



Disability Inclusion and Access Plan

2024 – 28



Cover Art

Courtesy of the artist and Arts Project Australia, Melbourne

Monica Lazzari

Untitled
Work on paper

About the artist: Monica Lazzari has been a regular studio artist at Arts Project Australia since 2006. She presented her first solo in 2021 and has been included in numerous group exhibitions including Home, Arts Centre Melbourne and Now the heart is filled with gold as if it were a purse, curated by Glenn Barkley, Arts Project Australia Gallery, Melbourne. Her work is held in national and international private and corporate collections.



Contents

CEO and President’s Message 3

NDS overview and context 5

Purpose 7

An employee’s perspective 8

Celebrating our success: outcomes from DIAP 2014–19 and beyond 11

NDS Disability Inclusion and Access Plan’s key priority areas 2024–28 17

 1. Recruitment and retention 18

 2. Learning and development 20

 3. Accessible infrastructure 21

 4. Communication 22

 5. Products and services 23

 6. Governance and accountability 25

 7. Sector leadership 26

Monitoring and evaluating our progress 28



CEO and President's Message

The members of National Disability Services are committed to a society in which people with disability can lead their best lives. Every day, through efforts significant and subtle, members work for inclusion, breaking down barriers and expanding accessibility. They work to improve inclusion for the people with disability they serve, for the workers they employ, and in the governance and cultures of their organisations.

And as their peak body, disability inclusion in our organisation must be our commitment, too.

Committing to the ideal of disability inclusion isn't hard at all, but making it happen every day is. It requires a constant appraisal of how we do things, an awareness of our biases, and honesty to admit when we are not doing things well. It needs a willingness to change and a commitment to continuous improvement. It needs a plan and the desire to carry it out.

Since 2011, NDS has had Disability Action Plans, by which we can track our progress and gauge how much we still have to do. This, our third plan, renamed the Disability Inclusion and Access Plan 2024–28, is a blueprint for inclusivity at NDS for the next four years. It will guide our thinking and actions in our recruitment, staff development, communications and governance. It will focus our attention to the accessibility of our offices and infrastructure and make us rethink some of the systems we have in place.

It is an action plan, but also a cultural plan. We want NDS to be an organisation in which everyone who works for us is thinking about how their actions affect people with disability and how we include them in our work and workplace.

Our sector looks to NDS for leadership and leadership is best demonstrated by example. Since our first Disability Action Plan in 2011, such plans have become more common in all kinds of businesses, corporations and organisations. They have become standard in the sector.

Our latest plan continues our commitment and example. It allows us to play our part in eliminating barriers to the social and economic participation of people with disability.

Laurie Leigh
Chief Executive Officer
National Disability Services

Rohan Braddy
President
National Disability Services



NDS overview and context

NDS is the national industry association for disability services, representing over 1,000 service providers.

NDS promotes quality service provision and life opportunities for Australians with disability by providing information, representation, advocacy and policy advice. NDS members range in size from small support groups to large multi-service organisations and are located in every state and territory across Australia.

NDS operates across every state and territory, enabling it to respond to members' issues and present a strong representative and respected voice at state, territory and national levels. NDS is governed by a board that includes the elected chair from each state and territory division, as well as representatives elected directly by members. State committees, composed of elected representatives, set strategic priorities for each state or territory division.



Purpose

The Disability Inclusion and Access Plan (DIAP) 2024–28 is a roadmap outlining the strategies and actions that NDS will undertake over the next four years to eliminate discrimination and improve access, inclusion and participation for people with disability within our organisation and the services we deliver.

Development of the DIAP ensures compliance with the relevant legislation and regulations. It demonstrates NDS's ongoing commitment to the protection of the rights of NDS stakeholders.

Our first DIAP was developed in 2010 and we are proud of what we have achieved so far. Our achievements are documented in more detail from page 11.

Developed in consultation with NDS staff with disability and those with expertise in disability access issues, our updated DIAP 2024–28 builds on actions already undertaken. The emphasis is on continuous improvement to remove physical, communication and attitudinal barriers that may exist.

Matters of disability, access and inclusion do not operate in some places and not in others; rather, they permeate every aspect of NDS's business. The DIAP is, therefore, linked to all our other organisational strategies and plans.

