



DISABILITY ACTION PLAN 2024–2027

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Contents

National legislation and policies

Foreword	4
Introduction	5
Purpose and Objectives	7
Legal and policy context	8
Legislation and policies	8
National legislation and policies	9
Disability employment commitments	10
Diversity and inclusion framework 2022–2027	10
Actions	13
Objective 1: Best practice in access and inclusion	14
Objective 2: Accessible physical environments	15
Objective 3: Accessible digital environments	16
Objective 4: Employees’ induction, onboarding and retention	17
Objective 5: Attract and recruit people with disability	21
Objective 6: Procedural Accessibility of the Service	23
Objective 7: Anticipate needs of clients with disability with adjustment process	25
Objective 8: Value people with disabilities and address educational needs	26
Objective 9: Expect suppliers to enable our commitment to best practice	28
Objective 10: Knowledge leader in disability inclusion	32
Objective 11: Development of uLaunch employee Disability Employee Network	33
Implementation and monitoring	34
Governance and accountability	34
Communication and engagement	34
Collaboration and partnership	35
Reporting and evaluation	35
Conclusion	38

Foreword

uLaunch is pleased to present the **Disability Action Plan 2024–27**. The plan is a thorough and strategic approach to empowering uLaunch Disability Employment Services both (NDIS and DES) to build a fairer, safer and more inclusive employer that upholds the rights of people with disability.

uLaunch - with 62% of our current workforce identifying as living with a disability, illness or injury - is committed to reducing barriers, promoting inclusion, and fostering a culture of respect and dignity for employees, clients, stakeholders and community. This plan reflects our dedication to achieving tangible change. It aligns with Inclusive Disability Services our obligations under the Disability Services and Inclusion Act 2023. It also recognises the social and human rights model of disability in the United Nations Convention on the Rights of Persons with Disabilities.

This plan outlines key actions and priorities across uLaunch NDIS and Disability Employment Services. By adopting a whole-of-community approach, we aim to create lasting change for people with disability across various aspects of life including work and community participation.

We recognise that achieving real and meaningful change requires ongoing effort and commitment. We do this in partnership with people with disability including employees with lived experience, stakeholders and clients. To ensure the effective implementation and monitoring of this plan, we will be transparent about our achievements.

We will communicate our progress to people with disability, employees, clients and the disability sector and other stakeholders.

Mark Burns

**Country Leader and Managing Director
AKG Australia**

Introduction

uLaunch Disability Employment Services is committed in creating an inclusive, accessible and safe workplace for people with a disability. This Disability Action Plan (DAP) outlines how we will empower communities and people with disability. It aligns with uLaunch’s vision, strategic priorities and legal obligations.

The DAP is designed in keeping with Disability Services and Inclusion Act 2023, focusing on:

- reducing barriers to accessibility
- reducing barriers to employment
- promoting inclusion
- changing community attitudes.

In developing this DAP, we also considered the policy landscape including:

- Commonwealth law and policies
- International Human Rights frameworks
- Alignment with the Angus Knight Group’s (AKG’s) strategic plan and frameworks.

The DAP (Disability Action Plan) Group, was initiated by Mark Burns, Country Leader Australia, in consultation with Executive Management and the uLaunch Board.

The Working Group is a collective group of representatives from uLaunch Disability Employment Services who are committed to ensuring tasks required to develop, monitor and review the DAP are completed and that all goals are achieved over the next three (3) years.

Mark Burns, Country Leader AKG Australia and the uLaunch DAP Action Group will actively promote the Disability Action Plan internally and externally as will employees from AKG and uLaunch.

The uLaunch DAP Action Group members include:

- Dr Lisa Chaffey – uLaunch Director
- Jason Shield – uLaunch NDIS Lead
- Sarah Hanson – National NDIS Manager
- Christina Jeong – Corporate Affairs and Project Officer – Group Operations
- Lynne Calder – NDIS Consultant
- Melissa Black – NDIS Consultant
- Michelle Waters – Disability Employment Consultant
- Natasha Chapman – Disability Employment Consultant Trainee
- Jessica Halloway - Disability Employment Consultant
- David Oldakowski - Disability Employment Consultant
- Susan Telford – Engagement and Placement Consultant



Purpose and Objectives

The DAP outlines the uLaunch commitments, actions and strategies to improve the lives of people with disability. Our action plan works off a set of priority pillars set out below.

This DAP is a roadmap for uLaunch to achieve its objectives. The values of Empowerment, empathy, integrity and connected.

