



# Disability Inclusion Action Plan

(DIAP) 2026-2029

## Acknowledgement of Country

UNSW respectfully acknowledges the Bidjigal, Biripai, Dharug, Gadigal, Gumbaynggirr, Ngunnawal and Wiradjuri peoples, on whose unceded lands we are privileged to learn, teach and work. We honour the Elders of these Nations, as well as broader Nations that we walk together with, past and present, and acknowledge their ongoing connection to culture, community and Country.

We recognise the important contributions of Aboriginal and Torres Strait Islander people with disability, whose experience and cultural knowledge continue to shape our understanding of disability and disability inclusion.

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# Executive statements



UNSW has made important progress toward building an accessible and inclusive culture, giving us a strong foundation for what's next. The DIAP 2026-2029 builds on this foundation, embedding inclusion within our systems, programs and environments. The plan will be guided by culturally informed and intersectional approaches and complements our broader strategic goals and initiatives, ensuring accessibility and inclusion is at the heart of our vision for a diverse and equitable university.

While the plan has been shaped by the voices of people with lived experience of disability, its success relies on all of us. Every member of the UNSW community has a role to play in creating an accessible and welcoming environment for everyone.

**Cathy Brown**

Director, Inclusive Communities

Executive Sponsor of UNSW Disability Inclusion Action Plan 2026-2029



As Director of the UNSW Disability Innovation Institute (DIIU) and Executive Sponsor of the DIAP 2022-2025, I have been closely involved in the developments to build a more disability-inclusive culture across the university, one that encourages people with a diversity of experiences of disability to choose UNSW as a place to work and study. Building on the progress of the previous DIAP and the positive results of the 2024 Access and Inclusion Index, the DIAP 2026-2029 strengthens our focus on equity and inclusion to ensure that an understanding of disability is embedded into our systems, environments and processes.

The DIIU has always had a strong focus on disability inclusive collaboration across research, education and practice that delivers positive societal impact. The Institute's mission to drive sustainable change through innovation will play a significant role in advancing the objectives of the DIAP 2026-2029.

**Professor Jackie Leach Scully**

Director, UNSW Disability Innovation Institute



When disability inclusion works for people with disability, it works for everyone. During my time at UNSW, I have been collaborating with stakeholders across the university to translate the findings and recommendations of the Disability Royal Commission Final Report into policies and practices that deliver positive societal impact for people with disability. This is an inherently disciplinary undertaking, requiring collaboration across research, education, and leadership. It has been inspiring to see many positive examples of collaboration, and these have set a strong foundation for UNSW's ongoing work in disability access and inclusion.

The DIAP 2026-2029 provides a powerful framework to drive cultural and systemic change within UNSW, advancing our commitment to disability inclusion. Intersecting with and complementing the Disability Royal Commission Translational Framework, the DIAP strengthens UNSW's leadership in creating environments where disability inclusion is embedded in every aspect of university life. Together, these initiatives position UNSW to lead transformative change, internally and externally, resulting in meaningful impact for people with disability and setting a benchmark for disability inclusion.

**Professor Alastair McEwin AM**

Professor of Practice in Disability, UNSW

# Understanding disability

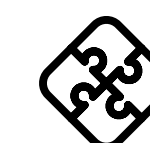
Disability is a complex and evolving concept and can take many forms. It can be physical, mental, intellectual, neurological and/or sensory. Disability can be short-term or long-term, temporary or permanent, and visible or non-visible. When experiences of disability, neurodivergence and/or chronic health combine with social, attitudinal or environmental barriers, it can affect people's ability to participate equally.

While disability under Australian law is defined by The [Disability Discrimination Act 1992 \(Cth\)](#), (the primary national legislation that protects people with disability in Australia from discrimination), UNSW recognises that genuine inclusion goes beyond preventing discrimination and that disability is an aspect of human diversity.



## Language

Everyone's experience of disability is different. Many people prefer person-first language (i.e. person with disability), and some people may prefer identity-first language (i.e. disabled person). In this document, we use person-first language. We also recognise that using the term "disability" may not reflect the diversity of people's experiences, particularly those communities that may not define themselves as disabled but are still considered as such in policy language. The work outlined within the plan will intentionally include the experiences of people who are neurodivergent, have a mental health or chronic illness condition.



## Intersectionality

Intersectionality recognises that different aspects of a person's identity can overlap in ways that expose them to layered and increased discrimination. When disability interacts with other identity factors, this can lead to greater exclusion.

This plan is grounded in an intersectional approach, recognising the overlapping experiences within our UNSW community and working to ensure that no one is marginalised.



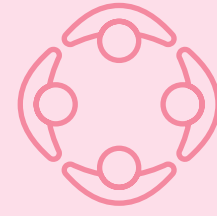
# Executive summary

Our aspiration for equity, diversity and inclusion at UNSW is simple: we want to reflect the diversity of Australia in our community and advance equitable outcomes for all. We recognise that diversity is key to our excellence and being an innovative university. By creating inclusive and accessible environments, this excellence and innovation can thrive. We will achieve this by ensuring that inclusion is part of everything we do and deeply embedded into our practice, environments and processes.

UNSW's Disability Inclusion Action Plan (DIAP) 2026-2029 supports the vision and outcomes of the UNSW Progress for All Strategy, Societal Impact Framework and UNSW: Equitable, Diverse and Inclusive 2026-2028. 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 anti-discrimination laws and regulations.

This plan is a commitment to remove barriers for people with disability in both UNSW's educational and employment processes and provide equal access and participation across all university environments. As a university we aspire to go beyond compliance and be a place where human rights for people with disability are recognised and embedded.

This will be achieved by addressing four key pillars.



## Our community

Ensuring UNSW is a welcoming and inclusive place by reducing the disparity between students and staff with disability and those without disability.

We will focus on improving our learning and workplace structures, support and enhancing data capture and systems.



## Environment

Making UNSW's built, digital and communication environments accessible to everyone to ensure everyone can come to UNSW and engage in work, study and the social aspects of the university.



## Embedding inclusion

We will embed inclusion in our practices and processes.

The UNSW community will know and understand the importance of accessible and inclusive practices, behaviours, co-design and embedding Universal Design principles.



## Societal impact and research

We will use our research and collaborations to ensure greater societal inclusion and impact for people, ensuring we have a community of disability inclusive researchers.