The DIAP was developed with careful consideration and alignment to the NDS Strategy — Towards 2025. One of the foundations of NDS's strategy is that people with disability have the same fundamental rights as everyone else, including freedom, respect, equity and dignity, and NDS is committed to upholding these rights. NDS's guiding vision is for an inclusive Australia where all people with disability live safely and equitably.

The NDS DIAP will be a key consideration in future strategic reviews.

An employee's perspective

Matthew Carey

Every issue in disability service provision has another way of looking at it — the standpoint of the person with disability. One of Matthew Carey's passions is revealing this alternative way of thinking to providers. He works for our Practice Support Network, presenting NDS workshops, webinars and projects, enriching them with his lived experience of disability. "I love using my perspective to improve their disability awareness," he says.

He's had several roles since joining NDS in 2016. First, he was a member of projectABLE, a group of presenters with lived experience who, as the NDIS was rolling out, went into schools to promote careers in disability services. When the funding ended, NDS retained the group and rebadged it the Lived Experience Network, who still inject their perspectives into a range of NDS initiatives and workshops.

In the meantime, Matthew moved into a permanent part-time role in our South Australian office as a Customer Service Officer, working with members on recruitment and other projects. He was there for three years, before moving into his presenting role in Practice Support.

Blind since birth, Matthew appreciates the openness of staff at NDS to people with disability. "I like that I work in a workplace where I can feel comfortable talking about my

needs. If I need any kind of modifications, I can raise the issue comfortably and safely.

"For instance, when I was working in the Adelaide office, I was very aware of accessibility. I had to make staff aware that things needed to have a proper place. That means not leaving things on the floor. It means making sure the things I use daily are in a set place. And I found everyone accepted that."

Now that he works mainly from home, Matthew still needs his co-workers to be aware of his needs. For example, before a webinar, he needs background materials to reach him early so he can convert them into braille.

"I think a disability inclusion and access plan gives purpose to good intentions," he says. "Without a plan, you're flying aimlessly, and nothing improves. From the perspective of someone with disability, I think a plan is a constant reminder for [an organisation] to check itself. And it also tells me that they take disability inclusion in the workplace seriously."

Sue O'Neill

We caught up with Sue O'Neill recently, a long-term member of the Victorian team, who had told her story for the 2015–19 Disability Action Plan. A lot has happened since then, not least the pandemic that changed how all of us work.

Before COVID, she worked two half-days in the office and one half-day at home, but now she almost exclusively works from home — which can make her feel "a little detached". But a Monday morning online catch-up for the Victorian team gives her the social contact that's important in any job. Every six weeks or so she goes into our Parkville Office for a team meeting to reconnect with everyone.

Sue, who has spina bifida and uses a wheelchair, says, "I'm glad I don't have to go in more often now, because of the support for personal care I need. I'd have to get a support worker for the time I was in the office, and it's not really worth her coming and going. So, I'm better at home where I don't need that."

"And the other good thing about working from home is that I'm saving money on cabs."

She has worked most of her life. She was a teacher's aide at a Catholic school for 13 years. She also worked for Arts Access Victoria, which she loved. She only left because they needed her to work full-time, which wasn't possible.

One of our longest serving employees at NDS, Sue has been an Administrative Officer at NDS since 2008. She remembers concentrating her job search at the time to disability organisations, which, she figured, were primed to accept a person with disability and consider her accessibility issues. It has proved to be true.

"I really feel I am a valued member of the staff," she says, "I am always getting great feedback from everyone, and people are happy to see me when I come in."

"The value of a disability inclusion and access plan, even for NDS, is it keeps these things at the top of everyone's mind."





Celebrating our success: outcomes from DIAP 2014–19 and beyond

In a year of disruption on many fronts, we did not update our DIAP in 2019. However, this did not mean that NDS stopped improving inclusion and accessibility for employees with lived experience. In fact, some of the enforced changes to work practices during the pandemic, such as working from home and increased flexibility, have given greater opportunity and accessibility for people with disability.

We have listed below some of our key achievements and areas of progress.

Recruitment and retention

- Employment materials are available in accessible formats.
- All position advertisements include a statement that NDS will provide reasonable adjustments for employees with disability.
- Whenever possible, we approve reasonable workplace adjustments and requests for flexibility.
- We have set up active sourcing strategies to attract candidates with lived experience.
- We developed an accessible Onboarding and Induction process that provides flexibility, reduces barriers and helps all new employees feel welcomed.
- Our Lived Experience Network (LEN) is a network of casual NDS employees with lived experience who conduct Let's Talk Disability workshops and who NDS engage

for events, panels and co-design work.