The DAP aligns with 11 objectives:

Objective 1: Best practice in access and inclusion

Objective 2: Accessible physical environments

Objective 3: Accessible digital environments

Objective 4: Employee induction, onboarding and retention

Objective 5: Attract and recruit people with disability

Objective 6: Procedural Accessibility of the Service

Objective 7: Anticipate needs of clients with disability adjustment process

– client servicing NDIS and Disability Employment services

Objective 8: Value people with disability and address educational needs

Objective 9: Expect stakeholders to enable our commitment to best practice

Objective 10: Knowledge leader in disability inclusion

Objective 11: uLaunch Disability Employee Network (DEN)



Legal and policy context

The DAP sits within the context of legal and policy frameworks at the State and Federal levels. These frameworks guide and inform the actions and strategies outlined in the DAP. This ensures they align with broader government priorities and obligations.

Legislation and policies

The Disability Discrimination Act 1992 (DDA) is the legislative protections for people with disability.

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 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 disability 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.

Equal Opportunity Act 2010

This Act aims to stamp out discrimination and promote equal opportunity and protection of human rights in Australia

National legislation and policies

Australia’s Disability Strategy 2021–31

This is a national framework. It outlines priorities for creating an inclusive Australian society that enables people with disability to fulfill their potential as equal members of the community.

Disability Discrimination Act 1992 and associated standards and regulations

This is federal legislation that looks to stamp out discrimination against people with disability. It promotes equal rights, opportunities and access to goods, services and facilities.



Disability employment commitments at uLaunch

Inclusion and diversity | NDIS

The framework complements our vision of empowering communities to build a fairer, safer and more inclusive business. uLaunch references the Diversity and Inclusion Policy February 2022. As of 2024, 62% of uLaunch employees identify with a disability, injury or illness.

The Diversity and inclusion Policy supports our aim to become a leading employer and disability services provider in diversity and inclusion.

As we work to create a more inclusive and fair society, we commit to:

- employing a workforce that reflects the diverse communities to better meet community needs
- building workplaces that are culturally safe and inclusive for diverse employees

We will be a proactive leader in diversity and inclusion. We will empower people to express their identity and belong. This will help ensure everyone can reach their full potential in a safe, fair and respectful workplace. Our vision through this framework is to create an organisation that:

- embodies inclusive leadership
- celebrates diversity of thought
- reflects the diversity of the communities we serve so we can better support them

We commit to the goals of the Diversity and Inclusion Policy. These include a five per cent increase in the number of people with disability in our workforce by 2026. We aim for a 10 per cent increase by 2027. We also commit to have a 50 per cent increase of people with disability in our leadership roles by 2026. This will rise to a 100 per cent increase by 2027.

Capacity building and workforce development

We will continue to improve disability confidence, knowledge and skills across our workforce. We will review and update our learning and career development programs to ensure opportunities and access for diverse employees. We will offer ongoing training and professional development opportunities to our people. This training will improve employees' understanding of:

- disability
- disability inclusion
- the DAP's priorities and actions
- policies and procedures in line with disability inclusion

We will implement a recruitment plan to address inequalities in roles that show a diversity and inclusion imbalance. This includes external representation on diverse recruitment panels.

uLaunch will ensure leadership and manager development programs:

- are accessible to all
- reflect diverse people
- includes processes and resources to address newly identified access barriers quickly and effectively

Our priorities under disability employment commitments are:

We will continue to improve disability confidence, knowledge and skills across our workforce. We will review and update our learning and career development programs to ensure opportunities and access for diverse employees. We will offer ongoing training and professional development opportunities to our people. This training will improve employees' understanding of:

Priority	What we are doing and continue to do	Lead Division
<p>Strategy and business alignment.</p> <p>Objective 1, 6 and 11</p>	<p>Ensure the lived experience of employees with disability is core to policy programs and services. This will improve business practices for the communities we serve.</p>	<p>People and Culture</p>
<p>Leadership and accountability.</p> <p>Objective 7, 9 and 10</p>	<p>Ensure the Organisation's leadership profile, governance structures and workforce reflect the diversity of the community. All employees will be accountable for creating an inclusive workplace.</p>	<p>People and Culture</p> <p>Management</p>
<p>Employment and careers.</p> <p>Objective 4 and 5</p>	<p>Empower the voices of our diverse workforce and value diversity of thought. Create a workplace where our people are supported to develop and progress their careers.</p>	<p>People and Culture</p> <p>Management</p> <p>Learning and Development</p>
<p>Culture, accessibility and safety.</p> <p>Objective 2, 3 and 8.</p>	<p>Embed culturally safe actions into systems and practices as the norm. We will ensure work environments are accessible and safe.</p> <p>This includes prevention, early intervention, and suitable responses to discrimination and inappropriate behaviours.</p>	<p>People and Culture</p> <p>Management</p> <p>WHS</p> <p>IT</p>

Actions

The DAP sets out uLaunch’s priorities and actions to advance disability inclusion. This includes addressing the barriers faced by people with disability in accessing:

- accessible workplaces
- services
- facilities
- work opportunities

The DAP also aims to:

- promote inclusion and participation in the community
- achieve tangible changes in attitudes and practices that discriminate against people with disability

The priorities and actions align with:

- AKG Diversity and Inclusion Policy
- the Australian Disability Network (ADN)
- the Disability Employment Australia

Other work is also underway to identify outcomes and measures that will help uLaunch track its achievements. We will include outcomes and measures in an implementation plan to accompany with the DAP.



