

DISABILITY ACTION PLAN

for people with a disability, injury or health condition at the

QUEENSLAND UNIVERSITY OF TECHNOLOGY

2011 - 2013



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Preamble:

The United Nations and Disability Rightsⁱ

The rights of people with a disability have been recognised at a global level by the United Nations Declaration on the Rights of Disabled Persons (1978). It states that people with a disability have a right to:

- respect and dignity
- assistance to become as self-reliant as possible
- education, training and work
- family and social life
- protection from discriminatory treatment.

These rights are implemented through Federal (*Disability Discrimination Act, 1992*) and State legislation (*Queensland Anti-Discrimination Act 1991*). Under their various codes of practice, tertiary institutions comply with these legislative requirements through the active participation of their staff and the implementation of their Disability Action Plans, with the aim of providing an inclusive learning environment that is free from discrimination and that fosters equal opportunity for all. Subordinate to this legislation is the *Disability Discrimination Amendment (Education Standards) Act 2005*ⁱⁱ. The Standards provide greater certainty for public and private education providers as to their obligations under the DDA and for the rights of students with disabilities as to their entitlements.

QUT Policyⁱⁱⁱ

Consistent with the University's commitment to social justice (see [A/8.4](#)), the University supports the right of people with a disability, injury or health condition ("disability") to work or study in an accessible and inclusive environment, free from discrimination.

QUT recognises its legal obligations under current State and Commonwealth anti-discrimination legislation and relevant Standards, principally:

- *Disability Discrimination Act 1992 (Cwth)*
- *Disability Standards for Education 2005 (Cwth)*
- *Anti-Discrimination Act 1991(Qld)*

Under this legislation the University can be vicariously liable for discrimination or harassment against a person with a disability by a member of staff or any of its agents.

QUT is also committed to the principles contained in other relevant standards and guidelines such as the:

- *Disability (Access to Premises - Buildings) Standards 2010*
- World Wide Web Access: Disability Discrimination Act Advisory Notes

Disability Action Plans^{iv}

The Disability Discrimination Act 1992 "requires that people with disabilities be given equal opportunity to participate in and contribute to the full range of social, political and cultural activities. Access for people with disabilities, including access to the goods, services and facilities provided by tertiary education institutions, can no longer be an after-thought. The DDA is not about limited or 'parallel' access, but promotes and protects equality of access - physical, informational and attitudinal. Action Plans have the capacity to produce the systemic change which is required to eliminate disability discrimination whether it be direct, or unintentional and indirect. Through an Action Plan, a tertiary education institution may reduce the risks of having complaints made against it under the DDA. An Action Plan will also assist a tertiary education institution better to meet its objective of providing high quality educational services to the whole community, of which people with disabilities constitute over 18%."

Objective 1: Planning, Resources and Policy

- Strategy 1.1:** Ensure the recognition and inclusion of the requirements of people with a disability, injury or health condition (as staff, students, and service providers and clients of QUT) in the planning processes of the University.
- Strategy 1.2:** Ensure the recognition and inclusion of the requirements of people with a disability, injury or health condition (as staff, students, and service providers and clients of QUT) in the resource allocation process of the University.
- Strategy 1.3:** Ensure the recognition and inclusion of the requirements of people with a disability, injury or health condition (as staff, students, and service providers and clients of QUT) in the development of policy at the University.

Objective 2: Awareness, Attitudes, and Responsibilities

- Strategy 2.1:** Promote awareness of, and positive, informed and non-discriminatory attitudes towards, people with a disability, injury or health condition.

Objective 3: Accessibility

- Strategy 3.1:** Ensure that people with a disability, injury or health condition can gain access to the University's facilities and services

Objective 4: Employment and Support of Staff with a Disability, Injury or Health Condition

- Strategy 4.1:** Promote employment opportunities and develop a safe and inclusive work environment for people with a disability, injury or health condition at the University.

