


DISABILITY INCLUSION ACTION PLAN



2022–2025 | Reviewed September 2023



QUT acknowledges the Turrbal and Yugara, as the First Nations owners of the lands where QUT now stands. We pay respect to their Elders, lores, customs and creation spirits. We recognise that these lands have always been places of teaching, research and learning. QUT acknowledges the important role Aboriginal and Torres Strait Islander people play within the QUT community.





Contents

Foreword from the Vice-Chancellor	2
Executive Sponsor Message	3
1. Strategic context	4
2. Consultation	5
3. Actions	6
References	12

Foreword from the Vice-Chancellor

Queensland University of Technology (QUT) is committed to accessibility, diversity and inclusion. We strive to ensure that our university is a welcoming, inclusive and enabling place to study and work for all students and staff.

The *Disability Inclusion Action Plan 2022–2025* renews our commitment to diversity and inclusion, and challenges us to continually improve our university's services, processes and facilities, ensuring that QUT enables all students and staff with a disability to reach their full potential.

The *Disability Inclusion Action Plan 2022–2025* aligns with our commitment to upholding the *Disability Standards for Education 2005 (DSE)* along with the priorities within *Connections – the QUT Strategy 2023–2027* that builds on our long history as a university of access to increase pathways to success in higher education by strengthening the university experience for all students.

QUT has a wealth of resources and expertise to drive forward with an action plan that encompasses a wide range of areas and disciplines, ensuring that greater inclusion is embedded across the entire university.

I am pleased to endorse the *Disability Inclusion Action Plan 2022–2025* and encourage the whole university community to work together to ensure that QUT is leading the way in accessibility and inclusion for all.



Professor Margaret Sheil AO
Vice-Chancellor and President, QUT





Executive Sponsor Message

As a key ambassador for the *Disability Inclusion Action Plan 2022–2025*, I am committed to overseeing disability and accessibility within QUT to ensure greater inclusion for all staff and students.

Key priority areas within the *Disability Inclusion Action Plan 2022–2025* include physical infrastructure, digital accessibility, learning and teaching, training, and resources, to ensure our students and staff are enabled and supported to study and work successfully.



Professor Troy Farrell,
Executive Dean, Faculty of Science

1. Strategic context

The *DIAP* is underpinned by:

- *Connections – QUT Strategy 2023–2027*
- The *QUT Manual of Policies and Procedures (MOPP)*
- federal and state legislation including *Disability Discrimination Act 1992 (Cth)(DDA)*, *the Anti-Discrimination Act 1991 (Qld)* and the *Disability Standards for Education 2005*
- international conventions, legislation and internal and external guidelines as outlined in **References** (refer to page 12)
- universal design in learning and built environment
- associated diversity and inclusion action plans.

The QUT strategy involves:

- connecting aspiration to opportunity
- connecting knowledge and discovery
- connecting with the real world
- connecting people and purpose
- connecting through technology.

Built around the university's core values of ambition, curiosity, integrity, inclusiveness, innovation and academic freedom, *Connections* will support students and help them realise their full potential through providing flexible learning environments, oriented education, access to employers and lifelong learning opportunities.

The commitments outlined in this action plan align with the following QUT policies and procedures:

- A/8.4 – Equal Opportunity and Diversity
- A/8.6 – Disability
- C/4.4 – Work Integrated Learning
- C/6.4 – Use of QUT Digital Media for Learning and Teaching
- E/3.2 – Suitability to Study
- E/3.3 – Suitability for Professional Experience.

This *DIAP* updates the *QUT Disability Action Plan 2011–2013*, to ensure that it meets contemporary needs and standards.

Under the DDA, and for the purposes of the action plan, 'disability' includes temporary and permanent disabilities, physical, intellectual, sensory, neurological, learning and psychosocial disabilities, diseases or illnesses, physical disfigurement, medical conditions and work-related injuries. It is important to acknowledge that not all disabilities are visible to others.

The principles of inclusive education and universal design underpin many key actions. This is particularly notable in relation to accessible digital and physical infrastructure, curriculum design and delivery, and improved mobility around our campuses.

The *DIAP* will be implemented alongside the *QUT LGBTIQ+ Action Plan*, the *Student Sexual Assault and Sexual Harassment Action Plan*, *Campus to Country: Positioning Strategy* and the *QUT Health and Wellbeing Strategy* as part of an integrated university-wide commitment to diversity and inclusion for all students and staff.



