

# Organisational Accessibility

Organisational accessibility refers to how an organisation implements policies and procedures to protect the rights of young people with disabilities (YPwD). Young staff and customers with disabilities should be able to access workplace policies and procedures at any time.

Organisational accessibility is about supporting the safety and comfort of your customers and staff, which gives them the option to take control of their situation in an informed way.

# Topic 1: Disclosure of Disability

## What?

Disability disclosure is a process where an individual may share information about the nature of their disabilities, the accommodations they need, and any impacts on participation. This is often a stressful conversation for YPwD because it exposes us to discrimination, such as being denied a job opportunity, even when we can perform the required work.

## Why?

For some, accommodations are essential to participate in the community. Many mainstream services and infrastructures require disability disclosure, and sometimes even proof, to provide these accommodations. It is important to become comfortable with disability disclosure and to have productive conversations about providing accommodations so that your organisation can effectively interact with members of the disability community.

# Topic 1: Disclosure of Disability

## How?

Legalities around disability disclosure in the workplace are highly dependent on the industry. In most workplaces, individuals are not obliged to disclose to an employer unless reasonable adjustments are required to make the workplace safe for us and others.

**Look at the (non-legal) advice below on how to support disclosure of disability in the workplace:**

- Information about someone's disability is protected under The Privacy Act 1988 and should be kept confidential.
- If individuals are required to report medication, they do not have to disclose the medical reason why, only what is necessary to assess a person's safety in the environment.

# Topic 1: Disclosure of Disability

## How?

- Not everyone has the choice to disclose their disability. YPwD with invisible or dynamic disabilities may choose whether to disclose but often face barriers in proving our needs or having them taken seriously. Conversely, those whose disabilities are apparent may have no choice in disclosure and often face constant inescapable barriers and discrimination as a result.
- It is unlawful for an employer to ask questions about sex, gender, race, age and disability if the questions are unrelated to the task. Your organisation can ask how they plan to work safely and complete aspects of the role in the context of disability but cannot ask about personal lifestyle or specific treatment plans.
- Understand that there will always be people within your community who have disabilities but choose not to disclose them, yet still need your support.

# Topic 2: Accessible Interview, Hiring, and Onboarding

## What?

An accessible interview, hiring, and on boarding process is one that ensures all candidates, including young people with disabilities (YPwD), can fully participate without barriers. This involves providing multiple application methods, ensuring communication is clear and accessible, and adapting interview and on boarding procedures to accommodate diverse needs. The goal is to create an inclusive environment where all candidates have equal opportunities to showcase their abilities and integrate smoothly into the workplace.

## Why?

Hiring and maintaining positive relationships with employees with disabilities is not determined by positive intentions from other staff members, but rather by formal policies and training. If you cannot demonstrate access and inclusivity as early as the first step, you will be unsuccessful in attracting applicants from diverse backgrounds.

# Topic 2: Accessible Interview, Hiring, and Onboarding

## How?

- Regularly check in with new hires to discuss their needs and be willing to adjust the role and/or environment dynamically.
- Provide a variety of application methods, such as video resumes, phone, email, and paper.
- Job descriptions should use inclusive language, include diversity statements, and encourage applicants to request reasonable adjustments.
- When using an online format, choose a program that is digitally accessible.
- Send interview questions to candidates ahead of time.
- Include diversity statements in your organisation's job descriptions to show young disabled people that you are committed to diversity, equity, and inclusion.

# Topic 3: Disability Access and Inclusion Plans

## What?

A Disability Access and Inclusion Plan (DAIP) is a clear and actionable document that ensures people with disabilities have equal opportunities to access products, services, information, and facilities. This allows YPwD to improve our independence, increase opportunities in life and be included within the community. It works to eliminate discrimination of people with disabilities in an organisation.

## Why?

Local governments and selected State Government agencies are required by law to create a DAIP under the WA Disability Services Act 1993 (amended in 2004). Regardless, DAIPs and Inclusion Plans are beneficial to everyone in the community as they ensure that people with disabilities can process information in accessible formats, receive the same quality of service, can make complaints and participate in feedback on equal terms with others.

# Topic 3: Disability Access and Inclusion Plans

## How?

- Read the WA governments resource manual on [Disability Access and Inclusion Plans \(DAIPs\)](#).
- Read the People with Disabilities Australia's (PWDA) [Creating an Inclusion Action Plan Resource](#)
- Read the Australian Human Rights Commission's (AHRC) [Disability Action Plan Guide](#)



# Topic 4: Feedback Systems

## What?

Feedback systems are processes where information is gathered and analysed to identify common problems and unmet needs. This allows groups and organisations to develop action plans while encouraging a culture of continuous improvement.

## Why?

Equal access to services and opportunities includes making feedback systems inclusive and accessible. This not only provides a platform for the voices of young people with disabilities but also fosters better relationships and loyalty by demonstrating a genuine commitment to inclusivity and respect for our input.

# Topic 4: Feedback Systems

## How?

- Provide multiple ways of giving feedback, such as, multiple choice, written feedback, or another form of visual cues.
- Ask questions around the accessibility like “How well did we meet your access needs?”
- Ask questions around what can be improved like “How can we improve your level of participation?”
- Provide space and time for general feedback, this will most likely be a conversation or a space at the end of the feedback questions.

# Topic 5: Consulting with the Community

## What?

When making decisions that affect marginalised communities, it is crucial to include representatives from those demographics in the process. Including YPwD in the conversation ensures that our unique perspectives and needs are considered, leading to more effective and inclusive outcomes.

## Why?

Excluding young people with disabilities from decision-making processes has often led to policies and practices that overlook or even harm these us. Historically, Australia has institutionalised and isolated individuals with disabilities, effectively rendering them unseen and voiceless in decisions that affect them.

# Topic 5: Consulting with the Community

## How?

- Consider your demographic when choosing an advisory group. Disabilities are just as diverse and unique as individuals and are not all representative of another.
- Recognize the value of advisors' expertise by providing appropriate compensation for their time, knowledge, and any expenses incurred (e.g., transportation, parking).
- Be open to feedback and willing to adjust your project's direction based on input received. This approach helps avoid tokenism and demonstrates a commitment to meaningful inclusion.
- Clearly communicate how the information gathered will be used. After the consultation process, share the results and decisions made with the group to maintain trust and accountability.

# Topic 5: Consulting with the Community

## How?

- Address the specific access needs of your target group during the pre-project development stage.
- Design projects that respond directly to community needs and resources. This increases engagement and ensures relevance to the people you're serving.
- Define your goals, are you gathering and sharing information to understand local needs and issues and/or looking for direction and ongoing involvement.
- Look for existing advisory councils in the community first before deciding to assemble a new group

# Self-audit

1. My organisation effectively supports individuals who disclose their disability.

**Never**      **Rarely**      **Sometimes**      **Often**      **Always**

2. My organisation consistently reviews and improves its hiring processes.

**Never**      **Rarely**      **Sometimes**      **Often**      **Always**

3. My organisation consistently uses its Disability Access Inclusion Plan.

**Never**      **Rarely**      **Sometimes**      **Often**      **Always**

4. My organisation regularly receives diverse feedback.

**Never**      **Rarely**      **Sometimes**      **Often**      **Always**

5. My organisation regularly consults with young people with disabilities.

**Never**      **Rarely**      **Sometimes**      **Often**      **Always**

## Disclaimer & (More About YDAN)

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