Objective 1: Best Practice in access and inclusion

Priority	Activity or initiative	Lead Division	Timeline
Disability employment strategies are practised every day.	<p>What we have done:</p> <p>1.1 Incorporating disability of AKG's culture and operations.</p> <ul style="list-style-type: none"> • Implemented inclusive policies. • Tailored support and adjustments. • Ongoing training and awareness through our unique Learning and Development. Example, Australian Disability Network's PACE Mentoring Program. This aims to challenge views and tackle unconscious bias about people with disability. It builds disability confidence and develops leadership skills of employees in our wider AKG organisation. <p>1.2 What we will continue to do:</p> <ul style="list-style-type: none"> • Daily practice of disability employment strategies. From recruitment to career progression, we will ensure that our disability employment strategies are continuously applied, creating a culture of ongoing support and inclusivity. • Continuous improvement: Regularly review our policies and procedures to ensure that these remain relevant and effective. We strive to make continuous improvements that enhance our ability to support and include people with disability. 	AKG Employees	Ongoing
		People and Culture	Ongoing
		Management	Ongoing
		WHS	Ongoing
		People and Culture	Ongoing
		People and Culture	Ongoing
		Management	Ongoing
		People and Culture	Ongoing
Management	Ongoing		

Priority	Activity or initiative	Lead Division	Timeline
Establish a uLaunch Disability Employee Network (DEN) as a working group that is focused on individualised support for employees with disability.	<p>1.3 What we will do:</p> <ul style="list-style-type: none"> This network will facilitate discussions to determine the specific support needs of each employee, ensuring an inclusive and accommodating work environment that meets the overall DAP initiatives. 	<p>Workplace Health and Safety</p> <p>Employees</p> <p>Management</p>	<p>Quarter 4, 2024</p>

People with disability, including those from diverse and underserved groups, are represented and actively participate in decision-making processes within the organisation.

Objective 2: Accessible physical environments

Priority	Activity or initiative	Lead Division	Timeline
Create an employment/ office site.	<p>2.1 What we have done and will continue to do:</p> <ul style="list-style-type: none"> Conduct a comprehensive environmental audit to assess and improve physical and cognitive accessibility across all uLaunch servicing sites, ensuring that our facilities are fully accessible and accommodating for employees and visitors with disability. Encourage all employees to be aware of the needs of people with various disabilities and to make themselves familiar with the location of the nearest facility, i.e. toilets. 	<p>Property and Facilities</p> <p>Management</p>	<p>Quarter 2, 2026</p> <p>Ongoing</p>

Objective 3: Accessible Digital Environments

Priority	Activity or initiative	Lead Division	Timeline
Create accessible digital platforms.	<p>3.1 What we have done:</p> <ul style="list-style-type: none"> Established accessible IT solutions, including assistive technologies and adaptive software, to all supporting employees. We are continuously exploring opportunities to enhance these solutions, ensuring that our digital tools and platforms remain inclusive and effective for everyone. 	IT	Ongoing
	<p>3.2 What we will do:</p> <ul style="list-style-type: none"> Review and update internal and public records to be accessible and ensure language and imagery is inclusive. This will include published strategies, plans, guidelines and the uLaunch website, intranet and SharePoint sites. 	Management	Quarter 2, 2025
		Management	Quarter 4, 2025
	<p>3.3 What we will do:</p> <ul style="list-style-type: none"> Neurodiversity software: Establish Accessible Communications Working Group (ACWG) to share initiatives for embedding accessible communications in all our work. 	IT	Quarter 4, 2026
		Management	Quarter 2, 2025
	<p>3.4 What we have done:</p> <ul style="list-style-type: none"> Website supported by screen readers and meets web content and document accessibility. The colour contrast was co-designed by people with disability. Easy Read English and non-English marketing flyers, policies and procedures. 	Marketing	Ongoing quarterly
Management			

Priority	Activity or initiative	Lead Division	Timeline
Develop an accessible communication policy.	<p>3.5 What we will do:</p> <ul style="list-style-type: none"> Build on accessible communications work to inform an accessible communication policy. This policy will set out rules and guidelines for communicating clearly, directly and in a manner that is easily understood. This means peoples of all abilities have equal access to information. 	<p>Management</p> <p>People and Culture</p>	Ongoing

