



Disability Inclusion

Action Plan

DIAP 2024-2027



Queensland



GSA
Get Skilled Access

Acknowledgement of Country 3

About Disability and Our Plan 4

Discovery and Methodology 5

Our Language 6

Key Outcome Areas of our DIAP – (The four key focus areas of disability inclusion) 7

DIAP actions..... 8

 Culture 8

 Physical and Digital Infrastructure..... 9

 Employment 10

 Systems and Processes 11

Appendix..... 12

 Legislation..... 12

 SLSQ DEI Strategy 12

 Ongoing consultation, review and monitoring..... 12

 Snapshot of consultation feedback 13

 Culture 13

 Physical and digital infrastructure 13

 Employment 14

 Systems and Processes 14

Acknowledgement of Country

Surf Life Saving Queensland acknowledges the Traditional Custodians of our lands and waterways. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander Peoples.

Board Endorsement: This plan, as a key component of the [SLSQ Diversity, Equity & Inclusion Strategy 2024 - 2027](#) represents our commitment to improving accessibility for people with disability



About Disability and Our Plan

Surf Life Saving Queensland (SLSQ) welcomes all people of all abilities and believes that it is our sense of belonging that binds us together. We do this by creating a culture of safety and promoting equity, respect and diversity. Whilst we are already committed to the inclusion of people with disability, visible and non-visible including neurodivergence and intellectual disability, as demonstrated through existing initiatives led by volunteers and the launch of SLSQ's inaugural [**Diversity, Equity and Inclusion \(DEI\) Strategy 2024-2027**](#), we recognise that there are numerous opportunities for SLSQ to pursue positive change achieving true disability inclusion and full participation for people with disability.

We continue this journey by aligning with the social model of disability which promotes that it is the barriers present in society, including attitudinal or barriers within built environments, surf clubs and beach access that are disabling to people with disability, not the disability itself. We also recognise that the barriers of people with disability can be compounded when experienced in parallel with other intersecting identity traits such as gender, sexuality, race, religion and more. It is through the development of this Disability Inclusion Action Plan (DIAP) that we aim to remove any barriers present in our organisation for all people with disability, enhance our culture of safety and belonging and increase disability and access initiatives at a local level.

[**Australia's Disability Strategy 2021-2031**](#) aims to foster national leadership and drive sustainable change towards a more inclusive and accessible Australian society. It envisions a future where all people with disability can fully participate as valued members of the community. Aligned with this vision and national and state legislation, SLSQ will support the commitment to the disability strategy through this Disability Inclusion Action Plan.

The relevant legislation, industry standards and guidelines that informed the creation of this DIAP can be found in the appendix.

Discovery and Methodology

This DIAP was developed following thorough consultation with Surf Life Saving Queensland's people including our employees, members and the Queensland community as a review of commonly accessed policies, processes, systems, information, resources and communications. Understanding the day-to-day experiences of our people, in particular, our people with lived experience of disability, enabled us to identify key areas for improvement, which in turn were developed into actions to be achieved over the life of the plan.

From its conception, we have understood that lived experience of disability was going to be the key to this DIAP's success. To support us in delivering an authentic DIAP

that met the needs of people with disability, we partnered with disability inclusion consulting firm Get Skilled Access which was founded by Paralympian, wheelchair tennis champion and 2022 Australian of the Year, Dylan Alcott AO.

Get Skilled Access not only assisted our desktop review, assessing documents through a disability lens but also co-led the consultations with our community using their own experiences of disability and understanding of Surf Life Saving Queensland, to foster a climate of trust and safety and allow people to share. The consultations comprised of 4 focus groups with a total of 35 participants who shared their experiences and SLSQ also reviewed

the outcomes and finding summary of the 2024 SLSQ Accessible Organisation Survey 2024 and 2023 SLSQ Club Facilities Survey.

We look forward to working with our members, the community and people with lived experience throughout the life of this Plan.