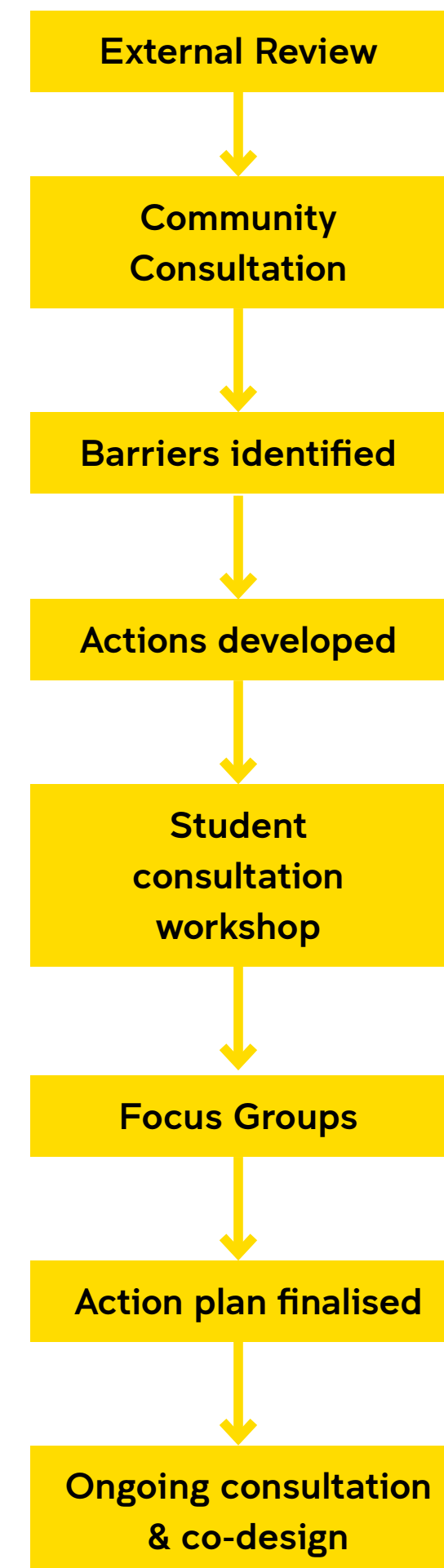
**“UNSW becomes the best place for people with disability to study and work in Australia, where rights, supports, and disability pride are fully realised and celebrated.”**

–  
**UNSW students' statement on disability inclusion, DIAP consultation workshop, 2025.**



# Development of the DIAP

This DIAP has been developed using a user-centred approach, guided by the principle of “nothing about us, without us.” The plan was developed through ongoing engagement with the university community and informed by evidence and feedback to ensure it delivers practical, inclusive, and meaningful outcomes. UNSW recognises that genuine inclusion is achieved through ongoing engagement, collaboration and responsiveness.



# Governance and implementation

A Disability Inclusion Action Plan (DIAP) Implementation Group will be established. The Executive Sponsor will chair the group. This group will lead the work outlined in the plan. This includes monitoring progress and measuring outcomes against the identified actions.

The DIAP Implementation Group will report progress to the Equity, Diversity, Inclusion, and Sustainability Governance (EDISG) Board, as well as lived experience consultancy groups and networks. Action implementation and outcome measures will align with UNSW: Equitable, Diverse and Inclusive, Progress for All, Triennial Roadmap One, and Gender Equity Strategy 2024-2028.

# Communication of the plan

The Plan will be communicated to all staff and students and made publicly available on the University website. Alternative formats of this document are available.

UNSW will send the DIAP to the Australian Human Rights Commission. This will be available on the [Disability Action Plan Register](#).



# Our community

UNSW is a welcoming place for students and staff with disability and actively promotes disability inclusion.

“ UNSW is a community and our people are our greatest asset. Excellence and innovation thrive when we ensure that our built and digital environments are accessible for all. The Disability Inclusion Action Plan (DIAP 2026-2029) continues the foundational work undertaken towards a truly diverse and inclusive UNSW community that welcomes and ensures full access and participation for students, staff and visitors with disability.

In our previous DIAP (2022-2025) I committed to continuous review and improvement of our frameworks and strategic objectives. I’m proud of the work the team has done and continues to do as part of UNSW’s journey towards a truly diverse and inclusive community. ”

–

**Professor Attila Brungs**

Vice-Chancellor and President

“ A culture where all students and staff feel they belong without having to repeatedly advocate for themselves. ”

–

**UNSW staff member,**  
feedback on what Disability Inclusion looks like at UNSW from DIAP community consultation.

## Reducing barriers to accessing adjustments

Equitable Learning Services (ELS) launched two pilot programs in 2024:

## Support for Aboriginal and Torres Strait Islander students with disability

In response to identifying an additional registration process and potential barrier for Aboriginal and Torres Strait Islander students with disability, ELS has been collaborating with Nura Gili to offer appointments to Indigenous students with disability, with no need to go through the regular registration process and offering assessments for adjustments to pre-program students. This work has seen an increase in Indigenous students registering with ELS.

## Improving access to psychometric testing

In partnership with UNSW School of Psychology clinic and Health Service, ELS has streamlined access to more affordable psychometric testing for Attention Deficit Hyperactive Disorder (ADHD) and Specific Learning Disability (SLD), through an internal referral pathway. Priority is given to students from low socioeconomic backgrounds or socio-educationally disadvantaged schools. Students from this cohort who receive an ADHD diagnosis can access a psychiatrist at the UNSW Health Service free of charge.