2. Consultation

The *DIAP* was developed through extensive consultation with QUT stakeholders including students and staff with lived experience of disability. This action plan has been built upon the work of the original working party and its academic leads who developed an initial questionnaire which received 191 responses from staff and students with lived experience of disability. This offered insights into what they would like included in the action plan and ways in which QUT could become a more inclusive and accessible university.

These insights formed the basis of many priorities and actions developed throughout the consultation process.

The next stage of consultation included the formation of a reference group of stakeholders across QUT who identified and agreed upon the priority areas arising from the initial consultation. Consultation was ongoing throughout the development of the action plan which allowed continual input from many university stakeholders and from staff and students with lived experience of disability.

A consultation draft was considered and endorsed with further recommendations by the University Equity Committee at its October 2021 and April 2022 meetings. On 5 May 2022, the National Tertiary Education Union (NTEU), through the Joint Consultative Committee process, received a briefing on the development of the *DIAP* and requested feedback.

Oversight of the *DIAP*'s implementation rests within the Student Services and Wellbeing portfolio through a collaboration of Equity (which leads strategy, policy, reporting and governance) and service delivery areas. A DIAP Reference Group provides additional guidance and expertise, and progress on implementation is reported through the University Equity Committee. The DIAP Reference Group membership includes expertise from all responsible areas, as well as student and staff representatives with relevant lived experience. Responsible areas will report annually on their progress towards actions.

Responsible areas include:

Responsibility legend	
Academic Division	Education Portfolio <ul style="list-style-type: none"> • Learning and Teaching Unit • Library • QUT You
	Office of the Deputy Vice-Chancellor and Vice-President
	Research Portfolio <ul style="list-style-type: none"> • Research Strategy and Policy <ul style="list-style-type: none"> – Graduate Research Education and Development
Administrative Division	Campus Services <ul style="list-style-type: none"> • Estate Planning • Integrated Transport Services • Retail and Commercial Operations • Security
	Digital Business Solutions
	Human Resources
	Facilities Management <ul style="list-style-type: none"> • Capital Works • Major Projects
	Student Services and Wellbeing <ul style="list-style-type: none"> • Equity • Health, Safety and Environment • QUT Sport • Student Administration • Student Engagement • Student Services <ul style="list-style-type: none"> – Disability and Accessibility Services • Wellbeing strategy team
Chancellery Division	Indigenous Australians <ul style="list-style-type: none"> • Oodgeroo Unit
	Marketing and Communication
Faculties	<ul style="list-style-type: none"> • Business and Law; Creative Industries, Education and Social Justice; Engineering; Health; Science • Centre for Inclusive Education
Other	Disability Inclusion Action Plan Reference Group

3. Actions

PRIORITY AREA 1: PHYSICAL INFRASTRUCTURE					
Item	Action	Key results and outcomes	Responsible area	Timeline	Related documents
1.1	<p>Ongoing consultation between Campus Services, Facilities Management and Disability and Accessibility Services and other relevant stakeholders for existing and future works through the 'equity of access' program.</p> <p>Examples include a range of desk/table heights and seating types when refurbishing reception waiting rooms, classrooms, break-out rooms, tea rooms, installing accessible toilets, automatic doors or access for key hubs, etc with an annual review.</p>	Effective communication between stakeholders to ensure accessibility in physical infrastructure.	<ul style="list-style-type: none"> Facilities Management Disability and Accessibility Services Health, Safety and Environment Estate Planning 	Ongoing	QUT Estate Master Plan QUT – Contractors
1.2	<p>For new buildings and major refurbishments, QUT adopts approaches which, where practical, exceed standard compliance requirements and incorporate best practice.</p> <p>Examples of this may include scoping accessible bathrooms with automatic doors where possible, appropriate signage, installing lift cars with dimensions exceeding code, and providing a range of desk/table heights and seating types when outfitting reception waiting rooms, classrooms, break-out rooms, tea rooms, etc.</p>	Improved process for addressing accessibility and mobility concerns on campus.	<ul style="list-style-type: none"> Capital Works Estate Planning 	Ongoing	MOPP – A/8.6 Disability Disability (Access to Premises – Buildings) Standards 2010 National Construction Code (Australian Building Codes Board) 2019
1.3	<p>Kelvin Grove campus accessibility can be improved through planning and delivering projects via its major and minor works programs. Priority initiatives include ensuring the 'campus heart' includes accessibility features such as all-weather, central, visible facilities as appropriate in master plans.</p>	Greater physical accessibility and mobility across Kelvin Grove campus.	<ul style="list-style-type: none"> Capital Works Major Projects Estate Planning 	Ongoing	Disability (Access to Premises – Buildings) Standards 2010 National Construction Code (Australian Building Codes Board) 2019
1.4	<p>Physical infrastructure strategies and guidelines to be updated to include provisions for disability inclusion. This includes embedding elements as appropriate into existing audit and review activities.</p> <p>The physical infrastructure strategies to be developed by Estate Planning and Campus Services throughout 2023 include workspace policy (physical space), ground plane activation and retail strategies, car parking strategy and wayfinding strategy.</p>	Physical infrastructure planning and design standards and guidelines adequately consider and address accessibility needs.	<ul style="list-style-type: none"> Facilities Management Equity, Disability and Accessibility Services Estate Planning 	2023	QUT Campus Services – Design Standards and Guidelines