Objective 4: Employee induction, onboarding and retention

Priority	Activity or initiative	Lead Division	Timeline
Accessibility of print information.	<p>4.1 What we have done:</p> <ul style="list-style-type: none"> Created accessible versions of inductions, employee guides, and performance reviews materials. Assist employees in locating these materials, first through induction and onboarding stages, and reminders throughout the employee’s life cycle. All policies, procedures and staff handbook are available in PDF format, providing new starters with the option to have the content read aloud. 	People and Culture	Ongoing
		Learning and Development	Ongoing
		Management	Ongoing

Priority	Activity or initiative	Lead Division	Timeline
<p>Develop an accessible communication policy.</p>	<p>4.2 What we will do:</p> <ul style="list-style-type: none"> ● Provide assistance to people who require help completing the necessary forms: <ul style="list-style-type: none"> - Workplace modifications – ensure any required workplace modifications are addressed before or on the employee’s first day - Form assistance – maintain contact with new hires pre-start to assist with completing necessary forms during the onboarding process. - Alternate formats – ensure materials are available in various forms. 	<p>WHS</p> <p>People and Culture</p> <p>Marketing /DEN</p>	<p>Ongoing</p> <p>Reviewed quarterly</p>
<p>Induction can be broken down into smaller segments to accommodate people with learning or intellectual disability.</p>	<p>4.3 What we have done and will continue to do:</p> <ul style="list-style-type: none"> ● Break down the induction process into manageable segments – simplify content, segment learning, visual aids, repetition and reinforcement, flexible timing, personalised support, and opportunities for feedback. ● eLearning includes essential contractual and service delivery information relevant to a new starter, with option for closed caption subtitles in the videos. ● The new Induction Booklet offers a gradual progression through each phase of a participant's journey in disability employment: basics first, before advancing to discovery and marketing activities, and then placement and post-placement support and claims. 	<p>Learning and Development</p> <p>People and Culture</p> <p>Management</p>	<p>Ongoing</p>

Priority	Activity or initiative	Lead Division	Timeline
<p>Connect people with disability to supports, relevant development opportunities and networks.</p>	<p>4.4 What we have done and will continue to do:</p> <ul style="list-style-type: none"> • Connect people with disability to various supports, development opportunities and networks • Hold regular Diversity and Inclusion discussion forums on relevant topics, and/or updates for all employees. 	<p>Talent People and Culture DEN group</p>	<p>Monthly in AKG internal newsletter</p>
<p>Monitor retention of our employees with disability and employees who are carers of people with disability.</p>	<p>4.5 What we have done and will continue to do:</p> <ul style="list-style-type: none"> • Foster a workplace culture, with Area Managers playing a key role by setting example, where diversity and inclusion are encouraged and celebrated. This strong culture of diversity and inclusion is the foundation of uLaunch identity and success. • Continue the practice of Exit interviews to understand the experience of employees with disability. Gather honest feedback and make improvements, example: annual engagement survey that monitors retention by collecting diversity questions as a survey tool. • Employee development: empowering team members to identify and achieve their professional goals, contributing to a dynamic and productive workplace culture. • Manage workloads to prevent burnout with regular check-ins to gauge well-being. • Provide opportunities for career advancement, delivering opportunity and choice around career progression with clear communication and goals. 	<p>People and Culture Talent Management monthly reviews Management monthly reviews Talent People and Culture</p>	<p>Quarter 2, 2025 Quarter 4, 2025 Quarter 2, 2026 Quarter 4, 2026 Monthly</p>

Priority	Activity or initiative	Lead Division	Timeline
<p>uLaunch employees connect people with disability to supports, relevant development opportunities and networks.</p>	<ul style="list-style-type: none"> • Flexible arrangements for employees who are carers of people with disability or elderly family members. These arrangements include varied start and finish times, working from home, or part-time hours. 		<p>Monthly</p>
<p>Employees</p>	<p>4.6 What we will do:</p> <ul style="list-style-type: none"> • Reach out to current employees with disability, and encourage connections, pursue an agenda of active representation and visibility in the workplace. • Improve accessibility in physical workspaces, particularly when new office designs are developed. • Set targets to help uLaunch achieve our diverse workforce target • Promote and participate in key disability events, such as the International Day of People with Disability and Mental Health week. • Raise the profile of employees with disability through good news stories and articles. • Establish a District Diversity and Inclusion (D&I) role. This role would promote diversity and inclusion in the workplace and act as an advocate to help change perceptions, break down barriers and shift stereotypes that might exist to enhance the ability to employ and support more people with disability. 	<p>People and Culture</p> <p>WHS</p> <p>Marketing /Comms/WHS DEN group</p> <p>General Manager, People and Culture</p>	<p>Ongoing</p> <p>Quarter 2, 2025</p> <p>Quarter 4, 2025</p> <p>Quarter 2, 2026</p> <p>Quarter 4, 2026</p> <p>Quarter 2, 2025</p>