Objective 5: Representation, Success and Retention of Students with a Disability, Injury or Health Condition

- Strategy 5.1:** Work with key stakeholders to identify and participate in activities that promote participation by people with a disability, injury or health condition as students of the University.
- Strategy 5.2:** Ensure that admission and orientation processes are accessible and that support and adjustments are provided.
- Strategy 5.3:** Ensure that courses/ units being reviewed or developed clearly articulate the inherent requirements of the course/unit.
- Strategy 5.4:** Create a learning environment that is inclusive of students with a disability, injury or health condition.
- Strategy 5.5:** Deliver a Disability Services Program that is efficient, effective and that provides services that are of a high quality and appropriate to the needs of individual students.

OBJECTIVE 1: PLANNING, RESOURCES AND POLICY

Strategy 1.1: Ensure the recognition and inclusion of the requirements of people with a disability, injury or health condition (as staff, students, and service providers and clients of QUT) in the planning processes of the University.

Action	Responsibility	Outcome
<p>1.1.1 Include elements relating to inclusivity and people with a disability, injury or health condition in the University's strategic plan and in each Faculty/ Divisional strategic plan, as appropriate.</p>	<p>Executive Deans/Divisional Heads Faculty/Divisional Equity Committees</p>	<p>All relevant strategic plans will include elements relating to people with a disability, injury or health condition - ongoing Each faculty and divisional plan will include elements as appropriate - ongoing</p>
<p>1.1.2 Review and update existing protocols and procedures regarding the responsibilities of Faculties and Divisions for service provision to people with a disability, injury or health condition.</p>	<p>Division Administrative Services (DAS): <ul style="list-style-type: none"> ◆ Equity Services Department ◆ Human Resources Department </p>	<p>Publish protocols regarding responsibilities for service provision by specific areas as they are developed for staff and students - ongoing</p>
<p>1.1.3 Report annually on the implementation of protocols and procedures.</p>	<p>Executive Deans/Divisional Heads Faculty/Divisional Equity Committees</p>	<p>Publish annual reports to Equity Board - ongoing</p>

Strategy 1.2: Ensure the recognition and inclusion of the requirements of people with a disability, injury or health condition (as staff, students, and service providers and clients of QUT) in the resource allocation process of the University.

Action	Responsibility	Outcome
<p>1.2.1</p> <p>Develop an annual budget proposal for the Disability Services Program, to enable the Program to continue to provide quality services to people with a disability, injury or health condition and which allows for future trends and emerging issues to be addressed.</p>	<p>DAS: Equity Services Department</p> <p>Finance and Resource Planning (FandRP)</p>	<p>Allocation of appropriate levels of funding to ensure the implementation of QUT's Disability Action Plan and ongoing development of service provision to people with a disability, injury or health condition - ongoing</p> <p>Report on use of funding, on an annual basis, to the Registrar, including the identification of any areas of unmet need - ongoing.</p> <p>A staff member is appointed in Human Resources to provide:</p> <ul style="list-style-type: none"> • advice, guidance, and support to staff with a , injury or health condition and their supervisors; and • service plans for staff with a disability, injury or health condition. • by end June 2012

Strategy 1.3: Ensure the recognition and inclusion of the requirements of people with a disability, injury or health condition (as staff, students, and service providers and clients of QUT) in the development of policy at the University.

Action	Responsibility	Outcome
<p>1.3.1 Continuously monitor University policies and ensure people with a disability, injury or health condition are involved in this process.</p>	<p>DAS:</p> <ul style="list-style-type: none"> ◆ Governance and Legal Services ◆ Equity Services Department ◆ Human Resources Department <p>Faculties and Divisions</p> <p>Equity Board: Disability Services Working Party</p>	<p>QUT's policies and procedures are consistent with the Disability Discrimination Act 1992 (DDA) and relevant Standards and reviews - ongoing.</p> <p>QUT's policies and procedures keep pace with best practice in accessibility and the provision of education, employment and goods & services to people with a disability, injury or health condition - ongoing</p>

