

WorkSafe Victoria

Accessibility and Inclusion Action Plan

2025 – 2028





Acknowledgement of Country

WorkSafe Victoria acknowledges Aboriginal and Torres Strait Islander peoples as the original owners of the lands and waterways across Australia. We pay respect to Elders past and present as the Traditional Custodians of the land and we recognise the cultural, spiritual and education practices of all Aboriginal and Torres Strait Islander peoples.

We acknowledge and accept historic wrongs and injustices and their abiding impact on Aboriginal and Torres Strait Islander peoples; and aspire to a Victoria in which all workplaces – including our own – are inclusive, culturally safe, and enable all Aboriginal and Torres Strait Islander peoples to thrive.

From our Chief Executive

September 2025

At WorkSafe Victoria we believe that true innovation and progress are only possible when everyone has an equal opportunity to contribute, grow, and thrive.

Accessibility and inclusion are not just responsibilities — they are fundamental values that define who we are and who we aspire to be.

This is our third Accessibility and Inclusion Action Plan, and while we are proud of the progress made so far, we know there is still much more to do.

This plan builds on the lessons, feedback, and experiences gathered over the previous two disability action plans. Each iteration has helped us better understand the barriers that people face — and the role we can play in removing them.

While we do not claim to have everything figured out, we are committed to learning, listening, and taking meaningful action.

Some of our achievements to date include:

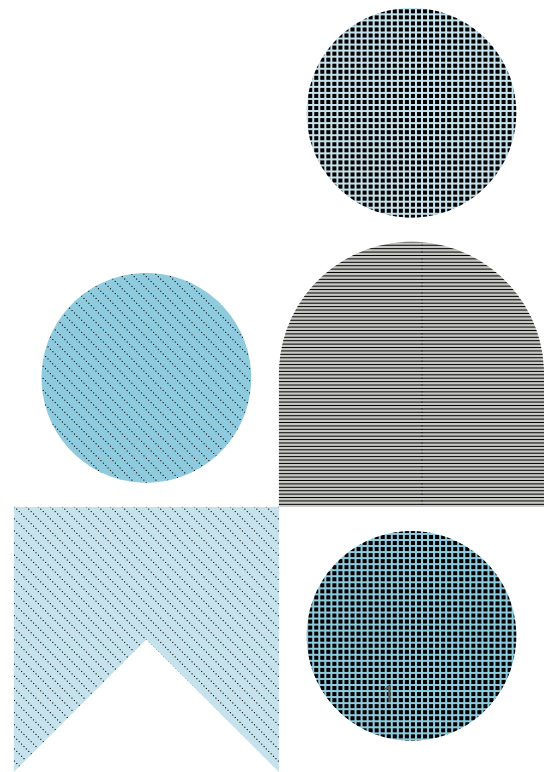
- Developed WorkSafe's new Workplace Adjustment Policy and Procedure
- Improved access to Disability Leave in our 2024–2028 Enterprise Agreement
- Created a new Focus Hub quiet working space in our Geelong head office
- Rolled out an organisation-wide disability awareness learning program.

Our goal remains clear: to create a culture, workplace, and product experience that includes everyone.

This means continuously improving our practices, amplifying under-represented voices, and holding ourselves accountable to the commitments we make. This plan is another step forward — not a finish line. We thank our employees, partners, and communities for walking this path with us, and we invite continued dialogue as we work together toward a more accessible and inclusive future.



Ashley West
Chief Executive Officer
WorkSafe Victoria



Our commitment to diversity, equity and inclusion

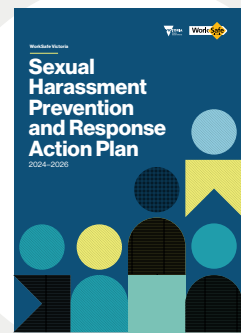
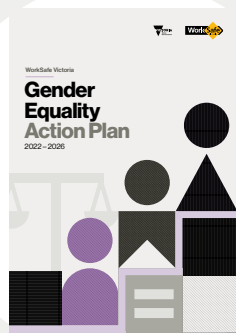
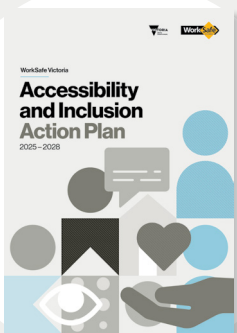
At WorkSafe, we aspire for every employee to feel connected, safe and valued in their team, for teams to feel valued in the workplace, and for WorkSafe to be valued in the community.