Overview of the consultation process:

- Desktop review January 2024
- Consultation sessions February 2024
- SLSQ Accessible Organisation Survey 2024
- SLSQ Club Facilities Survey 2023

Our Language

Throughout this Disability Inclusion Action Plan, we have decided to use person first language which focuses on the person rather than their disability. Example of this language is a lifesaver with disability, rather than a disabled lifesaver. We must acknowledge that whilst this DIAP utilises person first language, not all people with disability will prefer

this language. We recognise that all people with disability are unique and may refer to themselves differently, for example, identity-first language. Whatever your preference, we aim to learn from you and take your lead, allowing you to flourish at Surf Life Saving Queensland.

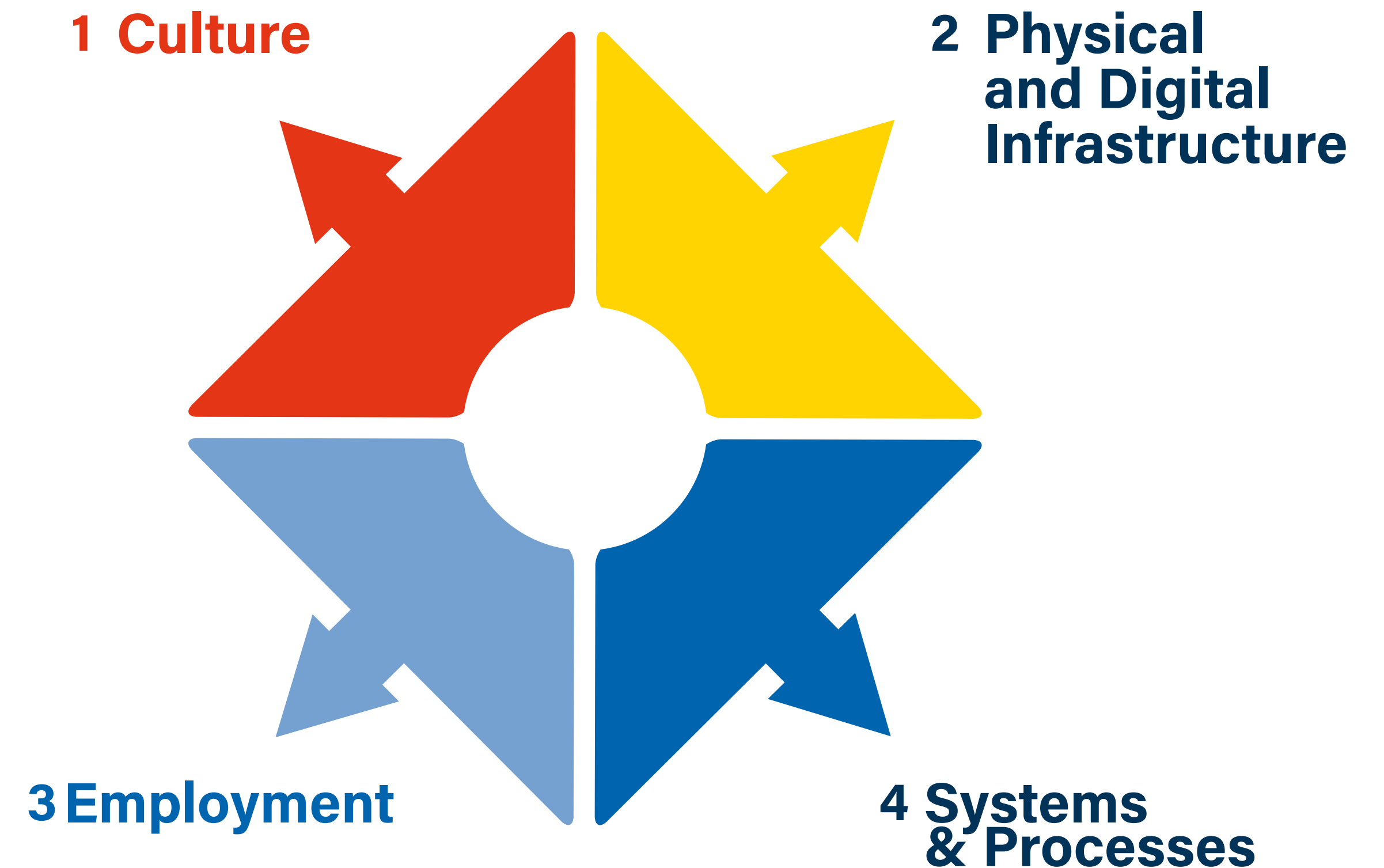


Key Outcome Areas of our DIAP

(The four key focus areas of disability inclusion)