- The 2023 NDS Workplace Survey results are above the previous DAP target of 15 per cent of employees identifying as having a disability:
 - 27 per cent of respondents identified as having disability, chronic medical condition or are neurodivergent (not including the LEN).
 - 14 per cent identified as having caring responsibilities for someone with disability.

Learning and development

- As part of their induction process, new NDS employees are offered a visit to a member site to embed a member-centric view and improve understanding of disability sector issues and challenges. NDS employees can attend events with NDS members.
- Let's Talk Disability e-learning is mandatory for all new employees. We also regularly hold live virtual sessions of the training for new starters.
- We have introduced a buddy system for new starters, which connects new employees with highly experienced NDS employees, who can help them learn about the organisation and sector.
- NDS Workforce Essentials e-learning is available for all staff on the NDS LMS system.



- We hold regular events for staff for knowledge-sharing and education; for example, Disability Royal Commission updates and International Day of People with Disability panel discussion on intersectionality.
- We set up the Inclusion and Diversity Working Group in 2023 to support employment consultation processes. One of its first tasks was creating an NDS Inclusion and Diversity Policy.
- In the 2024 financial year, we began Mental Health Awareness and Mental Health First Aid training to improve knowledge of mental health across the organisation. Certified Mental Health First Aiders are available for peer support.
- NDS refreshed its values in 2022 and Embrace Diversity is one of five values for NDS. We recognise staff that are exemplars of this value in our peer NDS Quarterly and Annual CEO Awards.
- NDS joined the Diversity Council of Australia in 2023, and all staff have access to their resources and events to develop their inclusion and accessibility knowledge.

Accessible infrastructure

- We have relocated to accessible offices in VIC and NSW, and co-located with WOTSO workspaces in Tasmania.
- We have significantly improved accessibility in our WA office, with luminance contrast strips, more accessible workstations, reception seating that meets Australian Standards and relocation of ACROD printing equipment.
- The renovation of the NDS Canberra office in 2023 prioritised maintaining accessibility, including the repair of outside paving to ensure continued accessibility.

Communications

- The NDS website has been audited for Web Content Accessibility Guidelines (WCAG) 2.2 compliance, meeting AA standard and, in places, AAA.
- In the last 12 months, we held internal workshops for NDS staff on how to prepare accessible documents.
- We created new accessible templates for staff and added them to all our Microsoft

products for easy access.

- We produced a new accessibility guide, with a dedicated Comms intranet page that includes accessibility recommendations.
- We began quality control of accessible documents.
- We increased the number of accessible documents we produce by default.

Product and services

Events

- NDS hosts up to 10 national conferences and events annually, working with some of Australia's leading venues to improve their disability systems and accessibility.
- Auslan interpreters, captioning, hearing loops and other supports have been made available for NDS events, where requests have been provided within reasonable time. When interpreting is requested, we use NDS member and disability provider Deaf Connect to provide interpreting services for conferences, events, webinars and meetings.
- NDS has increased the number of people with lived experience in our events program. Among them are:
 - Speakers: Charlotte Young, Youth and Disability Advocate, gave the Kenneth Jenkins Oration in 2023 and Karni Liddell, former paralympic swimmer, in 2021. Dr Dinesh Palipana OAM and Dr Ben Gauntlett each presented at the CEOs' Meeting in 2022. Joshua Kovacs participated in a panel at the Disability at Work Conference 2023. Two panels of speakers at the International Day Lunch 2022.
 - Emcee: Elizabeth Wright, Executive Leaders Conference 2023; Caleb Rixon, National Disability Awards 2023 and Disability at Work Conference 2023;

and Brad Scott, WA Disability Support Awards 2023.

- Performers: Inkrewsive Dance Crew at National Disability Awards 2023. DJ Ben Cox, CircusWA's Level Up Circus Academy, and Dance Ability Performing Arts Kelete (DAPAK) performed at WA Disability Support Awards 2023. Dancers from Ballroom Fit, mezzo-soprano Grace King, and duo Sebastian Anthony and Jay Minogue performed at International Day Lunch.