OBJECTIVE 2: AWARENESS, ATTITUDES, AND RESPONSIBILITIES

Strategy 2.1 Promote awareness of, and positive, informed and non-discriminatory attitudes towards, people with a disability, injury or health condition

Action	Responsibility	Outcome
<p>2.1.1 Include in relevant promotional material, QUT's commitment to people with a disability, injury or health condition.</p>	<p>DAS:</p> <ul style="list-style-type: none"> ◆ Equity Services Department ◆ Marketing and Communication Department 	<p>Increased awareness that the University values the participation of people with a disability, injury or health condition - ongoing.</p>
<p>2.1.2 Maintain a comprehensive information and awareness strategy, including activities, training and publications. that:</p> <ul style="list-style-type: none"> • profiles people with a disability, injury or health condition and disability-related issues.; and • is focussed in particular on staff responsibilities, in their specific work roles, in line with the relevant legislation. 	<p>DAS:</p> <ul style="list-style-type: none"> ◆ Equity Services Department ◆ Human Resources Department ◆ Marketing and Communication Department 	<p>Awareness-raising activities and training are conducted each year - ongoing.</p> <p>Staff are aware of their responsibilities regarding people with a disability, injury or health condition, and receive relevant training – ongoing.</p> <p>QUT's publications and web sites are inclusive of people with a disability, injury or health condition and disability-related issues - ongoing.</p>
<p>2.1.3 Update and disseminate the guide for planning functions, <i>Celebrating Diversity: diversity and inclusiveness at events, good practice guidelines</i> – ongoing.</p>	<p>DAS:</p> <ul style="list-style-type: none"> ◆ Equity Services Department ◆ Marketing and Communication Department 	<p>QUT events and functions are inclusive of people with a disability, injury or health condition - ongoing,</p>
<p>2.1.4 Develop the following guides:</p> <ul style="list-style-type: none"> • a guide for staff with a disability, injury or health condition; and • a guide for managers and supervisors of staff with a disability, injury or health condition. 	<p>DAS:</p> <ul style="list-style-type: none"> ◆ Equity Services Department ◆ Human Resources Department 	<p>The guides are developed and published by end 2012.</p>

Action	Responsibility	Outcome
<p>2.1.5 Monitor the accessibility of promotional material following the revamp of the QUT web site.</p>	<p>DAS:</p> <ul style="list-style-type: none"> • Marketing & Communication Department • Equity Services Department 	<p>Ongoing</p>
<p>2.1.6 Monitor grievances to identify areas where discrimination may be occurring or have the potential to occur.</p> <p>Ensure that the processes and procedures are inclusive and accommodate the need for specialist input and support services for students and staff involved in grievance resolution.</p>	<p>DAS:</p> <ul style="list-style-type: none"> • Human Resources Department • Equity Services Department • Student Ombudsman <p>Research Students' Centre</p> <p>Student Guild</p>	<p>Areas at risk are identified and appropriate interventions are implemented, for example training for staff and/or managers, the implementation of reasonable adjustments, or review of policy and procedures - ongoing.</p> <p>Staff of support services at QUT and the Student Guild have access to professional development and resources - ongoing.</p>

OBJECTIVE 3: ACCESSIBILITY

Strategy 3.1: Ensure that people with a disability, injury or health condition can gain access to the University’s facilities and services

Action	Responsibility	Outcome
<p>3.1.1 Ensure mechanisms are in place:</p> <ul style="list-style-type: none"> ◆ to enable staff and students with a disability, injury or health condition to identify and report access issues as they emerge; and ◆ for QUT to communicate changes in physical access (either temporary or permanent) to staff and students with a disability, injury or health condition. 	<p>DAS:</p> <ul style="list-style-type: none"> ◆ Equity Services Department ◆ Facilities Management 	<p>Communication about access issues between QUT and its staff and students occurs in an effective and timely manner - ongoing.</p>
<p>3.1.2 Prioritise the recommendations arising from the access audit process conducted in 2005-2006 and review annually.</p>	<p>DAS:</p> <ul style="list-style-type: none"> ◆ Equity Services Department ◆ Facilities Management 	<p>The relevant Facilities Management operational plan reflects the priorities identified in the access audit process conducted in 2005-2006 (as reviewed) – annual and ongoing.</p> <p>The relevant Facilities Management budget is inclusive of these priorities - ongoing.</p>
<p>3.1.2.2 Establish a schedule of rolling audits on a 5 yearly basis.</p>	<p>DAS:</p> <ul style="list-style-type: none"> • Facilities Management • Equity Services Department 	<p>Plan for a comprehensive audit review by end 2015.</p>