As a workplace safety regulator, our core responsibility is to uphold the right of every worker, by reducing workplace harm and improving outcomes for injured workers. This responsibility extends to how we operate internally, as we continue to improve our own workplace to ensure it is inclusive, accessible, and equitable for all.

This is WorkSafe's third Accessibility and Inclusion Action Plan, which sets out our commitment to building a workplace that values diversity, removes barriers, and actively includes people of all abilities, backgrounds, identities, and experiences.

It reflects our belief that safety is not just physical, true workplace safety also encompasses psychological safety, respect, and the opportunity for every person to contribute meaningfully.

We uphold these commitments through delivery of our Diversity, Equity and Inclusion Strategy and associated focused action plans:



Inclusion at a glance

A snapshot of employee experiences of disability inclusion and carer support.

What we are hearing

From people with disability and those who care for someone with a disability:

- **People feel increasingly confident** to share their access or flexibility needs, knowing they will be met with respect and support.
- **There is stronger awareness** that accessibility benefits everyone, not just a few.
- **Adjustments are being normalised** and seen as part of how we work inclusively.
- **Carers of people with disability report growing support**, particularly from direct People Leaders.
- **Many people feel valued** for their skills and contributions, not defined by their disability or carer status.

Areas for improvement

- **Advocacy fatigue:** Some employees still need to ask multiple times for the same adjustments.
- **Accessibility is still reactive** in some systems, rather than built in from the beginning.
- **Cultural safety** and visibility of disability and carer experiences vary across teams.
- **Belonging and progression:** People with disability want clearer pathways to leadership and development.

Our focus moving forward

- **Build People Leader capabilities** in disability confidence and carer support.
- **Promote psychological safety** and cultural inclusion.
- **Empower and uplift our workforce** in understanding and accessing workplace adjustments.
- **Centre lived experience** in decision making and leadership.



Our approach

This plan represents the voice of our people.

In developing this plan, we listened closely to what matters, through workshops, direct consultation, network engagement and a pulse survey. We've heard from members of our workforce with disability, those who are carers, neurodivergent, and allies.

Their insights helped us understand what's working, what needs to change, and where we can be impactful with improvements to workplace inclusion.

We also reviewed and incorporated best practice in accessibility and workplace inclusion, aligning our goals with legislative frameworks and our own diversity equity and inclusion principles, inclusive leadership, and psychological safety.

A framework for access and inclusion

This plan is underpinned by two important shifts in how we think about disability:

From medical to social model

Instead of seeing disability as something to be 'fixed', we adopt the social model, which recognises that barriers are created by systems, environments, and attitudes, not individuals. By removing these barriers, we enable greater participation and equity.

Respecting language and identity

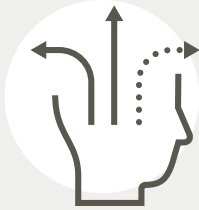
We recognise that people with disability may prefer different ways of identifying some use **person first language** ("person with disability"), while others prefer **identity first language** ("disabled person"). Both are valid and should be respected. This plan acknowledges this diversity and supports inclusive communication guided by individual preference.¹



¹ Inclusive Victoria: state disability plan (2022–2026) Person-first and identity-first language [vic.gov.au/state-disability-plan/our-language/person-first-and-identity-first-language](https://www.vic.gov.au/state-disability-plan/our-language/person-first-and-identity-first-language)

Principles

Our work is underpinned by a set of six principles that come together to drive inclusive practice.



Knowledge and access

We establish partnerships and engagement opportunities where we seek expertise, knowledge and lived experience, to ensure that our work is informed and representative of our employees.



Inclusive design

Our facilities and services are designed with all of our employees in mind, ensuring inclusivity and accessibility.



People

Our workforce reflects the diverse demographics of the communities that we serve. We celebrate individual differences. We create an environment where everyone feels safe to bring their whole self to work and where everyone feels like they belong.



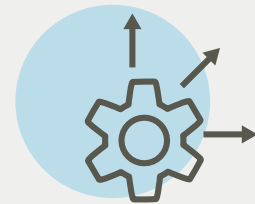
Engagement

We engage with people, ideas and systems which challenge and enrich what we do.



Metrics and accountability

We measure, monitor and track our efforts to ensure that we are representing the community we serve, with the diversity of our employees and inclusive nature of our workplace culture.



Networks and support

We create networks to support and strengthen the diversity of our workplace and to educate ourselves about new perspectives.