- We make sure that event registration tables and award nomination platforms are built to accessible standards.
- We have increased the number of free-of-charge tickets for people with disability at our Disability Support Worker Awards.
- NDS printed material is printed by Australian Disability Enterprises (ADEs) and, where possible, our conference gifts come from disability service providers or organisations who employ people with disability.

Complaints

- We developed a complaints system on our website, accessible to people with disability.

Services

- There were 43 Let's Talk Disability workshops in 2023 with 1380 attendees and a 97 per cent approval rating.
- This Bay is Someone's Day campaign was launched in 2020 to reduce the misuse of ACROD Parking bays.
- We developed an Easy Read resource for the Companion Card.



Governance and accountability

- We launched the DAP 2015–19 and aligned it with NDS Strategic Directions.
- A DIAP Committee was convened in 2024 to regularly report progress to the NDS Board, senior management team and employees.
- In May 2024, the NDS Remuneration and Nominations Committee endorsed the appointment of two directors with lived experience of disability, reflecting the Board’s commitment to diverse representation.

Sector leadership

- NDS is represented on several panels and working groups for inclusion, accessibility and improving employment for people with disability, including:
 - Australian Human Rights Commission’s advisory group on digital accessibility
 - Disability Inclusive Disaster Risk Reduction (DIDRR) Expert Advisory Panel
 - DES Performance Framework Reference Group
 - DES Participant Experience Reference Group
 - DES Strategic Working Group
 - DES Operational Working Group
 - Fundamentals for NDIS Reference Group
 - DEWR IT Reference Group
- NDS hosted the NDS Supported Employment Industry Vision Reference Group and the NDS Customised Employment Project Reference Group.
- We gave our feedback to government papers, reviews, and inquiries on access and inclusion. Some recent submissions:
 - 2023 NDS Submission: Tasmanian Disability Inclusion Bill

- 2023 NDS Submission on the Disability Services and Inclusion Bill 2023 Exposure Draft
- 2023 NDS Submission: Review of the Disability Standards for Accessible Public Transport 2002
- 2022 NDS Submission on the Disability Inclusion Bill Exposure Draft
- 2021 NDS Disability Royal Commission submission: Promoting Inclusion
- 2021 NDS Submission to the Victorian Parliamentary Inquiry into the Multi-Purpose Taxi Program
- 2020 NDS Submission: Inclusion Support Program Guidelines
- For Tasmania in 2023, we produced “Employers Guide to Hiring People with Disability”.
- Also for Tasmania, we produced the Diversifying Disability Employment resource and training in 2023–24.
- Celebrated Inclusive Communities with an award at our inaugural National Disability Awards in 2023.
- Over the past five years, we sponsored the ACT Chief Minister’s Disability Inclusion Awards.
- Since 2012 and with the support from the NT Government, we have hosted the NT Inclusion Awards.
- Since 2008, we have hosted the annual WA Disability Support Awards. Awards include Excellence in Supporting Inclusion and Citizenship, Excellence in Supporting Employment Outcomes, and Excellence in Rights Promotion.





NDS Disability Inclusion and Access Plan's key priority areas 2024–28

1. Recruitment and retention
2. Learning and development
3. Accessible infrastructure
4. Communication
5. Products and services
6. Governance and accountability
7. Sector leadership



1. Recruitment and retention

Objective Improve attraction, recruitment, engagement and retention of people with disability at NDS.

What will we do?	Performance indicators:	Who?	By when?
Development of programs to support our employment of people with disability.	Research and implement suitable government grants or schemes to support workplace adjustments to increase accessibility.	Human Resources Manager and DIAP Committee	Ongoing
Research employment opportunities, such as internships and traineeships to provide entry-level employment opportunities for people with disability.	Identify and pilot a program.	Senior Leadership team and Human Resources Manager	December 2024
Research student placement opportunities for people with disability.	Identify and pilot a program.	Senior Leadership team and Human Resources Manager	December 2024
Consult with Disability Employment Services (DES) providers and other organisations, using their insights to develop best practice in accessible and inclusive employment.	Discussions held and learnings incorporated into NDS processes. Become a Disability Confident Recruiter through Australian Disability Network.	Human Resources Manager	June 2025