Priority	Activity or initiative	Lead Division	Timeline
	<ul style="list-style-type: none"> Develop a uLaunch ‘Safety and Wellbeing Policy’ to include a person with a disability (how do we keep them safe and protected). 	General Manager, People and Culture WHS	Update WHS policy Quarter 2 and reviewed annually

Objective 5: Attract and recruit people with disability

Priority	Activity or initiative	Lead Division	Timeline
Promote and participate in key disability awareness and advocacy events.	<p>5.1 What we have done and will continue to do:</p> <ul style="list-style-type: none"> Raise the profile of employees with disability through internal meetings and good news stories. Continue to welcome disability awareness experts and advocates in the industry to gain more of an understanding and awareness of many types and ways in which we can be more accepting and non-judgemental. Brand ambassadors are in place. 	Marketing Management Management Marketing	Quarter 2, 2025 Quarter 4, 2025 Quarter 2, 2026 Quarter 4, 2026
Focus on removing barriers and ensuring inclusivity and support within the workplace.	<p>What we have done and will continue to do:</p> <ul style="list-style-type: none"> Improve communication, marketing, and addressing equality concerns. Barriers to application and retention: identify and address any current practices that may discourage individuals with disability from applying or staying in their roles. Workspace modifications: ensure that employees can request and receive modifications to their workspace to accommodate their needs. 	DEN Group WHS Management People and Culture Talent	Quarter 1, 2025 Quarter 3, 2025 Quarter 1, 2026 Quarter 3, 2026

Priority	Activity or initiative	Lead Division	Timeline
<p>Use consistent and standardised terminology that is diverse, inclusive, and respectful.</p>	<ul style="list-style-type: none"> ● Reasonable workplace adjustments: implement and tailor reasonable workplace adjustments from job access to meet employees' needs. ● Culture of safety and inclusion: demonstrate a genuine culture of safety and inclusion in the recruitment process, beyond standard equal opportunity statements. ● Addressing stigma in disclosure: develop strategies to address stigma related to disclosing both visible and invisible disabilities during recruitment. ● Profiling employees with lived experience: consider using employees with lived experiences of disability in marketing communications to enhance relatability and inclusion. <p>5.2 What we will do:</p> <ul style="list-style-type: none"> ● Language and flexibility in position descriptions: use accessible and easy-to-understand language in position descriptions to accommodate people with disability. For example, use terminology such as; Recruitment Adjustments rather than disability adjustments, ‘adjustments that are offered to all employees’, so people with disability do not feel singled out. 	<p>People and Culture Learning and Development Management Talent</p>	<p>Quarter 4, 2024 Quarter 1, 2025 Quarter 3, 2025 Quarter 1, 2026 Quarter 3, 2026</p>

Objective 6: Procedural Accessibility of the Service

Priority	Activity or initiative	Lead Division	Timeline
Employees	<p>6.1 What we have done and will continue to do:</p> <p>AKG has a number of relevant policies and procedures that address accessibility to services on the company intranet. Policy and procedure feedback is lodged via online tickets. Current policies include: Our People Policy, Payroll Management Policy, Leave Policy and Procedure, Flexible Working Arrangements, Onboarding and Probation Policies, Social Media Policy, Dress Code Policy, Anti-Discrimination, EEO and AA Policy and Procedure, Workplace Harassment and Bullying Policy, Managing Poor Performance and Misconduct Policy, Drug and Alcohol Policy, Grievances and Complaints Handling Policy and Procedure.</p> <p>Employees with disability are asked about their accessibility needs at interview and upon arriving and actioned within suitable times by the line manager.</p> <ul style="list-style-type: none"> • Regular reviews and monthly catch ups, provide anti-discrimination against people with disability in terms of setting unrealistic timeframes or goals. • P&C will establish a portal for feedback on procedures that may need adjustments to improve service accessibility. 	<p>People and Culture Learning and Development Management Talent DEN group</p>	<p>Policy review schedule?</p>

Priority	Activity or initiative	Lead Division	Timeline
	<p>6.2 What we will do:</p> <ul style="list-style-type: none"> ● AKG Inclusion Policy to be updated to reflect people with disability. ● Pending AKG policies to allow service dogs to accompany employees with disability into service. ● Pending policies outlining the protocol for accessing interpreters or assistive communication devices. ● WHS pending policy of physical environment or layout of the service if changed at all, ensure that people with disability and vision impairment are made aware of these changes. ● Pending procedures outline that induction must be performed conversationally but extend to audio recordings and easy read. ● AKG pending procedures or policies in place that outline the service’s minimum requirements for accessible information 	<p>People and Culture team</p>	