Action	Responsibility	Outcome
<p>3.1.3 Continue the policy of having a Disabilities Consultant on Project Management Teams for building projects.</p>	<p>DAS:</p> <ul style="list-style-type: none"> ◆ Facilities Management ◆ Equity Services Department 	<p>All Project Management teams and post-occupancy audit teams:</p> <ul style="list-style-type: none"> • include an external consultant (appropriately trained); and • consult appropriately with the Equity Services Department - ongoing. <p>Building designs are inclusive of people with a disability, injury or health condition – ongoing.</p>
<p>3.1.4 Regularly update the disability access maps for each campus of QUT.</p>	<p>DAS:</p> <ul style="list-style-type: none"> ◆ Facilities Management ◆ Equity Services Department 	<p>Access maps updated and made available as required – ongoing.</p>
<p>3.1.5 Monitor issues related specifically to parking for people with a disability, injury or health condition at each campus of the University.</p>	<p>DAS:</p> <ul style="list-style-type: none"> ◆ Facilities Management (Parking) ◆ Equity Services Department 	<p>Students and staff with a disability, injury or health condition have adequate parking on campus - ongoing.</p> <p>Issues identified are dealt with promptly and effectively - ongoing.</p> <p>The universal Disability Parking Scheme will be implemented as appropriate at QUT by end June 2012.</p>

Action	Responsibility	Outcome
<p>3.1.6 Ensure that promotional materials, print, electronic, and web based, are accessible and aligned with the relevant standards for people with a disability, injury or health condition - in consultation with Equity Services Department, where applicable</p> <p>Monitor the QUT web site and content to ensure accessibility.</p> <p>Ensure that new technology and applications are accessible.</p>	<p>DAS:</p> <ul style="list-style-type: none"> • Marketing & Communication Department • Equity Services Department <p>Technology, Information & Learning Support (TILS):</p>	<p>Print, electronic, and web based material is accessible for people with a disability, injury or health condition – ongoing.</p> <p>Accessibility guidelines for web developers and users are maintained and monitored for best practice – ongoing.</p>
<p>3.1.7 Ensure access to services is offered in a way which is culturally and/or linguistically appropriate.</p>	<p>DAS:</p> <ul style="list-style-type: none"> • Equity Services Department • International Student Services • Human Resources Department <p>Faculties and Divisions</p>	<p>Ongoing.</p>

OBJECTIVE 4: EMPLOYMENT AND SUPPORT OF STAFF WITH A DISABILITY, INJURY OR HEALTH CONDITION

Strategy 4.1: Promote employment opportunities and develop a safe and inclusive work environment for people with a disability, injury or health condition at the University.

Action	Responsibility	Outcome
<p>4.1.1 Develop and implement comprehensive recruitment strategies for people with a disability, injury or health condition, including:</p> <ul style="list-style-type: none"> • circulation of vacancies to relevant groups • liaison with specialist employment networks • identification and use of government initiatives to employ people with a disability, injury or health condition, and • adherence to EEO principles and practices by QUT and its agents 	<p>DAS:</p> <ul style="list-style-type: none"> ◆ Human Resources Department ◆ Equity Services Department <p>Faculties and Divisions</p>	<p>QUT has an explicit policy on the recruitment of people with a disability, injury or health condition - by end 2012.</p> <p>The practicability of utilising government employment initiatives and tagging employment vacancies for the recruitment of employ people with a disability, injury or health condition will be assessed by end 2012.</p>
<p>4.1.2 Ensure that QUT's selection and promotion processes include:</p> <ul style="list-style-type: none"> • provision of relevant information and training to staff involved on selection panels • an invitation to disclose disability, injury or health condition to ensure that appropriate reasonable adjustments can be arranged for their interview. 	<p>DAS:</p> <ul style="list-style-type: none"> ◆ Equity Services Department ◆ Human Resources Department <p>Faculties and Divisions</p>	<p>QUT's advertisements make it clear that people with a disability, injury or health condition are encouraged to apply for jobs for which they are suitably qualified – by end 2012.</p> <p>Applicants with a disability, injury or health condition have equitable access to QUT's recruitment and selection processes - ongoing.</p>

