

Disability Inclusion Action Plan (DIAP) Template

Developing and implementing a Disability Inclusion Action Plan (DIAP) is a proactive way for employers to comply with the Commonwealth Disability Discrimination Act 1992 (DDA). The DDA makes it unlawful to discriminate, in the provision of goods, services or facilities, against people on the basis that they have or may have, a disability.

Your DIAP should outline ways in which the organisation will ensure its goods, services, workplace, premise and facilities are accessible and inclusive to people with disability. They express an organisation's commitment to go beyond compliance and break down attitudinal, physical, communication and social barriers.

In addition, an effective DIAP demonstrates the organisation's proactive approach to stakeholders, which enhances its corporate image, is likely to help the organisation deliver services more efficiently and increase its ability to reach a broader market. Overall, it allows employers set objectives and actions, assign accountability and responsibility and measure outcomes.

Actions plans can be registered and submitted to the Australian Human Rights Commission (AHRC) to demonstrate your organisation's commitment to supporting people with disability, and it is also an opportunity for other organisations to benefit from your organisation's work and experience in this area. For further information on how to register your DIAP or to see other organisation's DIAPs, visit the [AHRC website https://www.humanrights.gov.au/our-work/disability-rights/action-plans-and-action-plan-guides](https://www.humanrights.gov.au/our-work/disability-rights/action-plans-and-action-plan-guides).

Introduction

The introduction should start with providing context to the importance of a DIAP and may include definitions of disability to help convey the significance of these actions.

For example:

According to a 2015 Survey of Disability, Ageing and Carers (SDAC) almost one in five Australians (18.3%) identified with disability which has remained relatively unchanged, the same survey was conducted in 2012 and 2009 (18.5%). There are many types of disability and how it may be acquired, resulting from accidents, illness or genetic disorders and may affect a person's mobility, communication or learning and it can affect their income and participation in education, social activities and the labour force.

No two people experience their disability the same way. Furthermore, a disability is not only the diagnosis of the health condition but it also extends to the social attitudes that is derived from prejudice or stereotypes, physical environment or policies and procedures that purposely or inadvertently exclude people with disability. In the same survey it was identified that 8.6% of Australians with disability have experienced discrimination or unfair treatment because of their disability.

The Disability Discrimination Act 1992

It is common practice to elaborate on the reasons why the DIAP is important to the organisation and usually conveyed by detailing the legislative protections for people with disability such as the Disability Discrimination Act 1992.

An example of the Australian Human Rights Commission's explanation of the DDA:

<https://www.humanrights.gov.au/employers/good-practice-good-business-factsheets/disability-discrimination> and for a brief guide on the DDA <https://www.humanrights.gov.au/our-work/disability-rights/guides/brief-guide-disability-discrimination-act>.

Disability discrimination occurs when a person is treated less favourably, or not given the same opportunities, as others in a similar situation because of their disability.

The Disability Discrimination Act 1992 (DDA) makes it unlawful to discriminate against a person, in many areas of public life, including: employment, education, getting or using services, renting or buying a house or unit, and accessing public places, because of their disability.

The DDA covers people who have temporary and permanent disabilities; physical, intellectual, sensory, neurological, learning and psychosocial disabilities, diseases or illnesses, physical disfigurement, medical conditions, and work-related injuries.

It extends to disabilities that people have had in the past and potential future disabilities, as well as disabilities that people are assumed to have.

In addition, the DDA protects people with disabilities who may be discriminated against because they are accompanied by an assistant, interpreter or reader; they are accompanied by a trained animal, such as a guide, hearing or assistance dog; or they use equipment or an aid, such as a wheelchair or a hearing aid.

The DDA also makes it against the law to discriminate against someone because of their association with a person with a disability.

Welcome message

Up until this point the DIAP includes statistical and definitive information. The next section is an opportunity for the organisation to make a statement about its intent and elaborate on its decision to develop a DIAP. It is recommended to convey this as a personalised message, for example 'Message from the CEO'.

An example of ANZ's CEO message provided below:

At ANZ we have a proud history of helping our customers, people, and the communities in which we operate to progress. As a bank, major employer, and Australia's largest investor in many countries, we approach our role in society with a heightened sense of duty and care.

According to the World Health Organization, over one billion people live with some form of disability globally. Rates of disability are on the rise, due to ageing populations and the increases in chronic health conditions. In Australia and New Zealand approximately one in five people have some form of disability. In lesser developed countries the statistics are even more sobering.

Disability is relevant to all of us, professionally and personally. It's relevant to our customers, our employees, our colleagues and the communities we serve. And it's relevant to our families, our friends and the communities we live in. Focussing on accessibility and inclusion is the right thing to do and it makes good business sense.

ANZ's Accessibility and Inclusion Plan has been in place since 2008 and we've had some great successes along the way. The easy-to-use ANZ goMoney™ and Grow by ANZ™ apps meet best practice accessibility requirements. We continue to set targets for the employment of people with disability across ANZ's network, with a strong focus on building longer term career opportunities. More recently we've partnered with the Attitude Foundation, reflecting a shared desire to change community attitudes and behaviour and to empower people with disabilities to participate in every aspect of political, social, economic and cultural life.

These are just some of our successes and we are proud to share them with you in this document. We are especially proud that some of our employees have agreed to share their stories too.