# Action plan

## Our community: staff

| Actions                                                                                                                                                                                                                                    | Impact measures                                                                                                                                           | Responsibility                                                       | Timeframe |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|-----------|
| Outcome: Staff have access to high-quality, relevant learning and development opportunities without any barriers to participation.                                                                                                         |                                                                                                                                                           |                                                                      |           |
| The UNSW Learning & Development (L&D) Working Group develops and shares learning design standards.                                                                                                                                         | Number of staff learning programs reviewed to assess accessibility and UDL principles.                                                                    | People and Culture – Culture and Capability                          | 2026–2027 |
| These standards focus on embedding Universal Design for Learning (UDL) principles into staff learning programs across UNSW.                                                                                                                | Engagement data captured to evaluate use and effectiveness of the standards.                                                                              | Inclusive Communities                                                |           |
| Easy Read versions of All-Staff Mandatory training are developed and made available to staff.                                                                                                                                              | Decrease in accessibility issues raised by staff for mandatory trainings.                                                                                 | People and Culture – Culture and Capability                          | 2026      |
| Outcome: UNSW staff with disability are valued, supported, and their strengths are recognised.                                                                                                                                             |                                                                                                                                                           |                                                                      |           |
| Review existing professional development pathways to identify barriers based on feedback from staff with disability.                                                                                                                       | Report to DIAP Implementation Group on existing professional development pathways and identified accessibility improvements.                              | People and Culture – Culture and Capability                          | 2026–2027 |
| Investigate the need for a targeted professional development program for staff with disability.                                                                                                                                            | Increased participation for staff with disability in professional development and leadership programs at UNSW.                                            | Professor of Practice – Disability<br>Inclusive Communities          |           |
| Review the academic promotion pathway to streamline and simplify the process, including a review of the need to quantify Relative to Opportunity Performance Evaluation (ROPE) and identify barriers that exist for staff with disability. | Review Equity, Diversity & Inclusion (EDI) Dashboard data for increases or shifts in the number of people with disability in higher grade academic roles. | People and Culture – Culture and Capability<br>Inclusive Communities | 2027      |

| Actions                                                                                                                                                                                        | Impact measures                                                                                                                                                                                        | Responsibility                                                                  | Timeframe                                                           |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|---------------------------------------------------------------------|
| Outcome: UNSW staff with disability are valued, supported, and their strengths are recognised.                                                                                                 |                                                                                                                                                                                                        |                                                                                 |                                                                     |
| Review and update Workplace Adjustment processes and resources to further streamline processes, reduce self-advocacy burden, and improve staff experiences.                                    | Focus group participant feedback used to inform required updates and resources.<br><br>Relevant data reviewed and monitored for shifts in employee experiences of inclusion and workplace adjustments. | Inclusive Communities<br><br>People and Culture                                 | 2026–2027                                                           |
| Strengthen the collection of data on workplace adjustments and accessibility of work environments.                                                                                             | Increased data on employee and manager experiences of workplace adjustments at UNSW.                                                                                                                   | Inclusive Communities<br><br>People and Culture                                 | 2026                                                                |
| Redevelop the existing Disability Network into a formalised and active Disability Employee Network, that fosters community connection and enables co-design and consultation on UNSW projects. | Growth in the Network membership and engagement.<br><br>Engagement data captured for Network-led initiatives.<br><br>Number of UNSW projects that co-design and consult with the Network.              | Inclusive Communities<br><br>People and Culture – Culture and Capability        | 2026<br><br>Evaluation of engagement and impact annually 2026–2028. |
| Outcome: Increased employment and retention of staff with disability.                                                                                                                          |                                                                                                                                                                                                        |                                                                                 |                                                                     |
| Identify and implement programs to increase employment of staff with disability.                                                                                                               | Assessment of current and potential targeted employment strategies.<br><br>Evaluation data for identified pilot programs.<br><br>Increase in attraction of staff with disability.                      | People and Culture – Talent Acquisition<br><br>Professor of Practice-Disability | 2026 and ongoing reviews.                                           |
| Develop a toolkit for inclusive hiring, including guidelines and templates that support inclusive language.                                                                                    | Engagement data captured to review use and effectiveness of the Toolkit resources.                                                                                                                     | People and Culture – Talent Acquisition<br><br>Inclusive Communities            | 2026–2027                                                           |
| Development and implementation of unconscious bias training.                                                                                                                                   | Completion rates for unconscious bias training.<br><br>Mandatory training for hiring managers and interview panellists.                                                                                | Inclusive Communities<br><br>People and Culture – Talent Acquisition            | 2026<br><br>Training evaluation data reviewed annually 2026–2028.   |

# Action plan

| Actions                                                                                                                                                                         | Impact measures                                                                                                      | Responsibility                              | Timeframe                                                            |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|---------------------------------------------|----------------------------------------------------------------------|
| Outcome: Increased employment and retention of staff with disability.                                                                                                           |                                                                                                                      |                                             |                                                                      |
| Standardised alternative template formats developed for applications, using templates developed by Medicine and Health.                                                         | Decrease in accessibility issues with application process.                                                           | People and Culture – Talent Acquisition     | 2026                                                                 |
|                                                                                                                                                                                 | Increased attraction rates of people with disability.                                                                | Medicine and Health                         |                                                                      |
| Review hiring and onboarding practices to identify barriers that exist for people with disability.                                                                              | Action plan developed to track required improvements to ensure inclusive and accessible hiring and onboarding.       | People and Culture – Talent Acquisition     | 2027–2028                                                            |
|                                                                                                                                                                                 | Report to DIAP Implementation Group on required work and progress.                                                   |                                             |                                                                      |
|                                                                                                                                                                                 | Decrease in feedback on accessibility issues for hiring and onboarding from staff.                                   |                                             |                                                                      |
| Outcome: Staff who support recruitment, onboarding and employee processes are disability confident and aware of accessible and inclusive practices.                             |                                                                                                                      |                                             |                                                                      |
| Development of a toolkit to support recruitment staff that outlines inclusive recruitment practices.                                                                            | Engagement data and feedback captured to review the effectiveness and use of the resources.                          | People and Culture – Talent Acquisition     | 2026–2027                                                            |
| Training opportunities are regularly provided to People and Culture staff to build disability confidence and support accessible recruitment, onboarding and employee processes. | Completion rates and feedback from training used to evaluate the effectiveness and impact of training and resources. | People and Culture<br>Inclusive Communities | Training engagement and evaluation data captured annually 2026–2028. |
|                                                                                                                                                                                 | Staff feedback indicates improved accessibility of employee processes.                                               |                                             |                                                                      |

