



# Creating Access

## Accessibility Action Plan Template



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## Creating an Accessibility Action Plan

Before developing the Accessibility Action Plan, use either the '**General Recommendations For Services**' document or the '**Access Review Template**' to identify the ways your organisation would like to increase its accessibility.

These additional resources can be found on the Creating Access website here:  
<http://www.creatingaccess.org.au/>

When developing your Accessibility Action Plan, remember that consultation is vitally important. Ensure that young people with disability are involved in the review process, as their personal experience may enable them to notice barriers that you might not have even considered.

Consultation with young people with disability will also help ensure that your service is addressing the most salient issues first. A realistic timeframe for implementing the recommendations can range from 3 months to 3 years. Ultimately, your service should make these changes towards inclusivity as soon as it can.

Develop your Accessibility Action Plan with ownership at all levels of your organisation. For instance, assigning responsibility to staff members for each of the following categories of accessibility recommendations will help foster ownership, accountability and commitment to these changes.

Progress under the Accessibility Action Plan should be regularly reviewed, and monitored as part of your organisation's Strategic Plan.

### Framework for the Accessibility Action Plan

Use the comments and headings below as prompts, and outline how you intend to communicate the goals and targets of your Accessibility Action Plan to your organisation, as well as how you intend to review your action plan and the implementation of the goals and targets.

You can appoint certain staff members to take ownership over these roles. Delegating responsibility for actions in the Accessibility Action Plan to a range of staff members will ensure engagement in the process across all levels of your service.

When developing your plan, try to keep the heading mentioned below (e.g. communication, evaluation and implementation) and replace the questions that have been listed as prompts with blurbs about what your organisation wants to include.

If you are not clear on how to start each section, begin by answering the questions listed under each of the headings below.

Tables have been provided under each domain of accessibility that has been reviewed at your service. Feel free to add more lines to the table, as needed.

Use this template as a guide to help you build your Accessibility Action Plan.



# Accessibility Action Plan (INSERT ORGANISATIONS NAME)

## Aims and Objectives

- Why is it important to your organisation to be more accessible to all young people, including young people with disability?  
Click here to enter text.
- How will your service incorporate this plan into other organisational plans e.g.: strategic plan?  
Click here to enter text.
- What are the overarching short and long term goals/ targets for your organisation in relation to accessibility?  
Click here to enter text.

*N.B consider including overarching objectives or state the priority areas of your Accessibility Action Plan*

## Communication

- How will you promote your plan and the accessibility of your services to staff and young people with disability? For example:
  - In the monthly meeting
  - A newsletter disseminated to all staff and young people accessing for service
  - Training such as Disability Awareness training for new staff or an all staff training day on the goals and targets of the Accessibility Action PlanClick here to enter text.
- Will you publish your Accessibility Action Plan publicly? If yes, what form will that take? For example:
  - Publishing your Accessibility Action Plan on your websiteClick here to enter text.
- Will you publish your performance against your Accessibility Action Plan publicly? If yes, what form will that take? For example:
  - Publishing goals and targets you intend to achieve that month on your website and updating it when they have been achievedClick here to enter text.
- How (and how often) will you communicate your progress to your Board?  
Click here to enter text.

- How (and how often) will the implementation of goals and targets be reported?  
[Click here to enter text.](#)

## Implementation

- Who will be responsible for ensuring the goals and targets of the Accessibility Action Plan are implemented in their stated time frame?  
[Click here to enter text.](#)
- Who will monitor the progress of the goals and targets?  
[Click here to enter text.](#)
- Will the goals and targets be included in staff members' work plans?  
[Click here to enter text.](#)
- How will you ensure your service is held accountable for its performance against the Accessibility Action Plan? Will this be publicly available? For example:
  - Publish a report card on your website
  - Provide updates on your website as key actions are completed
  - Include goals and targets in employees KPIs[Click here to enter text.](#)

## Evaluation

- How will the implementation of goals and targets be monitored and measured? For example:
  - Delegate responsibility to specific staff members
  - A survey disseminated to all staff
  - Data gathered from service users (e.g. how many young people with disability are using the service and what is their experience?)[Click here to enter text.](#)
- How often will you review your progress? (I.e. will you formally review it annually or bi-annually?)  
[Click here to enter text.](#)
- How will you involve young people with disability in review and evaluation?  
[Click here to enter text.](#)

- How will you ensure the Accessibility Action Plan is up to date and relevant? What will this process of review look like? (NB: there should be both informal and formal review processes)  
[Click here to enter text.](#)
- Will you establish a grievance procedure for any complaints of disability discrimination?  
[Click here to enter text.](#)
- Will you establish opportunities for young people with disability to provide feedback on the plan and whether it is working in practice for them?  
[Click here to enter text.](#)

## 1. Physical Accessibility

### Direction/Objective

In this section you should state the direction or objective of your goals and targets for physical accessibility. You can have more than one directive/objective.

### Goals and/or Targets

These SMART goals and/or targets should help you reach your stated direction/objective. Use the recommendations report you received when considering what to include in the table below when framing your actions. Add more lines to the table, as needed.

- For example: Management to purchase a shower chair within the next three months to enable women who use a wheelchair to access the shower.
- For example: At the end of the lease in 2020, those responsible will ensure the service relocates to a new premises that is accessible for people with physical disability.

Issue/ Barrier	Action Required	Who is Responsible	By When
Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.
Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.

Add Row



## 2. Informational Accessibility

### Direction/Objective

In this section you should state the direction or objective of your goals and targets for informational accessibility. You can have more than one directive/objective.

### Goals and/or Targets

These SMART goals and/or targets should help you reach your stated direction/objective. Use the recommendations report you received when considering what to include in the table below when framing your actions. Add more lines to the table, as needed.

- For example: The student intern will create an Easy Read version of the Complaints Form by Dec 2019, to enable young people with intellectual disability to understand the complaints process.
- For example: Management will ensure all staff will be trained on how to book an Auslan interpreter by June 2019.
- For example: The marketing team will update the website and promotional materials to include information about the service's accessibility features by July 2020.

Issue/ Barrier	Action Required	Who is Responsible	By When
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### 3. Procedural Accessibility

#### Direction/Objective

In this section you should state the direction or objective of your goals and targets for procedural accessibility. You can have more than one.

#### Goals and/or Targets

These SMART goals and/or targets should help you reach your stated direction/objective. Use the recommendations report you received when considering what to include in the table below when framing your actions. Add more lines to the table, as needed.

- For example: Management will change the intake policy within the next three months to include a presumption that young people who access the service have capacity make decisions, and that all young people must be supported in their decision making by being presented information in the most appropriate and accessible format.
- For example: The legal intern will incorporate clearly stated references to anti-discrimination legislation into all policies within the next three months.

Issue/ Barrier	Action Required	Who is Responsible	By When
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## 4. Attitudinal Accessibility

### Direction/Objective

In this section you should state the direction or objective of your goals and targets for attitudinal accessibility. You can have more than one directive/objective.

### Goals and/or Targets

These SMART goals and/or targets should help you reach your stated direction/objective. Use the recommendations report you received when considering what to include in the table below when framing your actions. Add more lines to the table, as needed.

- For example: The training officer will ensure all staff attend Disability Awareness delivered by PWDA by July 2020.
- For example: Management will ensure information about the *Disability Discrimination Act 1992* (Cth) is provided to all staff at the upcoming staff meeting in Dec 2019

Issue/ Barrier	Action Required	Who is Responsible	By When
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Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.

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