What will we do?	Performance indicators:	Who?	By when?
Continue to increase the proportion of staff employed with lived experience.	Annual workplace survey.	Senior Leadership team, Human Resources Manager and DIAP Committee	Ongoing
Through consultation with line managers, identify more roles where lived experience is highly preferred or required for targeted sourcing. While applicants with lived experience have increased, the hiring success rate can be improved.	In 2023, 27 per cent of new hires identified as having disability. Continue to improve the percentage of new hires with lived experience.	Senior Leadership team and Human Resources Manager	Ongoing
Build a talent pool of suitable candidates with lived experience.	Utilise HRIS to build talent pool.	Human Resources Manager	June 2025
Review position descriptions to ensure there are no barriers to recruitment of employees with lived experience, e.g., driver licence requirement.	All new position descriptions are reviewed to ensure the position is accessible to as many people as possible.	Senior Leadership team and Human Resources Manager	Ongoing
Pilot job sharing to support recruitment of more people with lived experience. Employment of two part-time staff for one role where one person has lived experience. This enables lived experience candidates without all the required skills to be employed and upskilled. At the same time, they provide lived experience knowledge and insight to the other job share employee.	Identify and recruit at least one position in a job share arrangement.	Senior Leadership team and Human Resources Manager	June 2025
Consult employees with lived experience and identify opportunities for improvement.	Annual workplace survey results. Onboarding and exit survey results.	DIAP Committee, Inclusion and Diversity Working Group, Human Resources Manager and Senior Leadership team	Ongoing
Recruitment of a board director with lived experience.	Appoint two board members with lived experience.	NDS Board	June 2025

2. Learning and development

Objectives Build upon current disability awareness initiatives to ensure NDS staff are equipped with relevant awareness, knowledge, attitudes and skills about the disability sector, DDA, disabilities, supporting people with disability, human rights convention and charters. Develop knowledge and confidence of managers to recruit and support employees with lived experience. Provide support for staff with lived experience to develop their careers.

What will we do?	Performance indicators:	Who?	By when?
Development of disability sector resources for staff available on intranet, e.g., acronyms and sector history.	Onboarding survey feedback indicates new staff have access to disability information.	DIAP Committee and Head of Learning and Development	December 2024
Internal policies and procedures are clear, concise and use everyday language. Fact sheets and FAQs in everyday language are available where the protocol is complex or jargonistic.	All employees have access to and can understand the policies and procedures they are expected to follow for their job.	Director of Corporate Services, Senior Leadership team and Director of Communications.	May 2025
Emerging Leaders Program (ELP) developed and including Unconscious Bias, Workplace Adjustments and Inclusive Leadership components.	Program implemented and embedded into BAU.	Senior Leadership team and Human Resources Manager	June 2025
Inclusion of staff with lived experience in ELP to assist with the development of staff with lived experience into more senior roles.	Program implemented and embedded into BAU.	Senior Leadership team and Human Resources Manager	June 2025
Further integration and increased engagement of the LEN with other NDS opportunities.	Increased utilisation of LEN for other work.	Head of Learning and Development, Senior Leadership team and Director of Corporate Services	Ongoing
Training for managers to increase capability to support employees with mental health and neurodiversity lived experience.	Training identified and implemented.	Human Resources Manager, Head of Learning and Development and Senior Leadership team	June 2025
Mentoring program for employees with lived experience.	Program developed and implemented.	Senior Leadership team and Human Resources Manager	June 2026

3. Accessible infrastructure

Objective Ensure a process of continual improvement across all NDS offices and infrastructure to increase accessibility.

What will we do?	Performance indicators:	Who?	By when?
Review the NDS Premises Guidelines annually to ensure changes in legislation are captured.	Annual review conducted and amendments incorporated.	Facilities Manager	20 August 2024, then annually
Prepare standardised templates for recording compliance.	The following documents to be prepared and approved for use: <ul style="list-style-type: none"> New Premises Checklist NDS Property Inspection NDS Premises Accessibility Data collection spreadsheet Above documents to be consistently used within NDS	Facilities Manager	31 December 2024 Ongoing
Ensure all NDS facilities have current (within 12 months) assessment against the NDS Premises Guidelines.	100 per cent completion. Logged in the NDS Premises Accessibility Data collection spreadsheet.	Facilities Manager	31 December 2024
Identify and resolve 'gaps' in accessibility at sites where it is reasonably practicable to do so.	80 per cent of NDS premises meet NDS Premises Guidelines.	Facilities Manager	31 December 2025
Conduct annual workplace inspections of all NDS offices to ensure office and meeting room layouts are accessible.	100 per cent completion within two months of scheduled six-monthly inspections, using the approved inspection template.	Facilities Manager	In line with 6-monthly WHS premises inspections
Consider the NDS Premises Guidelines when considering alternative office sites.	All new sites meet the NDS Premises Guidelines.	Facilities Manager	As required
Consult an access expert (internal or external) whenever office renovations are planned.	All renovated NDS offices meet the NDS Premises Guidelines.	Senior Leadership team and Facilities Manager	As required



4. Communication

Objective Continue to improve the accessibility of NDS information to internal and external stakeholders.