## Our community: student

| Actions                                                                                                                                                                        | Impact measures                                                                                                                                     | Responsibility                           | Timeframe                                                     |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|---------------------------------------------------------------|
| <b>Outcome: UNSW is seen as a university of choice for students with disability.</b>                                                                                           |                                                                                                                                                     |                                          |                                                               |
| Review existing pathways to identify barriers for students with disability and investigate the need for targeted pathways.                                                     | Increased enrolments of students with disability.                                                                                                   | Student Equity                           | 2026–2027                                                     |
|                                                                                                                                                                                | Increased positive experiences of students transitioning into UNSW.                                                                                 | Professor of Practice – Disability       |                                                               |
| Access pathway programs will be designed to be accessible and responsive to the intersectional and compounded barriers many students face, including students with disability. | Impact and progress reporting through the Widening Participation Strategy.                                                                          |                                          |                                                               |
| Review flagship student experiences to improve accessibility and inclusive practices (O-Week, Open Days and Graduation Ceremonies).                                            | Attendee feedback and a decrease in accessibility issues raised indicates inclusive and positive experiences.                                       | DVC Education & Student Experience (ESE) | 2026                                                          |
|                                                                                                                                                                                | Increased awareness of disability inclusion and supports indicated in student feedback.                                                             | Professor of Practice – Disability       | Regular monitoring of feedback and engagement data 2026–2028. |
|                                                                                                                                                                                | Increased completion rates of event staff and Student Ambassadors completing Accessibility and/or Hidden Disabilities Sunflower awareness training. | Inclusive Communities                    |                                                               |
| Enhance the accessibility and inclusive resources for Gateway on-campus programs, including the development of social stories.                                                 | Completion rates for Hidden Disabilities Sunflower awareness training for University Ambassadors.                                                   | Student Equity                           | 2026                                                          |
|                                                                                                                                                                                | Participant feedback reflects positive and inclusive experiences of Gateway on-campus programs.                                                     |                                          | Program evaluation data reviewed annually 2026–2028.          |
| Collaborate with Arc to ensure students have accessible and inclusive social experiences at UNSW.                                                                              | Increased visibility of Hidden Disabilities Sunflower initiative at UNSW.                                                                           | Arc                                      | 2026–2028                                                     |
|                                                                                                                                                                                | Increased consultation and collaboration with Disability Inclusion and Accessibility Society and Students with Disabilities Collective.             | Inclusive Communities                    |                                                               |

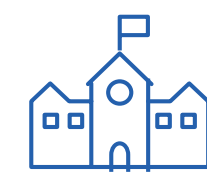
# Action plan

| Actions                                                                                                                                                                                                                     | Impact measures                                                                                                            | Responsibility                                         | Timeframe |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|-----------|
| Outcome: Students with disability are supported in their transition into employment and are provided with accessible work placement experiences                                                                             |                                                                                                                            |                                                        |           |
| Develop resources for partner organisations on fostering accessible and inclusive workplaces for student placements.                                                                                                        | Engagement data captured to review use and effectiveness of resources.                                                     | UNSW Employability<br>Inclusive Communities            | 2026      |
| Develop resources for students that provide guidance on sharing disability information and requesting adjustments when entering the workplace, building on research undertaken by ADA Disability and Mental Health Network. | Engagement data captured to review use and effectiveness of resources.                                                     | Arts, Design and Architecture<br>Inclusive Communities | 2026      |
| Review and strengthen educational adjustments processes and supports for Faculty Work Integrated Learning (WIL) programs.                                                                                                   | Clearer processes established with Faculties.<br>Improved student satisfaction and experiences for WIL programs.           | Equitable Learning Services<br>UNSW Faculties          | 2026      |
| Partner with Science to enhance the accessibility information available for student WIL opportunities and accessibility measures provided by partner organisations.                                                         | Decrease in accessibility issues raised by students.<br>Increase in student satisfaction and experiences for WIL programs. | Science – Education Partnerships                       | 2026      |
| Continue the partnership and increase the numbers of students with disability participating in the GradWISE program.                                                                                                        | Statistical data obtained from GradWISE.<br>Participant feedback on their experiences of the program.                      | UNSW Employability                                     | 2026–2028 |

| Actions                                                                                                                                                                                     | Impact measures                                                                                                                                                                                                                                    | Responsibility                                             | Timeframe                                               |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|---------------------------------------------------------|
| Outcome: UNSW education is accessible and inclusive. It continues to remove barriers that people with disability face when accessing and succeeding in tertiary education.                  |                                                                                                                                                                                                                                                    |                                                            |                                                         |
| Development of faculty-specific guidelines for UDL principles that provide practical strategies.                                                                                            | Completion and adoption of discipline-specific UDL guidelines across Schools.<br>Positive feedback on the relevance and usability of discipline-specific guidelines.                                                                               | UNSW Faculties<br>UNSW UDL Guild                           | 2026                                                    |
| Professional development and support opportunities are provided to enable staff to upskill in UDL and embed it into ongoing processes.                                                      | Number of staff completing UDL-related professional development activities.                                                                                                                                                                        | UNSW UDL Guild                                             | 2026                                                    |
| Implementation of UDL into selected courses.                                                                                                                                                | Number of courses successfully aligned with UDL principles.<br>Increased positive experiences from students and staff in relation to UDL-integrated courses.                                                                                       | UNSW Faculties<br>UNSW UDL Guild                           | 2026                                                    |
| Strengthen accountability and awareness of applying educational adjustments in all relevant policies and procedures through the Policy Transformation Program.                              | Existing feedback measures monitored for increased implementation of approved educational adjustments and increased positive experiences for students with disability for educational adjustments.                                                 | Governance and Policy Leads<br>Equitable Learning Services | 2026–2028                                               |
| Develop guidelines to support the process for applying and implementing educational adjustments.                                                                                            | Engagement data captured to review use and effectiveness of guidelines and supporting resources.<br>Increase in the implementation of educational adjustments and increased positive experiences for students requesting Equitable Learning Plans. | Equitable Learning Services                                | 2026<br>Data and feedback reviewed regularly 2026–2028. |
| Create a clear, university-wide framework to communicate the inherent requirements of award courses to improve informed decision-making and reduce barriers for students with disabilities. | Proposed framework endorsed by Academic Board.                                                                                                                                                                                                     | DVC Education & Student Experience (ESE)                   | 2027–2028                                               |
| Pilot the framework on selected courses.                                                                                                                                                    | Evaluation data reviewed to determine effectiveness, required adjustments and to inform university-wide implementation plan.                                                                                                                       |                                                            |                                                         |