This DIAP was developed to align with the United Nations Convention on the Rights of Persons with Disability which promotes the dignity of people with disability and their participation and equal enjoyment of all human rights¹. To support this alignment, our DIAP's focus areas have been guided by the barriers commonly experienced by people with disability, as outlined in the Convention. The purpose of these focus areas is to frame our DIAP actions and serve as key areas of improvement for us to focus upon.

The 4 focus areas of inclusion are:



¹ United Nations, Convention on the Rights of Persons with Disabilities, retrieved from <https://social.desa.un.org/issues/disability/crpd/convention-on-the-rights-of-persons-with-disabilities-crpd>

DIAP Actions

1. Culture

ACTION	RESPONSIBILITY	TIMELINE
Enhance the understanding and capability of disability inclusion across organisation by committing to training throughout the life of the plan	DEI, Education, HR, Sport and Lifesaving	Ongoing
Increase the signs and symbols of inclusion across SLSQ and uplift disability as a key DEI pillar	DEI and Marketing	June 2025
Ensure there is authentic representation of people with disability in internal and external facing resources	DEI and Marketing	June 2025
Consider SLSQ ambassadors to be someone with disability or partner with social media influencers with disability	DEI and Marketing	June 2026
Support the creation of a disability reference group	DEI and Membership	September 2025

DIAP Actions

2. Physical and Digital Infrastructure

ACTION	RESPONSIBILITY	TIMELINE
Review all online content against current Web Content Accessibility Guidelines (WCAG Standards)	DEI and Marketing	December 2025
Update relevant content in a phased approach aligned to Web Content Accessibility Guidelines (WCAG Standards)	DEI and Marketing	December 2026 - June 2027
Provide information on the accessibility of clubs and corporate spaces so that staff, members and visitors are aware of the accessibility options	DEI, Marketing and Regional Managers	Ongoing
Develop Universal design guidelines that can be used to support future redevelopments and upgrades to existing facilities	DEI	December 2025
Development of guidelines for Clubs/volunteers around assistance to people with disability accessing beaches	DEI	Ongoing
Increase the number of beach wheelchairs and beach matting available across the state	DEI, Regional Managers and Branches	Ongoing

DIAP Actions

3. Systems and Processes

ACTION	RESPONSIBILITY	TIMELINE
Review training packages and identify areas to increase accessibility and inclusion	DEI and Education	Ongoing
Create an event accessibility guide template to be used at all SLSQ events	DEI	June 2025
Develop an Inclusive Language guide that can be used by all SLSQ staff and members to assist with disability confidence and best practice language	DEI	Ongoing
Increase the availability of inclusive nipper programs across the State	DEI and Membership	Ongoing
Create accessible and inclusive pathways for people with disability.	DEI, Membership, Sport, Lifesaving and Education	June 2027

DIAP Actions

4. Employment

ACTION	RESPONSIBILITY	TIMELINE
Increase the accessibility and inclusion of candidates with disability throughout the end-to-end recruitment process	DEI and HR	June 2027
Create a stand alone reasonable adjustment policy for employees of SLSQ	DEI and HR	June 2025

Appendix

LEGISLATION

- [United Nations Convention on the Rights of Persons with Disabilities \(2006\)](#)
- [Disability Discrimination Act 1992](#)
- [Australia's Disability Strategy 2021-2031](#)
- [QLD Disability Services Act 2006](#)
- [QLD Anti-discrimination Act 1991](#)
- [QLD Human Rights Act 2019](#)

Slsq DEI Strategy

This Disability Inclusion Action Plan has been created to sit underneath SLSQ's overarching Diversity, Equity and Inclusion (DEI) Strategy 2024-2027. When developing this DIAP we have aligned with the vision of the Strategy "to promote and ensure a fair, equitable, safe and respectful environment." Additionally, the below strategic Pillars

that form the framework of our overarching DEI Strategy are reflected throughout the actions in this DIAP.