Action	Responsibility	Outcome
<p>4.1.3 Provide appropriate support and reasonable adjustments for staff with a disability, injury or health condition to ensure equitable:</p> <ul style="list-style-type: none"> ◆ work conditions; and ◆ professional development opportunities. 	<p>DAS:</p> <ul style="list-style-type: none"> ◆ Human Resources Department ◆ Equity Services Department <p>Faculties and Divisions</p>	<p>All staff with a disability, injury or health condition have appropriate adjustments put in place - ongoing</p> <p>(See 1.2.1) A staff member is appointed in Human Resources to provide:</p> <ul style="list-style-type: none"> • advice, guidance, and support to staff with a , injury or health condition and their supervisors; and • service plans for staff with a disability, injury or health condition; • by end June 2012.
<p>4.1.4 Monitor health and safety procedures to ensure inclusivity.</p>	<p>DAS:</p> <ul style="list-style-type: none"> ◆ Human Resources Department ◆ Equity Services Department <p>University Health & Safety Committee</p> <p>Faculty/Divisional Health & Safety committees</p>	<p>Health & Safety procedures are inclusive of the needs of people with a disability, injury or health condition - ongoing.</p>

OBJECTIVE 5: REPRESENTATION, SUCCESS AND RETENTION OF STUDENTS WITH A DISABILITY, INJURY OR HEALTH CONDITION

Strategy 5.1: Work with key stakeholders to identify and participate in activities that promote participation by people with a disability, injury or health condition as students of the University.

Action	Responsibility	Outcome
<p>5.1.1 Ensure that recruitment and outreach activities are inclusive of students with a disability, injury or health condition</p>	<p>DAS:</p> <ul style="list-style-type: none"> ◆ Marketing & Communication Department ◆ Student Support Services <p>Faculties and Divisions</p>	<p>Representation of students with a disability, injury or health condition in the enrolment profile is reflective of community representation - ongoing.</p>
<p>5.1.2 Work collaboratively with relevant areas in the Vocational Education and Training sector to promote pathways and articulation for students with a disability, injury or health condition.</p>	<p>DAS:</p> <ul style="list-style-type: none"> ◆ Marketing & Communication Department ◆ Student Business Services 	<p>Students with a disability, injury or health condition have equitable access to transition from Vocational Education and Training programs – ongoing.</p>

Strategy 5.2: Ensure that admission and orientation processes are accessible and that support and adjustments are provided.

Action	Responsibility	Outcome
<p>5.2.1 Where non-standard processes of admission apply eg audition, interview and/or submission of a portfolio, appropriate adjustments will be implemented to ensure equitable treatment of students with a disability, injury or health condition.</p>	<p>Faculties</p>	<p>All admission processes will be inclusive of people with a disability, injury or health condition – ongoing</p>
<p>5.2.2 Monitor the scholarship program to ensure its processes continue to take a disability, injury or health condition into consideration.</p>	<p>DAS: Equity Services Department International & Development (I&D): Development Office</p>	<p>All scholarship allocation and monitoring processes are inclusive of students with a disability, injury or health condition - ongoing.</p>

Strategy 5.3: Ensure that courses/ units being reviewed or developed clearly articulate the inherent requirements of the course/unit.