PRIORITY AREA 1: PHYSICAL INFRASTRUCTURE *(continued)*

Item	Action	Key results and outcomes	Responsible area	Timeline	Related documents
1.5	Explore and scope an audit on key accessibility facilities to inform a strategy and ongoing program of work for improvements to accessibility. This includes key areas such as access to parking, access to the 'campus heart', and mobility around critical pathways and hubs (e.g. access to libraries, teaching spaces, eateries and key facilities).	Improved planning for accessibility.	<ul style="list-style-type: none"> Capital Works Estate Planning Integrated Transport Services 	Ongoing	AS Disability code 1428.1
1.6	<p>Improved access to key campus services (e.g. transport, security, retail) provided to staff and students including the following priorities:</p> <ul style="list-style-type: none"> implementing night shuttle bus routes which are weatherproofed, wheelchair accessible and have lowered steps and/or ramp access for ambulant passengers with a disability improving access to shuttle bus through consultation with the Brisbane City Council around shuttle bus routes which allow for better access between main Kelvin Grove campus and Creative Industries precincts, and options to provide increased mobility around campus (small people movers, making sure there are adequate parking spaces) exploring security options in undercover parking facilities such as phone intercoms and emergency call points (where mobile phone coverage is problematic) promotion of SafeZone app for staff and students introducing sensory-friendly spaces in the libraries at Kelvin Grove and Gardens Point. 	Improved access to key campus services.	<ul style="list-style-type: none"> Integrated Transport Services Disability and Accessibility Services Health, Safety and Environment Library 	2023	