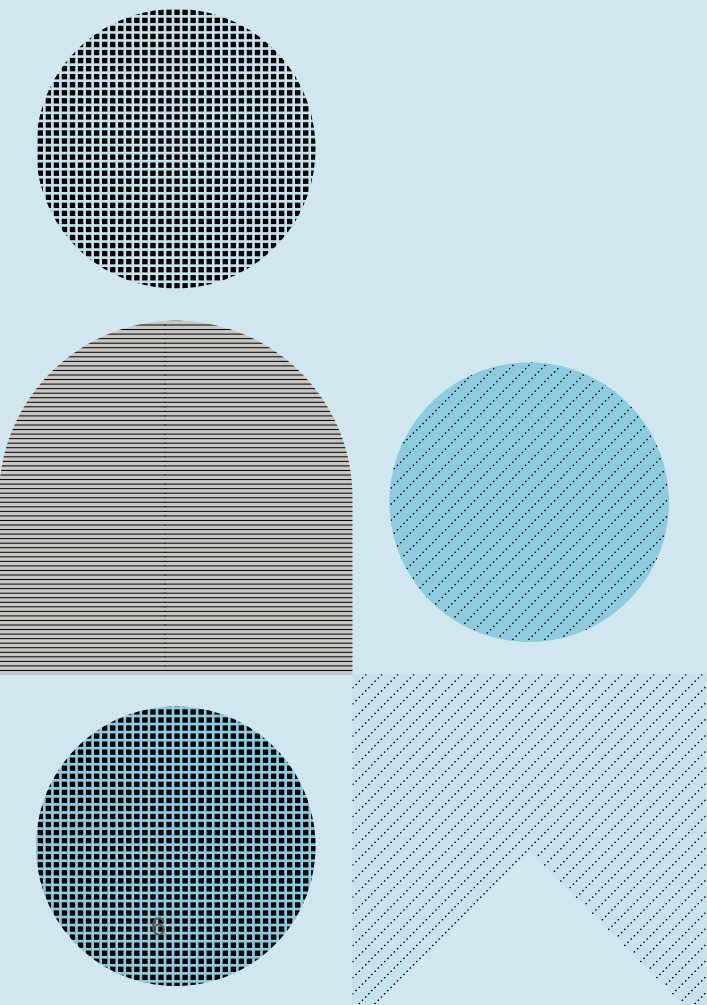
Our governance and reporting

Delivery of this Accessibility and Inclusion Action Plan is a key contributor in our aim to create a safe, respectful and inclusive culture where everyone can bring their whole selves to work.

Our *metrics and accountability* principle and the actions within Goal 5 have been designed to assist us in measuring the progress and impact of our work under this plan.

We report annually on our progress in our Annual Diversity, Equity and Inclusion Impact Report which is shared with our internal stakeholders including The WorkSafe Victoria Board, Executive Leadership Team, and our Employee Led Networks.

Our progress is also captured in WorkSafe's Annual Report.



Legislative framework

Compliance with our legislative obligations is fundamental to the work we undertake in Accessibility and Inclusion, and Diversity, Equity and Inclusion more broadly.

International

United Nations Convention on the Rights of Persons with Disabilities (2006)

Web Content Accessibility Guidelines (WCAG) version 2.1

National

Disability Discrimination Act 1992 (Cth)

Privacy Act 1998 (Cth)

Fair Work Act 2009 (Cth)

State

Charter of Human Rights and Responsibilities Act 2006 (Vic)

Disability Act 2006 (Vic)

Equal Opportunity Act 2010 (Vic)

Getting to Work: Victorian public sector disability employment action plan 2018–2025

Occupational Health and Safety Act 2004 (Vic)

Victorian State Disability Plan (2021–2025)



Our goals

Actions within this plan are framed around five goals that represent key areas of focus:



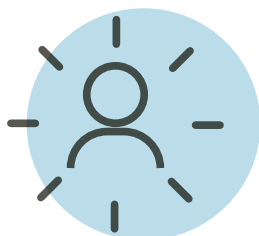
Goal 1: Our culture

Changing mindsets and practices that discriminate against people living with disability and carers of people with disability



Goal 2: Our environment

Accessible and inclusive systems and processes, so everyone has equal opportunity to access WorkSafe's information, services and facilities



Goal 3: Our talent

Increasing opportunities for people with a disability in obtaining and maintaining employment at WorkSafe



