of Inclusion Event

The University celebrated its first Act for Inclusion event successfully in November 2019 with alumni, students, friends, family and leaders. The event showcased the UWA community's commitment to a better world and made a statement for change.

Activity 2.1 – NEW UniAccess Disability Survey Results

UniAccess conducts a biennial survey of UWA students who have self-identified as having a disability. The last survey was conducted in late 2019 and had 349 respondents, out of which 268 (77%) had used UniAccess services. The responses from the students who had accessed the services provided by UniAccess are outlined below:

- 84% were satisfied with the service
- 94% would recommend UniAccess to a friend with a disability/medical condition
- 74% believed UniAccess had helped them to improve their grades
- 80% believed that UniAccess had helped them stay enrolled in their studies

Activity 2.2 – NEW UniAccess Opportunities for Consultation

UniAccess supervised a student undertaking their Social Work Practicum. As a part of the practicum the student facilitated six focus groups and thirty five students attended sharing their stories regarding their experience in the following areas; accessing the physical campus, teaching and learning, UniAccess and ideas around co-location of UniAccess.

Activity 3 – NEW People and Culture Strategy 2020 - 2025

The University continues to work towards improving diversity and inclusion at UWA by incorporating diversity and inclusion efforts in its long-term strategic plan. The People and Culture Strategy 2025 has set fostering a high-performance culture that is values-led, collaborative and open, and that embraces diversity as one of three priorities.

Under the goal to develop an inclusive and diverse workforce that lives its values, the strategy states: We will embrace every opportunity to recruit the most skilled, influential and agile staff of diverse backgrounds from across the region, the world and the communities we serve. We understand that our diversity is a strength that will propel us forward and help us achieve our goals and meet the challenges of the future. The first measure of success of the strategy is greater diversity of our staff, particularly staff who identify as Indigenous, being from a different cultural background, having a disability, being LGBTIQ+ or female.

Activity 4 – PROGRESSED Inclusive Arts Week

UWA continues to celebrate Inclusive Arts Week annually with the third one held in December 2019. The Inclusive Arts Week collaborates with community partners to highlight accessibility and inclusion in art galleries and museums through forums, workshops, tours and other activities. The 2019 Inclusive Arts Week was held in celebration of the International Day of People with Disability and was co-curated by VisAbility.

[2019 Inclusive Arts Week](#)

[UWA and VisAbility Celebrate UWA Inclusive Arts Week](#)

Activity 5 - PROGRESSED Inclusion and Diversity Committee: Disability Access and Inclusion working group (DAIWG)

The Disability, Access and Inclusion Working Group (DAIWG) has been meeting regularly since conception and reviewed its terms of reference alongside the Inclusion and Diversity Committee's (IDC) terms of reference. The reviewed terms of reference guided recommendation for strategic broadening of memberships across the University and as a result, membership was expanded to

include key representatives from several business units. Furthermore, the DAIWG developed a 2019-2020 action plan with a primary focus on disability and the impact of mental health.

c. Please attach any labelled photos and permission forms (where appropriate) to your email response.

7. Employment, people and culture

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

This outcome is focused on your organisation's activity in directly employing people with disability; including considering the environment, culture and processes which support the maintenance of employment.

NOTE: To help reduce reporting obligation on authorities, we are trialling a data sharing arrangement with the Public Sector Commission. If your organisation has or will complete Equal Employment Opportunity Reporting for 2019-2020 to the Public Sector Commission, you may choose **not to complete this question**.

a. Did you commence or complete new activities, or make significant achievements to ongoing activities, in 2019-20? **Yes**

b. If Yes, please describe one or more of these activities, sharing as much as possible about the purpose and the outcome of the activity.

Note: The initiatives relating to Outcome 7: Employment, people and culture are contained within the Equal Employment Opportunity Reporting for 2019-2020 to the Public Sector Commission and UWA is choosing not to complete this question.

Click or tap here to enter text.

Click or tap here to enter text.

c. Please attach and share any photographs you have of the activities, and if there are people in your photo, please included signed permission.

8. Agents and Contractors

The Disability Services Act 1993 requires authorities to take practicable measures to implement DAIPs through agents and contractors. Engaging key agents and contractors about your DAIP helps to make sure that services delivered to the public on your organisation's behalf share the values and reputation associated with your commitment to access and inclusion.

a. Does your organisation have measures in place to influence your agents and contractors to act in accordance with your access and inclusion values? **Yes**

b. If Yes, please briefly describe your organisation's approach.

The Web Accessibility Policy will be incorporated into procurement activities in 2020. This supports early advice that was prepared by the UWA Legal unit for UWA vendors in 2019 giving them advance notice of the imminent policy.

9. General feedback

If you have anything else you wish to share about your organisation's experiences, or general feedback or advocacy about access and inclusion, please include below.

Click or tap here to enter text.

Thank you for completing the 2019-2020 DAIP Progress Report.