PRIORITY AREA 2: DIGITAL ACCESSIBILITY

Item	Action	Key results and outcomes	Responsible area	Timeline	Related documents
2.1	Introduction of new learning management system (LMS) – Canvas. Canvas to improve accessibility and consistency of learning content. Support academic use of new LMS accessibility checker.	Consistency in accessibility across learning resources.	<ul style="list-style-type: none"> Learning and Teaching Unit Administrative Division 	2023–2024	MOPP – C/6.4 Use of Digital Media for Learning and Teaching
2.2	Review Digital Learning Framework to increase focus on Universal Design for Learning (UDL) incorporating guidelines and support for developing accessible resources and undertaking user testing as appropriate.	Design guidelines up to date and accessible.	<ul style="list-style-type: none"> Learning and Teaching Unit 	2023 ongoing	ADCET – Universal Design
2.3	Provide guidance for teaching staff around accessible learning and teaching resources, including the use of transcriptions through Tier 0 resources and integration of UDL into LTU professional development modules. Resources available on Canvas.	All teaching staff are aware of methods for improving accessibility in learning content.	<ul style="list-style-type: none"> Learning and Teaching Unit 	End of 2023	Canvas – Staff – QUT Portal QUT Framework for Development in Learning and Teaching
2.4	Provide auto-generated and editable closed-captioning across Zoom, Echo360 and other relevant platforms. Availability in Canvas.	Closed captioning available across all relevant platforms.	<ul style="list-style-type: none"> Learning and Teaching Unit Administrative Division Disability and Accessibility Services 	Immediate/ completed	Digital learning tools
2.5	Ensure web content accessibility meets Web Content Accessibility Guidelines (WCAG) 2.1 Conformance Level AA.	Compliance achieved and web accessibility improved.	<ul style="list-style-type: none"> Digital Business Solutions Marketing and Communication 	2023 onwards	Web Content Accessibility Guidelines (WCAG) 2.1 Accessible IT Procurement (caudit.edu.au)
2.6	Ensure new LMS web authoring tools and authored content meet Authoring Tool Accessibility Guidelines (ATAG) 2.0 Conformance Level AA.	Compliance achieved and content accessibility improved.	<ul style="list-style-type: none"> Learning and Teaching Unit Digital Business Solutions 	Ongoing	Authoring Tool Accessibility Guidelines (ATAG)
2.7	Consider the use of an accessibility management platform to scan sites for accessibility and address accessibility issues (subject to investment appraisal). Conduct accessibility assessments of platforms in use and before procuring new platforms through an external managed provider.	Ensure all QUT sites and platforms are consistently accessible.	<ul style="list-style-type: none"> Digital Business Solutions Learning and Teaching Unit Marketing and Communication Major Projects 	Ongoing	Web Content Accessibility Guidelines (WCAG) 2.1

PRIORITY AREA 3: LEARNING AND TEACHING

Item	Action	Key results and outcomes	Responsible area	Timeline	Related documents
3.1	Embed inclusive education principles into a suite of LTU professional development modules for academic, professional and sessional staff who teach or support learning. Explore opportunities to develop a micro-credential or badging mechanism for staff members who can demonstrate effectiveness in inclusive education.	Ensure that teaching staff are widely aware of the fundamental concepts and principles of inclusive education and strategies to integrate these into their courses.	<ul style="list-style-type: none"> Centre for Inclusive Education Learning and Teaching Unit 	2023–2024	Module Plus – Inclusive education: Core concepts and essential knowledge ADCET – Universal Design QUT Framework for development in learning and teaching
3.2	Develop a cross-disciplinary unit for students on inclusive education as part of QUT's new curriculum offerings.	Ensure the course is available across all faculties.	<ul style="list-style-type: none"> Centre for Inclusive Education 	2023–2024	
3.3	Integrate inclusivity awareness raising activities as part of the QUT You festival.	Ensure that all activities are accessible and inclusive practice is upheld.	<ul style="list-style-type: none"> Learning and Teaching Unit QUT You Faculties 	2023 ongoing	
3.4	Ensure that career development learning and associated programs/activities (including but not limited to the QUT Mentoring Community) are inclusive and accessible in accordance with the National Career Institutes' best practice principles for career development, learning for students with lived experience of disability (and relevant national association recommendations).	Improve provision of careers services for students with lived experience of disability.	<ul style="list-style-type: none"> Learning and Teaching Unit 	Immediate/ongoing	MOPP – C/4.4 Work Integrated Learning MOPP – E/3.3 Suitability for Professional Experience
3.5	Staff to consult with LTU, including the Curriculum Design Studio, QUT Academy of Learning and Teaching and Student Success Group for UDL support when redesigning or developing units or materials.	Improved curriculum design for universal access.	<ul style="list-style-type: none"> Learning and Teaching Unit Faculties 	2022 – ongoing	
3.6	Expand the START QUT program for greater inclusion of students with a disability in its recruitment of prospective students.	Increase accessibility of QUT for prospective students.	<ul style="list-style-type: none"> Learning and Teaching Unit Marketing and Communication Faculties 	2023 – ongoing	START QUT