Our planning reflects the footprint of ANZ's network across Asia Pacific. We have set new global priorities for our employees and the communities we serve.

In our home markets of Australia and New Zealand, where most of our customers are located, we will continue to focus on embedding accessibility into the products and services we provide.

Creating visibility and awareness of people with a disability is a powerful thing in itself. We have an opportunity to address the imbalance and create a better world for people with disability. We should all feel committed to being a part of this. As the sponsor of this plan, I look forward to seeing what difference we can make to people's lives in the next three years.

Alistair Currie, Chief Operating Officer — ANZ

Our journey so far (insert dates of previous DIAP)

The next section should highlight successes from previous DIAPs and how completed actions have addressed the organisation's focus areas. Focus areas may vary from organisation to organisation depending on the type of business or service they provide. Focus areas may include:

- Our people
- Our customers
- Our environment
- Our community

You may also utilise this opportunity to share feedback and testimonials from staff members, and highlight success stories achieved from completed actions and/or any learnings that you may adopt for the next DIAP.

Our commitment

The next section should be prepared in consultation with your disability working group (which should include people with disability). It is an opportunity to elaborate on the organisation's action plan for the next three to four years. It should describe the following:

- Actions against the focus areas
- Timeframe for completing actions
- Responsibility – allocating responsibility for actions
- Measurement of progress

The four steps listed above emphasise the actions undertaken by the organisation to remove identified barriers, which are derived upon consultation with your disability support group. It creates accountability and allows the organisation to view progress of actions against objectives.

Here is an example of Australia Post's actions for their next DIAP:

Action	Timeframe	Responsibility	How we will measure progress
Develop an employee network to connect people who are interested in contribution to accessible inclusion. The network will drive change, increase disability awareness, provide input on Australia Post's processes and practices and provide feedback on progress of the Plan.	March 2017	Diversity & Inclusion	Accessibility Employee Network in place. The group have clear purpose and objectives
Review employee engagement data and undertake employee focus group sessions to understand why the engagement score for people with disability is declining. Identify actions and work together to improve the employee engagement of people with disability	August 2017	Diversity & Inclusion	Disclosure of disability via employee survey Employee engagement scores

Consultation

This section demonstrates that the DIAP was drafted in consultation with key advisory groups, disability working groups which included people with disabilities, and more importantly, people who may have been affected by unintentional barriers. Some organisations may also choose to mention that they have conducted community consultations, including feedback received and actions arising from such consultations. This section validates the action plan identified in the DIAP.



See below for example from City West Water (CWW):

CWW's DAP was developed through an information and review process, in consultation with a range of key staff and advisory committees. CWW's Disability Action Committee (DAC) provides the key input into the DAP. The Disability Action Committee is chaired by the General Manager People Strategy and Change and is supported by the company's DAP Coordinator, Alison Bennett – Senior HR Consultant. The chairperson reports on the DAP to the Managing Director and Executive Management Committee and to the Board annually.

The Disability Action Committee typically meets quarterly and at other times on demand.

Membership of the committee is voluntary and all reasonable expenses incurred in Disability Action Committee activities, as approved in advance by the chairperson, are reimbursed.

The review was supported by IATA (Institute of Access Training Australia), an organisation that has extensive experience in the facilitation and successful development of DAP's with a wide range of organisations.

The process of development incorporated two stages:

1. Review of what has been achieved since the development of the organisation's first DAP (2009).
2. Establish an initial draft DAP (2011-2014) that could be reviewed internally and independently assessed by IATA to produce a final DAP (2011-2014) for adoption and lodgement with the Australian Human Rights Commission (AHRC).

The DAP has been developed in line with the components prescribed in the Disability Discrimination Act 1992 (Section 61) as essential components of an action plan. These include:

- Review of current practices
- Development of policies and programs
- Development of evaluation strategies
- Allocation of responsibility
- Development of communication strategies

We welcome the involvement of customers, community support agencies and individuals from peak disability organisations whose insights and experience add value to our endeavours to achieve disability outcome areas.



Resources

ANZ, ANZ Disability Action Plan, AUS, viewed 31/07/2018,

<http://www.anz.com/aus/aboutanz/corporate/policies/Disability.asp>

Australian Network on Disability, AUS, viewed 31/07/2018,

<https://www.and.org.au/pages/what-is-an-accessibility-action-plan.html>

Australian Bureau of Statistics 2016, 4430.0 - Disability, Ageing and Carers, Australia: Summary of Findings 2015, AUS, viewed 31/07/2018,

<http://www.abs.gov.au/AUSSTATS/abs@.nsf/productsbyCatalogue/C258C88A7AA5A87ECA2568A9001393E8?OpenDocument>

Australian Human Rights Commission, AUS, viewed 31/07/2018,

<https://www.humanrights.gov.au/>

Australia Post, Australia Post Accessibility Action Plan 2017–2019, AUS, viewed 31/07/2018,

https://auspost.com.au/content/dam/auspost_corp/media/documents/accessibility-action-plan-2017-2019.pdf

City West Water, Diversity and Inclusion Strategy 2016 – 2020, AUS, viewed 31/07/2018,

https://www.citywestwater.com.au/documents/diversity_inclusion_accessible.pdf

JobAccess, AUS, viewed 31/07/2018,

<https://www.jobaccess.gov.au/>