Goal 4: Our community

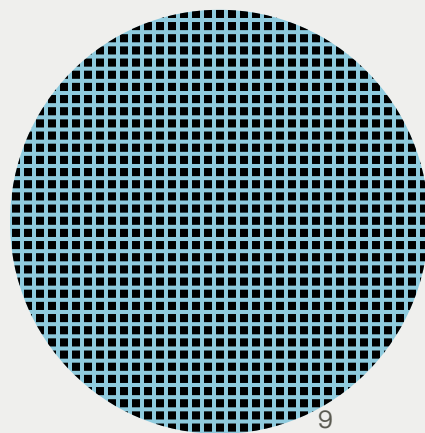
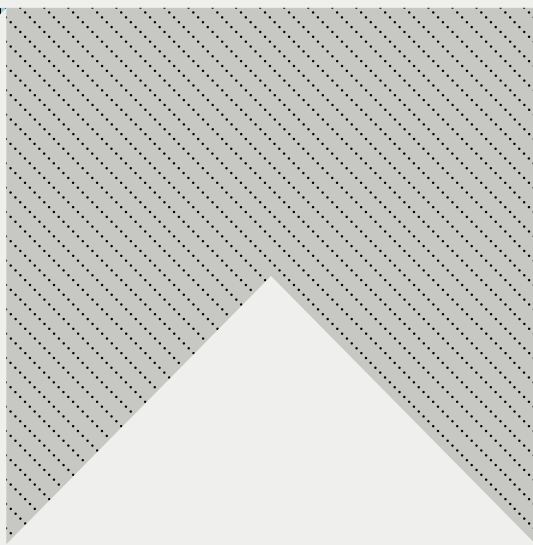
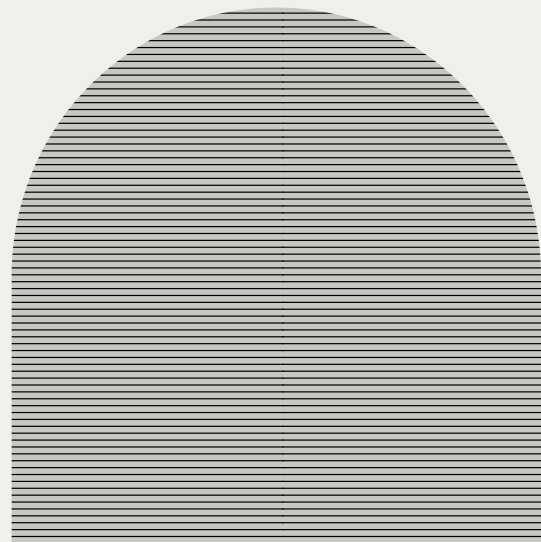
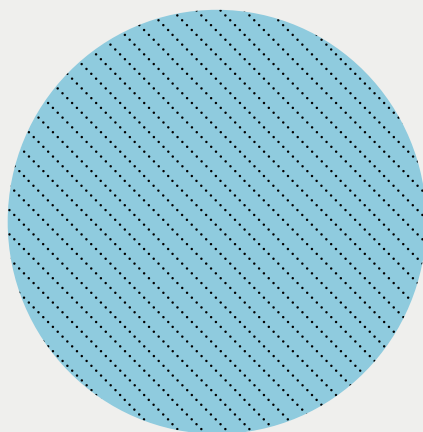
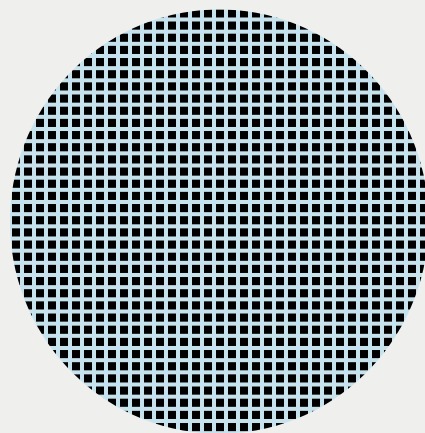
Promoting access, inclusion and equitable participation in the community



Goal 5: Our impact

Tracking, measuring and reporting on our progress

Our Action Plan for 2025 – 2028



Goal 1:

Our culture

Changing mindsets and practices that discriminate against people living with disability and carers of people with disability



Action	Key actions	Action owners	Priority
1.1	Launch and embed the Neurodiversity eLearn into the SBS <i>Inclusion in Action</i> learning program	Learning and Capability	2025
1.2	Promote the Victorian Public Sector Neurodiversity employment toolkit – targeting People Leaders to assist supporting and retaining neurodivergent employees	Learning and Organisational Development	2025 and ongoing
1.3	Continue to support the growth and maturity of WorkSafe's Accessibility and Inclusion Employee Led Network to ensure the voices of people with disability and carers are included in decision-making through genuine lived experience consultation and co-design	Workforce Shaping	2025 and ongoing
1.4	Represent key significant dates celebrating disability inclusion in the annual Diversity, Equity and Inclusion calendar	Workforce Shaping	2025 and ongoing
1.5	Incorporate disability awareness support and resources into the People Leader Induction Program	Learning and Capability	2026
1.6	Develop a central hub of resources on Connect that promote disability inclusion, learning content and relevant information to support all employees and People Leaders	Workforce Shaping	2027
1.7	Offer and promote Disability Confidence Training to People Leaders to increase confidence and uplift capabilities in supporting staff with disability and carers of people with disability	Learning and Organisational Development	2028