- **Leadership:** Foster change through strong and inclusive leadership
- **Community Engagement:** Create a respectful, safe, and welcoming environment.
- **Sustainability:** Ensure systemic and sustainable change

Ongoing consultation, review and monitoring

Surf Life Saving Queensland would like to express its gratitude to all involved in the development of this Plan. We will continue to be open and transparent throughout its progress and commit to the timelines

we have set to meet the actions. We will continue to learn through our members and the experiences of people with disability and will seek feedback and measure our progress through the below measures:

- Actions successfully implemented over the life of the Plan
- Engaging with the members and staff that have been consulted and have contributed to the development of the plan
- Quarterly reporting to the newly established Disability Employee Network
- We will provide ongoing updates and progress on actions bi-annually to the CEO and Board
- Achievements will be noted in the Annual Report

Appendix

Snapshot of consultation feedback:

Across the desktop review and consultations, key themes emerged. Aligned to the four pillars of inclusion, feedback included:

1. Culture

- Many members and staff are invested in improving disability inclusion across the organisation, however, it was identified that some attitudinal barriers exist. Unconscious bias and misconceptions such as what people with disability can do or the skills they can bring to an organisation can often be a missed opportunity.
- Many SLSQ members and staff expressed

that they would like to access disability confidence and capability training to assist them in their everyday roles and to assist in reframing the way that disability is viewed throughout the surf life saving community.

2. Physical and digital infrastructure

- It was discussed that specific clubs across QLD have accessibility equipment such as beach matting and beach wheelchairs, that allows people with disability to access the beach. There can however be some barriers in the availability of the equipment due to time and volunteer restraints. Further, there is an opportunity to increase the number of clubs across the state to have beach matting and beach wheelchairs.

- There was support from participants that SLSQ Clubs would benefit from increasing accessible features such as quiet spaces, lift accessibility, and universal design, in future developments to increase accessibility and inclusion to the greatest amount of people.
- It was raised that there are multiple online platforms for information, it can be difficult to find the information that is needed and the content is not always in an accessible format. There were further conversations around the accessibility and inclusion of SLSQ courses and a desire to ensure that course material is accessible for people with disability and that appropriate reasonable adjustments can be made.

Appendix

3. Employment

- It was noted that whilst there are a few people with disability currently employed at SLSQ, there is a significant opportunity to increase the accessibility and inclusion of current recruitment practices to attract and retain more candidates with disability.

4. Systems and Processes

- There were positive conversations around the clubs that are currently running successful inclusive Nipper programs. It was identified that SLSQ would benefit from increasing the availability of inclusive nipper programs across the state and harnessing

the knowledge and learnings from clubs currently running the programs.

- It was identified that further education is required throughout SLSQ to ensure information and events are accessible to the greatest number of people. Creating accessible event guidelines and accessible communication guidelines were both recognised as being beneficial for the organisation to put in place to continue the inclusion journey.

- It was voiced that there are barriers in the current membership application process for people with disability. There was a collaborative view to remove barriers and include more opportunities for people with disability to become members and

a clear recognition of the value they can bring to clubs. One of the suggestions to overcome barriers to membership was to ensure a membership category and to also understand what reasonable adjustments can be made to the membership process.

“ There is always fear and apprehension, not enough people with disability involved in decision making.”



“If you’re going to talk about disability, make sure someone with disability has a seat at the table”

Dylan Alcott, Co-Founder, Get Skilled Access



GSA
Get Skilled Access

www.getskilledaccess.com.au
Info@getskilledaccess.com.au



Queensland

07 3846 8000

Surf Rescue House, 18 Manning Street,
South Brisbane QLD 4101
PO Box 3747, South Brisbane QLD 4101