

What is Accessibility Services?

Accessibility Services provides services to students with disability within the University's equity framework and in accordance with the *Disability Discrimination Act 1992* and *Disability Standards for Education 2005*.

Accessibility Services works to support the development of learning and working environments that maximise participation in University life by students with disability.

The Accessibility Services employs Accessibility Officers, their role is to:

- work within the Student Access, Progression and Wellbeing Policy;
- negotiate tailored services to meet the individual needs of students with disability;
- ensure that the academic standards and inherent requirements of a course or unit are not compromised;
- raise community awareness about disability and access issues;
- participate in policy development in relation to the University's obligations under anti-discrimination legislation.



Accessibility Services

All Campuses

Student Support Reception | 5327 9470

E: accessibility@federation.edu.au

W: federation.edu.au/disability



What is a disability?

A disability is the consequence of an impairment that may be physical, cognitive, mental, sensory, emotional, developmental, or some combination of these.

A disability may be present from birth, or occur during a person's lifetime. A disability can be permanent (eg. Autism) or temporary (eg. a broken arm). The severity of a permanent disability can change over time (eg. increased loss of vision over time).

You may be eligible to register for Accessibility Services support if you have a:

- medical condition;
- mental health condition; or
- disability;

that is impacting on your ability to:

- access the University;
- access coursework materials; or
- complete exam, coursework, field work and placement requirements.

You will need to provide documentation from your relevant health professional (eg. doctor, psychologist, and/or allied health professional) that verifies your condition. For more information on the evidence we may require, please see: <https://federation.edu.au/current-students/assistance-support-and-services/student-support-services/accessibility-support>

For a full definition of disability please see *The Disability Standards for Education (Commonwealth 2005)*.

Who do we support?

Accessibility Services provides support to all students enrolled in TAFE and Higher Education programs at Federation campuses, as well as those undertaking off-campus studies (including online and blended delivery) with an enrolment at a Federation campus.

This booklet has been prepared for students, however, it may be a good resource for family, friends and University staff who require more information about how Accessibility Services works.

How do I gain access to Accessibility Services?

In the first instance you should call or email Accessibility Services (see contact details section). It is your choice to request support from Accessibility Services and to be active in all areas of assistance offered to you.

You will need to book an appointment to speak with an Accessibility Officer. Sometimes you will be able to speak with an Accessibility Officer on the same day and other times you may need to wait due to staff availability. In order to provide an equitable and efficient service for all students, we are not able to provide 'drop in' appointments.

If your enquiry is urgent, please let the reception staff know that you are comfortable with a phone appointment with the first available Accessibility Officer on any campus.

The initial meeting

During the first meeting, you will discuss the impacts of your disability in relation to participation in University life and negotiate adjustments and/or supports that are appropriate for you. All adjustments and support must be reasonable for the university to implement.

Once registered with Accessibility Services, a Learning Access Plan (LAP) is developed with your input and agreement. For more information regarding the policy and procedure in relation to LAPs please see https://policy.federation.edu.au/students/procedures/student_learning_and_well_being

Learning Access Plan (LAP)

Your Learning Access Plan is a document that assists you to communicate your negotiated adjustments and/or supports with other faculties/schools and services within FedUni.

The LAP will outline:

- how your medical condition, mental health condition, disability or caring responsibilities impacts on your study;
- your strategies in addressing these impacts;
- the adjustments you require within your academic program;
- in-class adjustments;
- examination adjustments;
- fieldwork/placement; and
- other services you may require.





The LAP is your document to use as you choose

You can use your LAP to show your teachers / lecturers the adjustments you require and which they should implement.

The LAP will be used by Accessibility Services (with your permission) to inform all relevant University staff of your adjustment requirements.

The LAP is a document that outlines all adjustments and supports that are approved and implemented throughout the academic year or the time period for which it was written.

Accessibility Services will continue to work with you by providing regular contact and to ensure the adjustments listed on your LAP are meeting your needs. You are in charge of your university life and must be proactive in contacting Accessibility Services to make changes to your LAP if the need arises.

You can re-negotiate, update or cancel adjustments and supports at any stage.

Special consideration

Special Consideration is a formal university policy that allows you to apply for consideration when experiencing unforeseen difficult circumstances such as loss or bereavement, hardship or trauma, or medical reasons.

If you have registered with Accessibility Services and have developed a LAP, you are not required to obtain special consideration for those issues outlined in the LAP; however, if you are experiencing unforeseen difficult circumstances that are unrelated to the condition or disability outlined in the LAP, you are able to apply for special consideration.

For example, in collaboration with Accessibility Officer, you have developed a LAP outlining supports for a learning disability that includes extra time for exams and assignments. During the semester, a close relative passes away which impacts significantly on your ability to focus on your academic work. You are able to apply for special consideration due to the death of a close relative.