# Action plan

| Actions                                                                                                                                                                           | Impact measures                                                                                                                                                                                      | Responsibility                                                           | Timeframe                                              |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|--------------------------------------------------------|
| <b>Outcome: UNSW education is accessible and inclusive. It continues to remove barriers that people with disability face when accessing and succeeding in tertiary education.</b> |                                                                                                                                                                                                      |                                                                          |                                                        |
| Review the current process for educational adjustments for Higher Degree Research (HDR) candidates and enhance the support available.                                             | Increased positive responses in relevant data collection on student experiences.                                                                                                                     | PVCRT (GRS and Research Training)<br>Equitable Learning Services         | 2026–2027                                              |
|                                                                                                                                                                                   | Increase in the workplace environment adjustments for PhD students.                                                                                                                                  |                                                                          |                                                        |
| Enhance HDR supervisor development programs and resources to enable staff to upskill in UDL and embed it into ongoing processes.                                                  | Evaluation data captured and regularly reviewed for effectiveness and impact of development programs and resources.                                                                                  | PVCRT (GRS and Research Training)                                        | 2026                                                   |
|                                                                                                                                                                                   |                                                                                                                                                                                                      | Inclusive Communities                                                    | Evaluation data reviewed annually 2026–2028.           |
|                                                                                                                                                                                   |                                                                                                                                                                                                      | UNSW UDL Guild                                                           |                                                        |
| Develop an evaluation framework to enhance understanding of experiences of students with disability at UNSW and inform programs that address the identified gaps in experiences.  | QILT SES institutional data is reviewed alongside internal data to evaluate the effectiveness of programs in closing the disparity between students with disability and students without disability. | DVC Academic Quality – Education Insights<br>Equitable Learning Services | 2026–2027                                              |
| <b>Outcome: UNSW supports students with disability to feel seen, heard, valued, and part of something bigger.</b>                                                                 |                                                                                                                                                                                                      |                                                                          |                                                        |
| Implement the UNSW Belonging Framework.                                                                                                                                           | Annual Faculty Scorecard data.                                                                                                                                                                       | DVCESE – Belonging and Onboarding                                        | 2026                                                   |
| Faculty initiatives mapped against the Framework are accessible and inclusive by design and co-designed with students with disability.                                            | Increased student engagement and number of initiatives co-designed with students with disability.                                                                                                    | Faculties                                                                | 2026–2027                                              |
| Development and implementation of a Faculty Belonging Index Scorecard.                                                                                                            | Increase in positive experiences from students with disability in the annual University-wide Belonging Survey.                                                                                       | DVCESE – Belonging and Onboarding                                        | 2026                                                   |
|                                                                                                                                                                                   | Review UNSW QILT data to track reduced disparity in experiences of inclusion between students with disability and students without disability.                                                       |                                                                          | Ongoing review of scorecard and survey data 2026–2028. |



# Environments

UNSW's built, digital, and communicative environments are inclusive and accessible by design, informed by Universal Design Principles and consultation with users.

## UNSW the first university in Australia to be assessed under the Autism Friendly Framework.

In 2024, UNSW became the first university in Australia to have its main campus assessed under the Autism Friendly Framework. This built on the successful pilot at the Paddington campus in 2022. Led by Dr Scott Brown from the Arts, Design and Architecture (ADA) faculty, and delivered in partnership with Aspect Australia, the assessment was the largest of its kind. It reflects UNSW's strong commitment to equity, accessibility, and positive social impact.

The Autism-Friendly review of the Kensington campus provided clear recommendations, which have been developed into an action list for Estate

Management to embed into future campus planning and operations.

UNSW has also expanded the Hidden Disabilities Sunflower initiative across the University. Sunflower lanyards are now available at key locations, and an awareness module has been introduced to support respectful engagement. The initiative has been widely embraced by staff, helping to create a more inclusive and supportive campus environment.

# Action plan

## Environments: Digital accessibility

| Actions                                                                                                             | Impact measures                                                                                                      | Responsibility                   | Timeframe |
|---------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|----------------------------------|-----------|
| Outcome: Our digital communications and environments are accessible to everyone.                                    |                                                                                                                      |                                  |           |
| Monitor and improve web accessibility.                                                                              | Quarterly web accessibility audits are conducted with SiteImprove and accessibility scores tracked and reviewed.     | Marketing and Digital Experience | 2026–2028 |
| Accessibility assessments by Intopia are conducted to ensure new websites conform with WCAG level AA.               | Intopia audit reports outline compliance and identified accessibility issues.                                        | Marketing and Digital Experience | 2026–2028 |
| Outcome: Staff feel supported and are confident in providing accessible digital content.                            |                                                                                                                      |                                  |           |
| All faculty and divisional Adobe Experience Manager editors are provided with compliance training.                  | Completion rates of mandatory compliance training for Adobe Experience Managers captured annually.                   | Marketing and Digital Experience | 2026–2028 |
| The Accessibility Guidelines on the UNSW Web Guide are updated to align with current standards.                     | External review from Intopia identifying updates.                                                                    | Marketing and Digital Experience | 2026      |
|                                                                                                                     | Updated Guidelines are published, socialised and engagement metrics tracked.                                         |                                  |           |
| Outcome: UNSW proactively provides accessible digital technology for staff and students.                            |                                                                                                                      |                                  |           |
| Review and update the compliance testing process to make accessibility testing a mandatory requirement.             | Report provided to DIAP Implementation group on the number of projects electing to undertake accessibility training. | ICT                              | 2026      |
| Review the assistive software options available to staff and students and increase the variety of software offered. | Report on current use and offerings and proposed additional offerings presented to DIAP Implementation Group.        | ICT                              | 2026–2027 |
|                                                                                                                     |                                                                                                                      | Inclusive Communities            |           |
|                                                                                                                     |                                                                                                                      | Equitable Learning Services      |           |
|                                                                                                                     |                                                                                                                      | Library                          |           |

| Actions                                                                                                                          | Impact measures                                                                        | Responsibility               | Timeframe                                                             |
|----------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|------------------------------|-----------------------------------------------------------------------|
| Embed UNSW’s commitment to providing accessible digital technology within the Technology Strategy and at a policy level.         | Strategy and policy with accessibility commitment approved and endorsed by leadership. | IT – Governance and Planning | 2026–2027                                                             |
| Review digital technology standards and guidelines annually to ensure they are in line with the latest standards and technology. | Audits of current standards and guidelines with identified updates.                    | ICT                          | Review of standards annually with updates made as required 2026–2028. |