Objective 7: Anticipate needs of clients with disabilities with adjustment process - client servicing NDIS and Disability Employment services

Priority	Activity or initiative	Lead Division	Timeline
<p>Create an inclusive, accessible workplace by ensuring physical accessibility, promoting diversity, supporting flexible work arrangements, maintaining ongoing reviews, and clear communication of values and policies.</p>	<p>7.1 What we have done and will continue to do:</p> <ul style="list-style-type: none"> ● uLaunch has accessibility of print information – inductions, client guides, job plans, service agreements, consent forms - in easy read documents and audio prompts. ● Accessibility of electronic information. ● Investigate and identify accessibility barriers to new and renovated services ● Review and amend emergency procedures to include measures that ensure the safety of people with disability during emergency situations. ● Ensure workplace and premises are customised and accessible to ensure the safety of people with disability. ● Entry forms available in easy read accessible documents for literacy challenged people. ● Access to interpreters available for people who are culturally diverse. ● Access to Auslan interpreters available for hearing impaired clients. ● Wage subsidies, access to Employment Fund, support wage, Job Access is available for people with disability commencing work. ● Ensure clients’ access to customer centric programs, customised employment program based on Centre of Disability Employment Research Centre. ● Partnerships with community and employers to support the goals of clients. 	<p>WHS Management</p> <p>WHS Manager</p>	<p>Annually Quarter 2, 2025</p> <p>Annually Quarter 2 2026</p> <p>Annually Quarter 2 2027</p> <p>Ongoing</p>

Priority	Activity or initiative	Lead Division	Timeline
	<p>7.2 What we will do:</p> <ul style="list-style-type: none"> • Develop inclusive list of community organisations for disability and inclusion stakeholders to support clients and employees. • Biannual diversity survey to capture opportunities to improve service delivery, communication, system and process. • Promote uLaunch vacancies within local community networks in offices • Promote community events, expos, employment engagement, industry trainings that promote opportunities for people with disability. 	<p>Marketing Management</p> <p>DEN</p>	<p>Quarter 1, 2025</p> <p>Quarter 3, 2025</p> <p>Quarter 1, 2026</p> <p>Quarter 3, 2026</p> <p>Quarter 1, 2027</p> <p>Quarter 3, 2027</p>

Objective 8: Value people with disability and address educational needs

Priority	Activity or initiative	Lead Division	Timeline
Supporting and empowering employees with disabilities within the organisation.	<p>8.1 What we have done and will continue to do:</p> <ul style="list-style-type: none"> • Training and engagement: evaluate if employees and management are well-trained in diversity and disability engagement. • Safe disclosure: assess if employees feel safe disclosing their disability at work. • Disability Focus Group: gauge interest across uLaunch workforce to join the Disability Employment Network (DEN). • Additional support/training: help employees identify what extra support or training they need to excel in their roles. 	<p>Employees</p> <p>People and Culture</p> <p>Management</p> <p>DEN</p>	<p>Quarter 2, 2025</p> <p>Quarter 4, 2025</p> <p>Quarter 2, 2026</p> <p>Quarter 4, 2026</p>

Priority	Activity or initiative	Lead Division	Timeline
	<ul style="list-style-type: none"> ● Career advancement: enable employees to explore interest in courses for career growth and assess the need for support. ● Traineeship program from people with disability to gain insight, support and training with uLaunch in Disability Employment Services. <p>8.2 What we will do:</p> <ul style="list-style-type: none"> ● Celebrate Disability Action Week annually on 3 December ● Ensure ongoing access to training and knowledge programs internally ● Provide disability awareness online training ● Create option for training in mental health first aid 		



Objective 9: Expect stakeholders to enable our commitment to best practice

Employers can foster inclusive hiring by actively recruiting individuals with disability or DES participants and provide diversity training to create a welcoming work environment.