Action	Responsibility	Outcome
<p>5.3.1 Develop procedures regarding the articulation of inherent requirements in course/unit outlines through the course approval process.</p>	<p>Chancellery: DVC Learning & Teaching</p> <p>DAS: Equity Services Department</p> <p>Faculties</p>	<p>Procedures embedding the articulation of inherent requirements in the course approval process will be completed by end 2012.</p> <p>A project officer is employed to coordinate and oversee the completion of this project across the University – by end June 2012.</p>

Strategy 5.4: Create a learning environment that is inclusive of students with a disability, injury or health condition.

Also see attached report from Division of Technology, Information and Learning support

Action	Responsibility	Outcome
<p>5.4.1 Monitor the University's assessment and teaching practices to ensure that they are inclusive of the needs of students with a disability, injury or health condition.</p>	<p>Chancellery: DVC Learning & Teaching DAS: Equity Services Department</p>	<p>Teaching and assessment practices are inclusive of students with a disability, injury or health condition – ongoing.</p>
<p>5.4.2 Ensure that the requirements of people with a disability, injury or health condition are addressed in the design and development of all learning resources.</p>	<p>TILS: eLearning Services Faculties DAS: Equity Services Department</p>	<p>Resources, learning products and services are accessible to people with a disability, injury or health condition – ongoing.</p>
<p>5.4.3 Monitor the satisfaction levels of students with a disability, injury or health condition through:</p> <ul style="list-style-type: none"> • University wide surveys such as CEO; and • biennial surveys of students accessing Disability Services 	<p>Chancellery: DVC (Learning & Teaching) DAS: Equity Services Department</p>	<p>Information about satisfaction levels of students with a disability, injury or health condition is included in all survey reports – ongoing.</p> <p>The satisfaction rates of students with a disability, injury or health condition, studying via various modes, are at least equal to the satisfaction of all other students at QUT - ongoing.</p>

Action	Responsibility	Outcome
<p>5.4.4 Ensure the student assistance and mentoring programs are inclusive of students with a disability, injury or health condition.</p>	<p>TILS: Chancellery: DVC (Academic) DV C (Learning and Teaching)</p> <p>DAS: <ul style="list-style-type: none"> ◆ Student Support Services ◆ Equity Services Department </p>	<p>Students with a disability, injury or health condition have equitable access to peer mentoring and study assistance opportunities at QUT – ongoing.</p>

Strategy 5.5: Deliver a Disability Services Program that is efficient, effective and that provides services that are of a high quality and appropriate to the needs of individual students.

Action	Responsibility	Outcome
<p>5.5.1 Monitor the effectiveness of the Disability Services Program by analysing</p> <ul style="list-style-type: none"> • DEEWR indicators (access, participation, success and retention), and • biennial surveys of students accessing Disability Services. 	<p>DAS: Equity Services Department</p> <p>Executive Deans/Divisional Heads</p> <p>Faculty/Divisional Equity Committees</p>	<p>The Disability Services Program is responsive, in an effective and timely way, to issues identified as adversely affecting access and participation of students with a disability, injury or health condition at QUT - ongoing.</p>
<p>5.5.2 Disability Services staff will continue to:</p> <ul style="list-style-type: none"> • work collaboratively with staff from kindred services, both nationally and internationally; and • participate in relevant professional development opportunities. 	<p>DAS: Equity Services Department</p>	<p>Findings of research, benchmarking, and collaborations are used to continuously improve the provision of service to students with a disability, injury or health condition – ongoing.</p>

ⁱ Where the word “disability” appears it assumes the meaning within the state and commonwealth legislation and encompasses, for the purpose of service provision, those who have a disability, injury or health condition which is permanent, temporary or episodic.

ⁱⁱ <http://www.deewr.gov.au/Schooling/Programs/Pages/disabilitystandardsforeducation.aspx>

ⁱⁱⁱ Queensland University of Technology, http://www.mopp.qut.edu.au/A/A_08_06.jsp

^{iv} http://www.humanrights.gov.au/disability_rights/action_plans/Tertiary_Education_Guide/tertiary_education_guide.html