What will we do?	Performance indicators:	Who?	By when?
NDS website, email updates, marketing emails and publications are accessible and aim to meet industry best practice.	100 per cent compliance with NDS Communications Guidelines.	Director of Communications	Ongoing
Train staff to be 'accessibility champions' to advise their team members on meeting accessibility standards and ensuring compliance.	Each staff team includes an accessibility champion trained in accessibility standards.	Director of Communications	31 December 2024
Improve the organisation's culture to prioritise the creation of accessible documents.	<p>Include in annual workplace survey.</p> <p>Recognise and reward staff that provide quality accessible documents through the Embrace Diversity values award.</p> <p>Add to the standard position description that all staff are expected to produce accessible versions of documents.</p>	Human Resources Manager and Inclusion and Diversity Working Group	Ongoing
All external NDS documents will be available in other formats when requested.	Requests recorded in a register to measure 100 per cent compliance.	Director of Communications and Senior Leadership Team	Ongoing

What will we do?	Performance indicators:	Who?	By when?
Ensure new NDS website is at least Web Content Accessibility Guidelines (WCAG) 2.2 AA compliant and includes AAA compliant content where possible.	100 per cent AA compliance in external audit.	Director of Communications	31 December 2025
Ensure our Staff Intranet continues to be accessible.	100 per cent compliance with NDS Communications Guidelines.	Director of Communications and Human Resource Manager	Ongoing
When using external parties to produce data, reports and resources, we ensure they are provided accessibly.	100 per cent compliance with NDS Communications Guidelines.	Director of Policy and Advocacy and Director of Communications	Ongoing
Where we use an external resource that is not available in accessible format, encourage external party to produce an accessible version.	Email information and resources on accessible documentation.	Senior Leadership team and Communications team	Ongoing

5. Products and services

Objective Continue to reduce barriers to people with disability in accessing NDS products and services while supporting employment opportunities for people with disability.

What will we do?	Performance Indicators:	Who?	By when?
Give preference to disability organisations or suppliers that provide employment opportunities for people with disability.	Preferred supplier list.	Senior Leadership team and Conference and Events Manager	Ongoing
When sourcing artwork for publications, give preference to artists with disability.	Artist details to be included in publication.	Director of Communications and Conference and Events Manager	Ongoing
Ensure our meetings and events are held in accessible venues.	100 per cent compliance with NDS Meeting and Events Guidelines.	Senior Leadership team and Conference and Events Manager	Ongoing

What will we do?	Performance indicators:	Who?	By when?
Review and update NDS Meeting and Events Guidelines.	Publish updated guidelines to staff intranet.	Conference and Events Manager	December 2024
Auslan-English interpreters, captioning, hearing loops and other supports will be made available for NDS events upon request.	All requests actioned, where sufficient notice provided.	Senior Leadership team and Conference and Events Manager	Ongoing
All NDS conferences and events will accept the Companion Card and where possible, those without a card will also be accepted.	Advertise option in event promotion and webpage.	Conference and Events Manager	Ongoing
Livestream national events to ensure accessibility for all.	Advertise option in event promotion and webpage.	Conference and Events Manager	Ongoing
For relevant events, aim to increase the number of Expressions of Interest for people with disability, dependant on sponsorship.	Advertise option in event promotion and webpage.	Conference and Events Manager	Ongoing
Continue to involve people with lived experience in our events.	Include in event promotion and webpage.	Senior Leadership team and Conference and Events Manager	Ongoing
Develop Easy Read nomination guides for awards programs.	Make available on event webpage and provide links in event promotion.	Conference and Events Manager	December 2024, then ongoing
Continue to promote and improve access to ACROD Parking and Companion Card programs through technology transformation and upgrades, improvements to forms and information provided to the community members, and more accessible processes.	Increase in number of available channels or modalities of client interactions. Provision of information in accessible forms or formats. SLA turnaround times met for more than 98 per cent of client interactions.	Program Manager – Access, Inclusion and Employment	30 June 2024, then dependent on contract renewal
Continue to provide disability awareness training externally, led by our Let's Talk Disability team.	Advertise through NDS emails, website and social media. Monitor uptake and attendance.	Head of Learning and Development	Ongoing

6. Governance and accountability

Objective Strengthen our DIAP governance, engagement and reporting.