Priority	Activity or initiative	Lead Division	Timeline
Support and engage with initiatives and policies.	<p>9.2 What we have done and will continue to do:</p> <ul style="list-style-type: none"> • Employees’ involvement: actively involve employees in developing and implementing initiatives and policies. This includes attending meetings, participating in training sessions, and providing input during consultation periods. • Communication channels: establish clear communication channels to keep stakeholders informed about new initiatives and policy updates. Regular newsletters, webinars, and stakeholder meetings can be effective tools. • Resources: encourage stakeholders to provide resources to support the successful implementation of these initiatives and policies. • Advocacy and promotion: stakeholders should advocate for and promote these initiatives within their own networks, helping to raise awareness and support for uLaunch's goals. 	<p>Management</p> <p>Marketing</p> <p>DEN</p> <p>People and Culture</p>	<p>Quarter 2, 2025</p> <p>Quarter 4, 2025</p> <p>Quarter 2, 2026</p> <p>Quarter 4, 2026</p>

Priority	Activity or initiative	Lead Division	Timeline
<p>Adherence to government funding guidelines and DES contract requirements .</p>	<p>What we will do:</p> <ul style="list-style-type: none"> • Compliance training: provide training sessions to ensure stakeholders understand the relevant government funding guidelines and DES contract requirements. This includes financial reporting, participant documentation, and service delivery standards as well as the unique uLaunch service delivery model. • Regular audits and reviews: ensure compliance with government guidelines and contract requirements. Stakeholders should be prepared to participate in these processes and address any identified issues promptly. • Transparent reporting: maintain transparency in reporting and documentation to meet government and contractual obligations. Stakeholders should submit timely and accurate reports as required. • Mutual accountability: Foster a culture where both uLaunch and stakeholders hold each other accountable for meeting compliance standards and achieving desired outcomes. 	<p>Quality Management</p>	<p>Quarter 1, 2025</p> <p>Quarter 3, 2025</p> <p>Quarter 1, 2026</p> <p>Quarter 3, 2026</p> <p>Quarter 1, 2027</p> <p>Quarter 3, 2027</p>

Priority	Activity or initiative	Lead Division	Timeline
<p>Feedback and support for continuous improvement.</p>	<ul style="list-style-type: none"> ● Success story sharing: encourage stakeholders to share success stories and positive outcomes from DES participants similar to uLaunch's Good News Stories. This helps to build morale and highlight the positive impact of the services provided. ● Continuous feedback loop: implement a process where stakeholders regularly provide feedback on services and participant experiences. This can be done through surveys, focus groups, or informal check-ins. ● Recognition programs: develop programs to acknowledge and celebrate stakeholders who contribute significantly to the continuous improvement of services. ● Best practice: implement best practices and successful strategies identified through feedback and success stories to all stakeholders, fostering a culture of continuous improvement. 	<p>Management</p> <p>Marketing</p> <p>DEN</p> <p>People and Culture</p>	<p>Ongoing</p>

Priority	Activity or initiative	Lead Division	Timeline
<p>Ethical and responsible behaviour.</p>	<ul style="list-style-type: none"> • Values alignment: clearly communicate uLaunch's values and best practice standards to all stakeholders. Ensure that these values are reflected in all interactions and collaborations. • Ethical conduct training: provide training on ethical conduct and responsible behaviour, emphasising the importance of integrity, respect, and inclusivity in all dealings. • Code of conduct: develop and enforce a code of conduct that outlines expected behaviours and responsibilities for stakeholders. Ensure that all stakeholders are aware of and committed to adhering to this code. • Monitoring and accountability: Establish monitoring mechanisms to ensure ethical and responsible behaviour. Address any breaches promptly and transparently to maintain trust and integrity. 	<p>Quality Management</p> <p>People and Culture</p> <p>DEN</p>	<p>Quarter 2, 2025</p> <p>Quarter 4, 2025</p> <p>Quarter 2, 2026</p> <p>Quarter 4, 2026</p>

Objective 10: Knowledge Leadership in disability inclusion

Support the development of more leaders with disability, focusing on providing opportunities for personal and professional growth.

Voice and leadership

Priority	Activity or initiative	Lead Division	Timeline
Co-design policies, programs and services with people with disability.	<p>10.1 What we have done and will continue to do:</p> <ul style="list-style-type: none"> We will increase collaboration with people with disability on policies, programs and services, ensuring they are accessible and responsive to the diverse needs of people with disability by: <ul style="list-style-type: none"> Encouraging co-design policies, programs and services with people with disability Ensuring the voices of people with disability are central to the development process. 	Management People and Culture	Quarter 2, 2025
	<p>10.2 What we have done and will continue to do:</p> <ul style="list-style-type: none"> uLaunch provides ongoing supervision and employee development, creating a safe environment where employees can openly communicate their needs and receive the necessary support to thrive in their roles. This empowers team members to identify and achieve their professional goals, contributing to a dynamic and productive workplace culture. 		Quarter 4, 2025 Quarter 2, 2026 Quarter 4, 2026

Priority	Activity or initiative	Lead Division	Timeline
Develop more leaders with disability through an ongoing commitment to sponsor positions in leadership programs.	10.3 What we will do: <ul style="list-style-type: none"> • Set targets for disability leadership in the Diversity and inclusion framework. • Support future leadership program. • Audit existing leadership and manager development programs for access and inclusion for employees with disability. 	People and Culture	Quarter 2, 2025
		Disability	Quarter 4, 2025
		DEN	Quarter 2, 2026
		Management	Quarter 4, 2026