## Environments: Procurement

| Actions                                                                                                                                                     | Impact measures                                                                                                        | Responsibility | Timeframe                                       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|----------------|-------------------------------------------------|
| <b>Outcome: UNSW provides products and services that are accessible to our UNSW community and that demonstrate compliance with accessibility standards.</b> |                                                                                                                        |                |                                                 |
| Request for Proposal (RFP) questions are reviewed for each procurement category, and accessibility requirements are embedded into the template.             | Information on vendor accessibility compliance and practices is tracked and included in the assessment of vendors.     | Procurement    | 2026                                            |
|                                                                                                                                                             |                                                                                                                        |                | Review of vendor compliance annually 2026–2028. |
| Review how UNSW assesses vendors to ensure accessibility is considered when selecting providers.                                                            | Report to DIAP Implementation Group on updates to accessibility requirements and commitments in procurement processes. | Procurement    | 2026                                            |
| Review of UNSW procurement processes to ensure alignment with current accessibility standards.                                                              |                                                                                                                        |                | Review of vendor compliance annually 2026–2028. |
| Include accessibility action areas in the update of the Sustainable Procurement Roadmap.                                                                    |                                                                                                                        |                |                                                 |

# Action plan

## Environments: Events and communications

| Actions                                                                                                            | Impact measures                                                                                                                | Responsibility                              | Timeframe |
|--------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|-----------|
| Outcome: UNSW events are accessible and inclusive for everyone.                                                    |                                                                                                                                |                                             |           |
| Develop and implement standards to ensure events at UNSW are accessible through physical and digital environments. | Data on accessibility requests is used to inform the effectiveness of standards and uplift of accessibility within key spaces. | Strategic Events                            | 2026–2027 |
|                                                                                                                    |                                                                                                                                | Estate Management                           |           |
| Further socialise the Accessible and Inclusive Events Hub                                                          | Increased engagement with the Accessible and Events Hub.                                                                       | Strategic Events                            | 2026      |
|                                                                                                                    |                                                                                                                                | Inclusive Communities                       |           |
|                                                                                                                    |                                                                                                                                | Brand and Internal Corporate Communications |           |
| Outcome: UNSW communications are accessible to everyone and use inclusive language.                                |                                                                                                                                |                                             |           |
| Establish UNSW standards for accessible communications and marketing and build these into formal processes.        | Accessibility considerations for campaigns and communication pieces assessed and reviewed.                                     | Brand and Internal Corporate Communications | 2026–2027 |
|                                                                                                                    | Report to DIAP Implementation Group on engagement with standards and review mechanisms.                                        | Marketing and Digital Experience            |           |
|                                                                                                                    |                                                                                                                                | Inclusive Communities                       |           |

## Environments: Built environment

| Actions                                                                                                                                                               | Impact measures                                                                                          | Responsibility    | Timeframe |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|-------------------|-----------|
| Outcome: UNSW fosters a welcoming and inclusive environment that ensures equitable access and removes barriers to participation on campus.                            |                                                                                                          |                   |           |
| Develop an implementation strategy for the roll out of identified spaces (including sensory rooms, all gender bathrooms, changing places, multifaith, parents rooms). | An uplift in the number of these facilities across all UNSW precincts.                                   | Estate Management | 2026–2027 |
|                                                                                                                                                                       | Increased consultations across the university with stakeholders to inform identified space requirements. |                   |           |

| Actions                                                                                                                                                                                                                            | Impact measures                                                                                                                                                   | Responsibility    | Timeframe                       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|---------------------------------|
| Maintain improvements to facilities so that they are accessible and inclusive.                                                                                                                                                     | Number of accessible bathrooms.                                                                                                                                   | Estate Management | Annually as required 2026–2028. |
|                                                                                                                                                                                                                                    | Number of hearing loops regularly maintained.                                                                                                                     |                   |                                 |
| Development of an action plan that captures identified, prioritised and recommended actions from the Disability Discrimination Act (DDA) audit and the Aspect Australia Autism Friendly Framework Assessment of Kensington campus. | Report to the EDISG Board and DIAP Implementation Group annually on prioritised and implemented work.                                                             | Estate Management | Report annually 2026–2028.      |
|                                                                                                                                                                                                                                    | Uplift in the number of compliances to align with the current code.                                                                                               |                   |                                 |
| Universal Design principles and accessibility measures are embedded into Campus Master Plan Strategies to support the development of accessible and inclusive built environments.                                                  | Increased consultations and feedback from the UNSW community.                                                                                                     | Estate Management | 2026–2027                       |
|                                                                                                                                                                                                                                    | Number of development projects that embed accessible principles and user consultation.                                                                            |                   |                                 |
| Formalise consultation processes to ensure people with disability are engaged through co-design and there is a clear feedback mechanism for reporting accessibility issues.                                                        |                                                                                                                                                                   |                   |                                 |
| Develop an External Environment Strategy to support the activities of the University and to create a sense of belonging.                                                                                                           | Uplift in the number and types of activities supported through external spaces that centre access and inclusion.                                                  | Estate Management | 2026–2027                       |
| Development of UNSW Canberra City Precinct puts access and inclusion at the core of the design phase.                                                                                                                              | Report to DIAP Implementation Group on the accessibility considerations for the build, and improvements made to the existing precinct public and teaching spaces. | Estate Management | 2026–2028                       |
|                                                                                                                                                                                                                                    |                                                                                                                                                                   | UNSW Canberra     |                                 |
| Development of a dedicated sensory space for students within the library at UNSW Canberra.                                                                                                                                         | Report to DIAP Implementation Group on the development and use of the space.                                                                                      | UNSW Canberra     | 2026                            |
|                                                                                                                                                                                                                                    |                                                                                                                                                                   |                   | Engagement data reported 2027.  |



# Embedding inclusion

UNSW will strengthen capability and embed organisation-wide accountability for inclusion, fostering a culture where disability is understood, respected and celebrated.

“Disability inclusion is deeply ingrained and second nature.”

–  
UNSW staff member and student feedback on what Disability Inclusion looks like at UNSW from DIAP community consultation.