Further information regarding Special Consideration can be found on the University website.

<https://federation.edu.au/current-students/assistance-support-and-services/student-support-services/student-advocacy/special-consideration-tips>

What adjustments and/or support does Accessibility Services offer?

Accessibility Services works in collaboration with students with disability to tailor service provision to their individual needs.

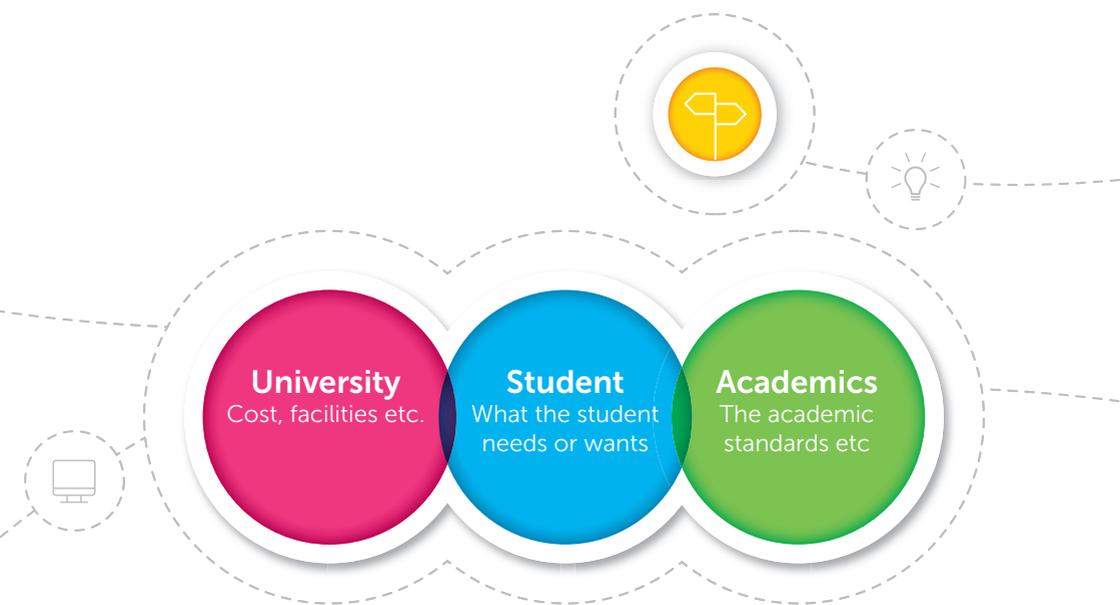
The range of support services and reasonable adjustments provided can include assistance with:

- Application and/or enrolment procedures
- Orientation to campus
- Access requirements
- Provision of adaptive study materials and equipment
- Direct learning support
- Alternative learning and assessment tasks
- Provision of information and support to other University staff
- Alternative arrangements for examinations
- Referral to internal and external support services
- Disability discrimination and equal opportunity information

Services for students are provided according to the University's *Charter for Students with a Disability* which details the rights and responsibilities of students and the University.

In negotiating reasonable adjustments it is important that the academic standards are maintained, the needs of staff are considered and that equity for other students is assured.

Accessibility Services may be limited in what it can provide, and the University may not be able to cater for all of your needs. If this is the case the University will clarify the situation with you under the rights and obligations section within the Disability Discrimination Act.



Accessibility Services is obligated to conform with *The Disability Standards for Education (Commonwealth 2005)* which states that an adjustment is reasonable in relation to a student with a disability if it balances the interests of all parties affected.



Privacy and confidentiality

Accessibility Services collects and maintains personal and health information in accordance with the *Information Privacy Act 2000*, and the *Health Records Act 2001*. The LAP is a confidential document that is held by the student and Accessibility Services which can be shared with others with the student's permission.

The University is committed to protecting and maintaining the privacy, accuracy and security of personal information.

The sharing of this LAP must comply with the University Information Privacy Policy, which can be accessed at: https://policy.federation.edu.au/corporate_governance/procedures/information_privacy/ch01.php

Individuals have a right of access to, and correction of, their personal information in accordance with privacy legislation and the University's Information Privacy Policy. Please direct any enquiries in this regard to Accessibility Services or the University's Privacy Officer by telephone 03 5327 9504 or email privacyofficer@federation.edu.au

Disability Charter: rights and responsibilities

You can expect Federation University to:

- Support you with the availability of Accessibility Officers
- Respect your right to services, facilities and equipment which maximise independent and equitable participation at University
- Ensure access to academic programs for people with disability who meet the criteria for admission
- Develop and maintain a campus environment that is safe and provides ease of access for all students
- Develop and offer an inclusive curriculum, modify or substitute learning tasks and assessment to meet the needs of students with disability without compromising academic standards
- Respect your rights to privacy and confidentiality of information
- Provide equipment and facilities that prevent or overcome barriers to your participation in University activities
- Develop and/or maintain policies and systems within the University that are inclusive and/or responsive to the needs of students with disability
- Provide the opportunity for you to seek redress if you feel that the adjustments or support provided are not satisfactory or if you feel you have been discriminated against on the basis of disability

Federation University expects you to:

- **Disclose** on your enrolment form if you have a disability and may require support
- **Register with Accessibility Services** at the time of enrollment or at the time of acquiring a disability if you are likely to require support
- With as much advance notice as possible, **provide information** to assist assessment of and support for your disability, either to the Accessibility Officer or to a relevant faculty or school staff member
- Specify which people you give **permission** to have access to information about your disability
- **Provide documentation** from a medical or allied healthcare/ education professional confirming you have a disability and require adjustments to be made
- If registered for disability study support, provide a copy of **relevant timetable information** and, if appropriate, a full subject guide prior to the commencement of support
- If registered, **keep your Accessibility Officer informed** of any changes to your contact and study details
- **Give advance notice** to your support worker or Accessibility Officer if you will be late or unable to attend an appointment
- **Show consideration and respect** towards Accessibility and other support staff and, where necessary, explain clearly personal needs and preferences.
- **Understand** that if you consistently miss appointments with your Accessibility Officer, support may be withdrawn until renegotiated and formalised in a written support agreement
- **Inform** your Accessibility Officer if support is not meeting your needs

Accountability

Students and staff are expected to conduct themselves and treat others in an appropriate manner at all times and should be aware that they are subject to the wider University processes and regulations.

Accessibility Services is here to support you, but requires you use the service in a respectful and responsible way. If a student is misusing the service, or displaying disrespectful behaviour then support may be withdrawn until such time as the student shows cause that services should be re-instated.



Frequently asked questions

1 What types of adjustments and/or supports are available to registered students?

Accessibility Officers will negotiate your adjustments and/or supports based on your individual needs. These adjustments and/or supports may include, but are not limited to:

- Alternate text formats (braille, larger font, etc.)
- Voice to text software
- Text to voice and enhanced literacy software (WYNN)
- Adjustable seating
- Live captioning
- Various hardware and software supports
- Auslan interpreters
- Alternate settings for exams
- Negotiation of fieldwork and/or placement requirements
- Phone and tablet apps
- Accessibility adjustments
- Academic Support Workers (including note takers and participation assistants)
- Advice on transport and parking
- Referral to internal and external support services
- Faculty provision of PowerPoint slides prior to class
- Adjustments to academic teaching style and format
- Specialised adaptive equipment



2 Do I have to pay for the adjustments and/or supports that have been negotiated for me?

No, you do not have to pay for adjustments and/or supports. The University meets the costs of all adjustments and/or supports and is reimbursed a percentage of the total costs of provision by the Government.

3 What adjustments might not be supported?

The University cannot implement unreasonable adjustments and/or supports that would adversely affect the academic standards and inherent requirements of the program of study, or where a request would cause 'unjustifiable hardship'.

4 How are course coordinators, teachers/lecturers and tutors made aware of my adjustments and/or supports?

The Learning Access Plan (LAP) is the main tool used to communicate adjustments and/or supports to key university staff. You, as the client, are in control of the level of information that is included on the LAP and who it is given to.

Whilst you are not obligated to share everything about your disability on your LAP, please be aware that the depth of information included increases the level of understanding and support that can be provided.

Talk to your Accessibility Officer about how to use the LAP effectively while protecting your rights to privacy and confidentiality.

References and further information

Federation University Equity & Diversity

Website: www.federation.edu.au/equity

Phone: (03) 5327 6461

Email: equity@federation.edu.au

Disability Standards for Education

<http://federation.edu.au/students/assistance-support-and-services/student-support-services/disability-support/disability-education-standards>

www.ddaedustandards.info

Federal

Australian Human Rights Commission (AHRC)

Phone: 1300 656 419 TTY: 1800 620 241

Email: newcomplaints@humanrights.gov.au

Website: www.humanrights.gov.au

Victoria

Disability Discrimination Law Advocacy Service

Toll free: 1300 882 872 TTY: (03) 9654 6817

Fax: (03) 9639 7422

Email: info@ddls.org.au

Website: www.communitylaw.org.au/ddls

Address: Ross House, 2nd Floor, 247–251 Flinders Lane MELBOURNE VIC 3000

Villamanta Legal Service Inc.

Phone: (03) 5229 2925 TTY: 1800 014 333

Toll free: 1800 014 111

Email: legal@villamanta.org.au

Address: 44 Bellarine Street, GEELONG VIC 3220