

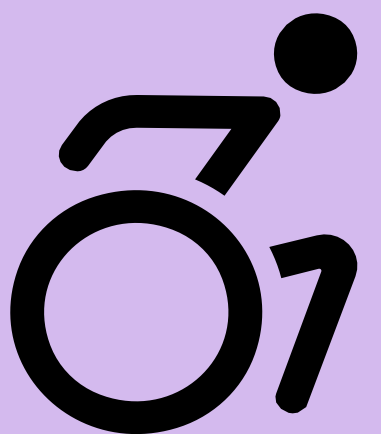
DIAP Training

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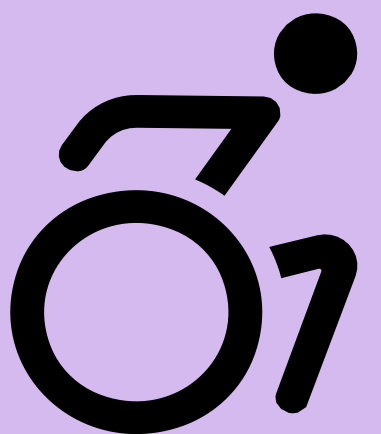
What is a DIAP?

A DIAP is a document that provides an organisation with a tailored and realistic roadmap toward their disability inclusion goals. DIAPs usually span over a period of 4 years (this timeframe can change depending on the client's needs).



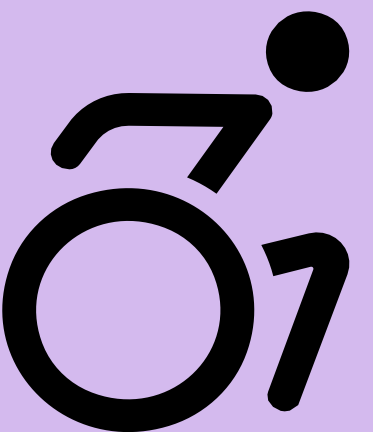
Why do organisations need/want a DIAP?

- Demonstrates organisation's commitment to disability inclusion.
- Provides organisation-wide guidance to increase disability inclusion. It also identifies what teams are responsible for each actions.
- Ensures the organisation is committed to meeting the actions within specified timeframe.
- Supports the organisation's commitment to Corporate Social Responsibility.
- Allows the organisation to reflect the community it serves and better meet their patrons/customers'/patients' needs.
- Allows the organisation to tap into the economic benefits experienced when disability inclusion is implemented.



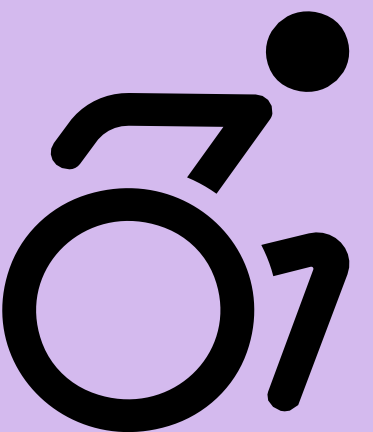
What is the end goal of a DIAP?

To identify relevant and achievable actions for implementation that are realistic and meet the needs of our clients and people with disability.



DIAP Methodology

1. Kick off meeting with client
2. Develop shared SharePoint folder, discuss focus group dates – Refer to DIAP Comms Template
3. Undertake desktop review of relevant documents, completing discovery document as you go – Refer to Blank DIAP Discovery Document Template
4. Undertake focus groups (the number of focus groups will have been determined prior to job being accepted – review sales proposal or WFM quote) – Refer to Focus Group Questions
5. Review desktop review findings and focus group findings
6. Start the DIAP report by developing actions for the DIAP (at first, it can be helpful to complete this task with another colleague if WFM time permits) – Refer to Blank DIAP Report
7. Provide drafts of DIAP to client depending on the number of feedback sessions sold to them (usually between 2-4 feedback sessions/opportunities for revision)
8. Provide client with internal and external version of the document. Ensure design team have reviewed for accessibility – Refer to DIAP examples (BSV & NRMA)



DIAP Discovery Process

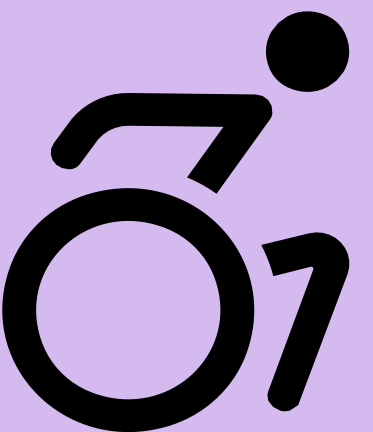
- This stage is about collecting evidence and formulating actions for the DIAP that are tailored, relevant and actionable. There is no point creating actions that are not actionable for the client (e.g., building 4 x changing places facilities in one venue if finances do not permit)
- Larger goals may be identified but may not be achievable at the time (such as moving buildings or rebuilding a facility to increase accessibility). In this case, consider what can be done, for example:
 - Developing a universal design guideline to understand where there are opportunities to improve access now and, in the future
 - Ensuring accessibility is put on the Agenda of meetings related to the future redevelopment of the organisation's sites (this ensures the topic remains front of mind until further action can be taken).

It's about being flexible, meeting the client where they are at and understanding what is reasonable for them to achieve



DIAP Activity Discussion

- What did you include in the discovery document?
- What stood out?
- What is working well?
- Where were there opportunities to increase disability inclusion?
- What actions would you develop in the DIAP because of your discovery?
- How did you find the process of using the discovery document? Are there areas for improvement? (Remember -you can change this document to suit your own needs/ideas)



Questions?