## UNSW's ongoing commitment to disability inclusion

In 2024, UNSW participated in the Australian Disability Network's Access and Inclusion Index for the second time, following our first submission in 2021. The Index helps organisations measure progress, identify best practices and find opportunities to improve accessibility and inclusion.

UNSW achieved a 23% improvement on our 2021 score, ranking 4th overall out of the 44 organisations that participated in 2024, and 2nd among 7 organisations in the Education Industry. These results were celebrated at the 2025 Australian Disability Network Conference, where UNSW was recognised as a Top 10 performer. These results reflect significant progress since 2021 and highlight UNSW's ongoing commitment to creating inclusive environments, where accessibility is embedded across our culture, systems and communications.

# Action plan: Embedding inclusion

| Actions                                                                                                                                                                                              | Impact measures                                                                                                                                              | Responsibility        | Timeframe                                                                                  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|--------------------------------------------------------------------------------------------|
| <b>Outcome: UNSW staff have an increased understanding and capability to foster a respectful and inclusive culture and integrate accessible practices into their work and everyday interactions.</b> |                                                                                                                                                              |                       |                                                                                            |
| Develop a Neurodiversity module that centres UNSW research, resources and community experiences.                                                                                                     | Completion rates are captured for the module annually.                                                                                                       | Inclusive Communities | 2026                                                                                       |
|                                                                                                                                                                                                      | Participant feedback reviewed to assess effectiveness and impact of the module in raising awareness of and confidence in embedding neuroinclusive practices. | UDL Guild             | Training evaluation data reviewed annually to assess impact 2026–2028.                     |
|                                                                                                                                                                                                      |                                                                                                                                                              | Diversified           |                                                                                            |
| Accessibility@UNSW training is regularly provided for staff, students and leadership teams.                                                                                                          | Increase in completion rates for training annually.                                                                                                          | Inclusive Communities | Training evaluation and Insights survey data reviewed annually to assess impact 2026–2028. |
|                                                                                                                                                                                                      | Evaluation data from trainings indicate increased understanding of disability inclusion and confidence in embedding accessible practices.                    |                       |                                                                                            |
|                                                                                                                                                                                                      | Review institutional data measures related to inclusion and work environments for increased agreement rates and positive feedback.                           |                       |                                                                                            |
| Deliver co-designed and network-led initiatives that raise awareness of disability inclusion, neuroinclusion and intersectionality and promote inclusive practices.                                  | Engagement metrics and participant feedback indicate increased engagement and awareness within the UNSW community.                                           | Inclusive Communities | 2026–2028                                                                                  |
|                                                                                                                                                                                                      |                                                                                                                                                              |                       | Initiatives evaluation and engagement data reviewed annually 2026–2028.                    |
| Development of resources that increase awareness of the Hidden Disabilities Sunflower initiative and awareness of non-visible disabilities.                                                          | Engagement metrics indicate an increase in staff engagement with resources and the Hidden Disabilities Sunflower awareness module.                           | Inclusive Communities | 2026                                                                                       |
|                                                                                                                                                                                                      |                                                                                                                                                              |                       | Engagement data with trainings reviewed annually 2026–2028.                                |

| Actions                                                                                                                        | Impact measures                                                                                                                                                                                                                                                                                                  | Responsibility        | Timeframe                                                                                  |
|--------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|--------------------------------------------------------------------------------------------|
| Outcome: Leaders and managers have the skills and confidence to create inclusive and accessible work environments.             |                                                                                                                                                                                                                                                                                                                  |                       |                                                                                            |
| Information on disability inclusion and accessible practices is embedded into existing UNSW training for managers.             | Completion rates and participation feedback are captured for training annually.                                                                                                                                                                                                                                  | Inclusive Communities | 2026                                                                                       |
|                                                                                                                                | Insights survey indicates an increase in positive responses to measures that relate to leaders and inclusion.                                                                                                                                                                                                    | People and Culture    | Data reviewed annually 2026–2028.                                                          |
| Develop and implement Workplace Adjustments Training for Managers, in collaboration with the Australian Disability Network.    | Staff feedback on Workplace Adjustments is reviewed regularly to determine the effectiveness of training.                                                                                                                                                                                                        | Inclusive Communities | 2026                                                                                       |
|                                                                                                                                | Participant feedback captured to review effectiveness and impact of training.                                                                                                                                                                                                                                    |                       | Training evaluation data and staff feedback reviewed annually to measure impact 2026–2028. |
| Outcome: Policies and procedures embed inclusive practices and are accessible to the UNSW community.                           |                                                                                                                                                                                                                                                                                                                  |                       |                                                                                            |
| Review and revise UNSW policies and procedures to improve the accessibility of our processes and improve disability inclusion. | Reporting provided to the DIAP Implementation Group on the accessibility of policies and policy updates.                                                                                                                                                                                                         | Inclusive Communities | Report annually on improvements and updated policy 2026–2028.                              |
|                                                                                                                                |                                                                                                                                                                                                                                                                                                                  | Governance            |                                                                                            |
| Review and enhance the accessibility of UNSW policies.                                                                         | Success measures for policies captured and reported to DIAP Implementation Group: <ul style="list-style-type: none"><li>• Reading ease scores between 50-75</li><li>• Flesch-Kincaid grade scores between 7.0-12.0</li><li>• Active voice scores 75%-100%</li><li>• Policies meet 75% of WCAG criteria</li></ul> | Policy leads          |                                                                                            |
|                                                                                                                                |                                                                                                                                                                                                                                                                                                                  |                       |                                                                                            |