PRIORITY AREA 4: TRAINING AND RESOURCES

Item	Action	Key results and outcomes	Responsible area	Timeline	Related documents
4.1	Clearer communication on supports available for prospective students (and their parents/carers), current students with a disability, and staff who support students with a disability, through corporate webpages and usability testing for internal and external webpages.	Prospective and current students and staff to gain a greater understanding of available support.	<ul style="list-style-type: none"> Marketing and Communication Administrative Division Disability and Accessibility Services Learning and Teaching Unit 	Ongoing	Disability Services support – QUT Student Engagement – Staff – QUT Portal
4.2	<ul style="list-style-type: none"> Provide staff with training in disability awareness to inform them about referrals to Disability and Accessibility Services, available support and the Access Equity Plan process. Develop a Disability and Accessibility Allyship Network for staff and students. Encourage staff to undertake training in disability awareness delivered by Disability and Accessibility Services. Monitor and report on training participation. Explore further activities to encourage the inclusion and support available to staff with disabilities. 	Improved knowledge from teaching staff of the social model of disability and support available for students and referral process to remove barriers to their learning.	<ul style="list-style-type: none"> Academic Division Administrative Division Chancellery Division Faculties DIAP Reference Group 	Immediate/ongoing	Events registration – Staff – QUT Portal
4.3	Improve communication and information access at various points in student lifecycle to ensure that higher degree research (HDR) students are more aware of opportunities for Access Equity Plans.	Improved information access and welcoming culture.	<ul style="list-style-type: none"> Graduate Research Education and Development 	Immediate/ongoing	Disability Services support – QUT Research Portfolio
4.4	Increase communication for students at Welcome Week and future students at Open Day about accessibility and reasonable adjustments. Include further information for all students on support available including for students with any disability, injury or health condition. Include further information in pre-access and access to QUT in widening participation and outreach activities including Explore Uni.	Improved information access and welcoming culture.	<ul style="list-style-type: none"> Disability and Accessibility Services Equity Student Administration Student Engagement 	Immediate/ongoing	Disability Services support – QUT Equity
4.5	<ul style="list-style-type: none"> Further develop information packs for teaching staff on resources available for students with disabilities (prepared for orientation/start of semester). Further develop information packs for staff on support available to staff with a disability, injury and health condition (especially managers/supervisors). 	Staff to have more information on resources and support pathways for students and staff with disabilities.	<ul style="list-style-type: none"> Disability and Accessibility Services Health, Safety and Environment Student Engagement Faculties: Student Support Managers Human Resources 	2023	Disability Services support – QUT Workplace health support – Staff – QUT Portal

PRIORITY AREA 4: TRAINING AND RESOURCES *(continued)*

Item	Action	Key results and outcomes	Responsible area	Timeline	Related documents
4.6	Engage with First Peoples Disability Network to discuss inclusion and cultural safety with faculty heads and staff in Disability and Accessibility Services.	Enhanced cultural safety in Disability and Accessibility Services.	<ul style="list-style-type: none"> Oodgeroo Unit Faculties Disability and Accessibility Services 	2023	First Peoples Disability Network
4.7	Disability and Accessibility Services and the Oodgeroo Unit to collaborate on improving referral process and booking appointments for Aboriginal and Torres Strait Islander students who have a disability. Disability and Accessibility Services continue to present at the Pre-orientation Program each semester to promote the support available.	Improved referral process and user experience.	<ul style="list-style-type: none"> Disability and Accessibility Services Oodgeroo Unit 	Immediate/ongoing	Aboriginal and Torres Strait Islander students – Student – QUT Portal
4.8	Add information on support for staff with a disability, injury or health condition into the onboarding process on QUT's website.	Improved information access and welcoming culture.	<ul style="list-style-type: none"> Human Resources Health, Safety and Environment 	2023	Staff new to QUT – Staff – QUT Portal Welcoming new and transitioning staff – Staff – QUT Portal Workplace health support – Staff – QUT Portal

References

Legislative framework and guidelines

- [Anti-Discrimination Act 1991 \(Qld\)](#)
- [Disability Discrimination Act 1992 \(Cth\) \(DDA\)](#)
- [Disability Standards for Education 2005](#)
- [Disability \(Access to Premises – Buildings\) Standards 2010](#)
- [National Construction Code \(Australian Building Codes Board\) 2019](#)
- [United Nations Convention on the Rights of Persons with Disabilities \(UNCRPD\)](#)
- [Authoring Tool Accessibility Guidelines \(ATAG\) 2.0 Conformance Level AA](#)
- [Web Content Accessibility Guidelines \(WCAG\) 2.1 Conformance Level AA](#)
- [Connections – the QUT Strategy 2023–2027](#)
- [Manual of Policies and Procedures \(QUT\)](#)
- [CAUDIT – Accessible IT Procurement](#)