Objective 11: Create the Disability Employee Network

Priority	Activity or initiative	Lead Division	Timeline
Establish a uLaunch Disability Employee Network (DEN) as a working group that is focused on individualised support for employees with disability.	11.1 What we will do: This network should facilitate discussions to determine the specific support needs of each employee, ensuring an inclusive and accommodating work environment that meets the overall DAP initiatives.	Workplace Health and Safety	Quarter 4, 2024
		Employees	
		Management	

Implementation and Monitoring

Implementing the DAP requires a coordinated effort across the organisation. This will involve employees at all levels and ongoing engagement with people with disability, employees, participants and families. We will engage key stakeholders in the implementing and evaluating the DAP.

The following steps outline the approach to implementing and monitoring the DAP:

- governance and accountability
- communication and engagement
- collaboration and partnership
- reporting and evaluation

The DAP will be improved over its life based on feedback and learnings from:

- people with disability
- their representative organisations
- other stakeholders

Governance and Accountability

People and Culture and Management will provide governance and accountability for the DAP. We will report annually to that committee and to the Equality, Diversity and Inclusion Committee and lodge the uLaunch DAP on the Human Rights website once approved by uLaunch Board. This will help align the DAP and the **Diversity and Inclusion Framework**, which the People and Culture Committee also oversees.

Collaboration and partnership

uLaunch will foster partnerships with:

- other AKG departments
- disability organisations
- advocacy groups.

This will help advance disability inclusion and share best practices.

Collaboration and partnership

We will take part in interdepartmental working groups and forums to collaborate on cross-government initiatives related to disability plan management.

Reporting and Evaluation

uLaunch will include updates on DAP implementation in our annual report, as required by the Disability Services and Inclusion Act 2023.

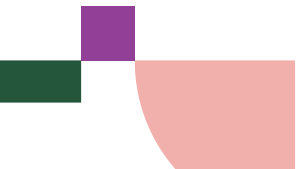
We will conduct an evaluation of the DAP towards the end of its implementation period. This will involve assessing its effectiveness and inform the development of future disability action plans.

Audit Checklist

	Expected completion	Completed date	Parties involved	Outcome
Objective 1.1				
Objective 1.2				
Objective 1.3				
Objective 2.1				
Objective 3.1				
Objective 3.2				
Objective 3.3				
Objective 3.4				
Objective 3.5				
Objective 4.1				
Objective 4.2				
Objective 4.3				

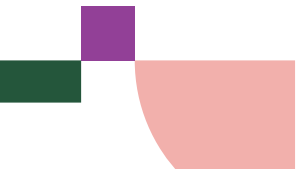


	Expected completion	Completed date	Parties involved	Outcome
Objective 4.4				
Objective 4.5				
Objective 4.6				
Objective 5.1				
Objective 5.2				
Objective 6.1				
Objective 6.2				
Objective 7.1				
Objective 7.2				
Objective 8.1				
Objective 8.2				
Objective 9.1				
Objective 9.2				
Objective 10.1				
Objective 10.2				
Objective 10.3				
Objective 11.1				





2024 Quarter 4		
2025 Quarter 1		
2025 Quarter 2		
2025 Quarter 3		
2025 Quarter 4		
2026 Quarter 1		
2026 Quarter 2		
2026 Quarter 3		
2026 Quarter 4		
2027 Quarter 1		
2027 Quarter 2		
2027 Quarter 3		
2027 Quarter 4		



Conclusion

The uLaunch DAP is a crucial step in our ongoing commitment to create a more inclusive and accessible plan for people with disability. The DAP outlines key actions and priorities across 11 objectives. It aims to address the barriers and challenges faced by people with disability.

These actions are centred around:

- Inclusion
- Accessibility to physical and digital environments
- Employee attraction, onboarding and retention planning
- Accessibility of services
- Voice and leadership

By focusing on these priority areas, we strive to create lasting change in the lives of people with disability and their families.

The DAP also highlights the importance of ongoing engagement, monitoring and evaluation. This will ensure the effectiveness of our efforts.

We will regularly review our progress. We will keep channels of communication open with the disability community. This will better equip us to adapt and respond to emerging needs and challenges.

Together, we will continue to work towards an inclusive, accessible and equal country. We envision a state where people with disability can fully take part in all aspects of life. People with disability deserve to enjoy the same rights, opportunities and privileges as every other member of the community.

We remain committed to upholding the rights and dignity of people with disability and fostering an inclusive society for all.