What will we do?	Performance Indicators:	Who?	By when?
Annual Access and Inclusion Health Check.	Complete Australian Human Rights Commission's IncludeAbility Access and Inclusion Health Check Use data to report on progress and identify areas for improvement.	Senior Leadership team and DIAP Committee	31 December 2024, annually thereafter
Ensure key actions of the DIAP are integrated into broader operational plans.	Launch of NDS's third DIAP. Quarterly DIAP reporting for the Senior Leadership team.	Senior Leadership team and DIAP Committee	30 July 2024 Ongoing
Continue to celebrate our DIAP achievements across the business.	Regular NDS staff updates on DIAP activities.	DIAP Committee	Ongoing
The DIAP Committee continues to be effective.	DIAP Committee will meet regularly to monitor and review progress.	DIAP Committee	Ongoing
Ensure Board of Directors are informed of progress in implementing the DIAP.	Standing agenda item on Board meetings every 12 months.	DIAP Committee and Board of Directors	Ongoing
Establish quarterly DIAP reporting metrics.	Included in Board report.	DIAP Committee	Ongoing



7. Sector leadership

Objectives Lead the sector in promoting access and inclusion for individuals with disability. Drive impactful change in social policy and actively participate in reforms aimed at enhancing accessibility, fostering inclusion and expanding employment opportunities for people with disability.

What will we do?	Performance Indicators:	Who?	By when?
Provide feedback to government papers, reviews and inquiries on accessibility and inclusion at a national and state or territory level.	Publish submissions on NDS website.	Director of Policy and Advocacy and state and territory managers	Ongoing
Provide leadership and representation on government and other sector advisory panels, working groups and committees relating to accessibility and inclusion.	Attend and contribute to advisory panels, working groups and committees.	CEO, Director of Policy and Advocacy and state and territory managers	Ongoing
Provide comment to media requests relating to accessibility and inclusion.	Publish media releases on NDS website.	CEO and Director of Communications	Ongoing, as requested

What will we do?	Performance Indicators:	Who?	By when?
Continue to include an Inclusive Communities Award in our National Disability Awards.	Publicise via email, website, and social media.	Conference and Events Manager	Ongoing
Continue to host the WA Disability Support Worker Awards.	Publicise via email, website, and social media.	Conference and Events Manager	Ongoing, dependent on Government support
Continue to host the NT Inclusion Awards.	Publicise via email, website and social media.	Conference and Events Manager	Ongoing, dependent on Government support
Continue to sponsor the ACT Chief Minister's Disability Inclusion Awards.	Provide funds and attend awards.	ACT Manager	Ongoing, dependent on funds from Joan Berry bequest
Provide insights and advice on government policies related to accessible parking, Companion Card and other access and inclusion initiatives.	Provide program reports.	Director of Policy and Advocacy, Senior Leadership team and WA Program Manager	Ongoing
Publish DIAP.	DIAP published on Register of Disability Discrimination Act Action Plans Australian Human Rights Commission and NDS Website (for easy access and Easy English version) and social media.	DIAP Committee	30 August 2024
Promote the development of DIAP to members.	Email update to members.	DIAP Committee	Annually



Monitoring and evaluating our progress

Our Disability Inclusion and Access Plan Committee will meet regularly to monitor and review our progress. Our DIAP is a working document and under constant review to meet changing demands. We will report our progress annually to the NDS Board.



National Disability Services welcomes comments and feedback on its Disability Inclusion and Access Plan. Email diap@nds.org.au

Copies of this Disability Inclusion and Access Plan are available at nds.org.au and [Register of Disability Discrimination Act Action Plans | Australian Human Rights Commission](#)

Copies are also available in alternative formats on request. Email diap@nds.org.au

Thank you to the many people who have agreed to allow photographs of themselves to be used in various NDS publications.

This report was printed by a Disability Enterprise and member of National Disability Services.