# Action plan: Embedding inclusion

| Actions                                                                                                                                                                                                    | Impact measures                                                                                                                                                          | Responsibility                                                                                               | Timeframe                  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|----------------------------|
| <b>Outcome: UNSW continuously reviews and evaluates its progress towards accessibility and disability inclusion.</b>                                                                                       |                                                                                                                                                                          |                                                                                                              |                            |
| DIAP reporting is embedded into UNSW governance structures.                                                                                                                                                | DIAP Implementation Group reports to the EDISG Board and relevant networks at least twice a year on progress and measures.                                               | Inclusive Communities<br>DIAP Implementation Group                                                           | Report annually 2026-2029. |
| Review existing disability inclusion feedback systems for improvement and increase awareness for feedback processes for accessibility issues.                                                              | Feedback is captured and tracked to inform updates to processes, programs or environments.                                                                               | Inclusive Communities<br>DIAP Implementation Group<br>Marketing and Digital Experience                       | 2026–2028                  |
| Participate in the Australian Disability Network’s Access and Inclusion Index to assess access and inclusion maturity.                                                                                     | Comprehensive Evaluation Report and Benchmarking Report on the results of UNSW’s submission reported to the EDISG Board and used to inform development of the next DIAP. | Inclusive Communities<br>DIAP Implementation Group                                                           | 2028 -2029                 |
| <b>Outcome: Ensure people with disability and experts are involved in the design of programs, processes and policy.</b>                                                                                    |                                                                                                                                                                          |                                                                                                              |                            |
| Consultation and co-design are undertaken with relevant networks and consultative groups to ensure UNSW activities centre lived experience of disability and take an intersectional approach to inclusion. | Track programs and projects that embed co-design and consultation with UNSW staff and students with disability.                                                          | Inclusive Communities<br>DIAP Implementation Group<br>Relevant networks and consultative groups<br>Faculties | 2026–2028                  |



# Societal impact and research

UNSW is externally recognised for leadership and thought-leading research in disability inclusion and provides inclusive experiences for researchers with disabilities.

## Disability Innovation Institute, a leader in inclusive research practices

Based on its extensive experience in national and international research partnerships, the Disability Innovation Institute (DIIU) has produced a series of guidelines on inclusive research and co-production practices.

*Doing Research Inclusively: Guidelines for Co-Producing Research with People with Disability*, published in 2020, sets out key benefits, principles and strategies that underpin the UNSW Disability Innovation Institute approach to co-producing research with people with disability. The content is drawn from a comprehensive review of the literature, the experience of leading inclusive researchers at UNSW, and community partner organisations of people with disability.

*Doing Research Inclusively: Co-Production in Action* was released in May 2022 and complements the previous guidelines by providing more detailed practical strategies for every step of the co-production design research.

Most recently, *Doing Research Inclusively: Guidance on Ethical Issues in Co-production* was launched in October 2024. It addresses issues faced by academic researchers when they apply for ethics approval for a research project co-produced with people with disability, and by ethics committees that review and approve such applications.

# Action plan:

## Societal impact and research

| Actions                                                                                                                                                                                                                   | Impact measures                                                                                                                                                                                                                                   | Responsibility                                              | Timeframe                                                             |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------|-----------------------------------------------------------------------|
| <b>Outcome: Increased awareness and engagement on issues of inclusion and belonging for people with disability. UNSW research excellence contributes to achieving greater societal impact for people with disability.</b> |                                                                                                                                                                                                                                                   |                                                             |                                                                       |
| Develop a Framework to outline the approach to translating the findings and recommendations of the Disability Royal Commission (DRC) Final Report into internal and external UNSW processes.                              | Progress reported in line with Societal Impact Framework indicators and annual reporting.<br><br>Published communications on the implementation the DRC Translational Framework.                                                                  | Professor of Practice- Disability                           | 2026<br><br>Progress reported annually 2026–2028.                     |
| Strengthen international collaboration in disability research, through initiatives like Disability Matters.                                                                                                               | Annual engagement data for UNSW Sydney-led Disability Matters Symposiums for the duration of the project.<br><br>Engagement data on communication pieces highlighting the research outputs from Disability Matters initiative.                    | Disability Innovation Institute                             | Reported annually 2026–2028.                                          |
| Enhance the Disability Innovation Institute’s visibility as an advisor on inclusive research methods and co-design.                                                                                                       | Engagement data captured annually on initiatives developed and led by the Disability Innovation Institute.                                                                                                                                        | Disability Innovation Institute                             | Impact measures captured and reviewed annually 2026–2028.             |
| Establish the UNSW Adaptive Design Lab to create a purpose-built environment for co-producing research with neurodivergent people, people with disabilities and other underrepresented communities.                       | Papers published on the research undertaken in the Lab.<br><br>Engagement data captured on collaborations, programs and events led by the lab.<br><br>Increased participation of neurodivergent people and people with disability as researchers. | Arts, Design and Architecture, City Futures Research Centre | 2026<br><br>Impact measures captured and reviewed annually 2026–2028. |

| Actions                                                                                                                                                        | Impact measures                                                                                                                                                                  | Responsibility                                                              | Timeframe                                                 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|-----------------------------------------------------------|
| <b>Outcome: UNSW has a community of high-quality, disability-inclusive researchers and provides inclusive research experiences for people with disability.</b> |                                                                                                                                                                                  |                                                                             |                                                           |
| Develop centralised UNSW resources to support inclusive research practices and co-design, centring the industry-leading work of UNSW Institutes and Centres.   | Number of co-designed resources developed.<br><br>Engagement data for resources is captured.                                                                                     | Disability Innovation Institute<br><br>UNSW Centres and Institutes          | Engagement data reviewed annually 2026–2027.              |
| Resources on inclusive research practices are published on the central Research Ethics and Compliance Support (RECS) SharePoint.                               | Visitation and engagement data is captured annually for the SharePoint resources.                                                                                                | UNSW Human Research Ethics Committee<br><br>Disability Innovation Institute | 2026<br><br>Engagement data captured annually 2026–2028.  |
| Review Higher Degree Research (HDR) processes and supports to identify barriers and actions required to improve accessibility.                                 | Report on identified barriers and action plan for improvements to the EDISG Board.<br><br>Biannual student satisfaction surveys indicate improved experiences of HDR candidates. | PVCRT (GRS and Research Training)<br><br>Equitable Learning Services        | 2026–2027<br><br>Student survey data reviewed biannually. |
| Investigate the accessibility of UNSW’s ethics process and identify barriers and actions to improve accessibility.                                             | Report to DIAP Implementation Group on identified barriers and improvements to processes.                                                                                        | Research Ethics and Compliance Support (RECS)                               | 2027                                                      |

**UNSW**

# Thanks to our community

We want to acknowledge the invaluable contributions of those with lived experience of disability, chronic illness, and neurodivergence, which have played a vital role in shaping this action plan. Their contributions have been instrumental in highlighting persistent barriers and have guided our continued commitment to providing an accessible and inclusive university for our UNSW community.