Goal 2

Our environment

Accessible and inclusive systems and processes, so everyone has equal opportunity to access WorkSafe’s information, services and facilities

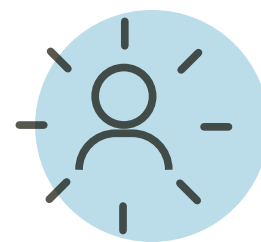


Action	Key actions	Action owners	Priority
2.1	Launch and embed WorkSafe’s Workplace Adjustments Policy and Procedure	Health, Safety and Wellbeing	2025
2.2	Launch and embed the Social Procurement Strategy and Policy	Procurement	2025
2.3	Review existing procurement guidelines to exceed your minimum standards and establish the higher standard of dignified access	Procurement	2026
2.4	Review the Personal Emergency Evacuation Plan (PEEP) template, provide training to People Leaders regarding PEEPs, and establish requirements for the frequency of PEEPs offered to all employees	Health, Safety and Wellbeing	2026
2.5	Conduct a review of the <i>Focus Hub</i> to ensure continuous improvements are made and employees have knowledge and access to work in a low-stimulation area	Workforce Shaping	2026
2.6	Conduct a review of WorkSafe’s intranet and external website to ensure compliance with Web Content Accessibility Guidelines 2.1 to Level AA	ITSS	2027
2.7	Conduct an internal review and update key communication platforms for accessibility	Corporate and Internal Communications	2027
2.8	Incorporate feedback mechanism to encourage input and suggestions to improve the accessibility of our internal communications	Corporate and Internal Communications	2027
2.9	Incorporate an intersectional approach into Gender Impact Assessments to be inclusive of all abilities access considerations (Move from GIA to GIA+)	Workforce Shaping	2027
2.10	Develop an organisational minimum standard of requirement for accessibility when it comes to procuring goods and services	Procurement	2028
2.11	Access Australian Disability Network’s <i>Technology Accessibility Tool</i> to support WorkSafe in procuring accessible and inclusive Information and Communication Technology (ICT)	ITSS	2028
2.12	Undertake accessibility evaluation and Dignified Access Review’s across all WorkSafe premises, with a focus on the work environment for neurodivergent staff	Facilities	2028
2.13	Develop a plan to ensure accessibility provisions are consistent across all WorkSafe sites, following the Dignified Access Review Findings	Facilities	2028
2.14	Establish design principles for all fit outs and property design that incorporates best practice recommendations and input from people with disability	Facilities	2028

Goal 3

Our talent

Increasing opportunities for people with a disability in obtaining and maintaining employment at WorkSafe

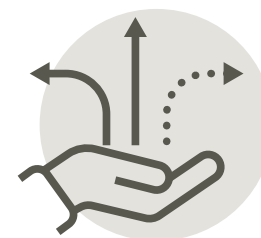


Action	Key actions	Action owners	Priority
3.1	Deliver a communications campaign to raise awareness of additional leave options such as carers leave and access to flexible working in the new WorkSafe Enterprise Agreement that support employees with a Disability	Workplace Relations	2026
3.2	Develop a formal process for all new and existing employees with disability to provide feedback on the end-to-end recruitment experience	Talent Acquisition	2026
3.3	Conduct an end-to-end review of the recruitment and on boarding process to identify unintended barriers for people with disability	Talent Acquisition	2027
3.4	Uplift the capability and build confidence of employees across People Leaders and People and Culture across all aspects of Workplace Adjustments Policy and Processes	Learning and Organisational Development	2028

Goal 4

Our community

Promoting access, inclusion and equitable participation in the community

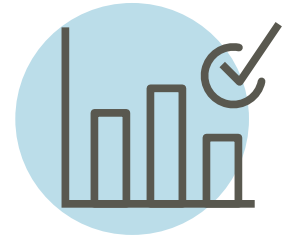


Action	Key actions	Action owners	Priority
4.1	Continue to strengthen relationships with external partners, Australian Disability Network and Victorian Public Sector Enablers Network	Workforce Shaping	2025 and ongoing
4.2	Develop an accessible events guide and a dignified access checklist to ensure employees can participate equitably in events	Events	2026

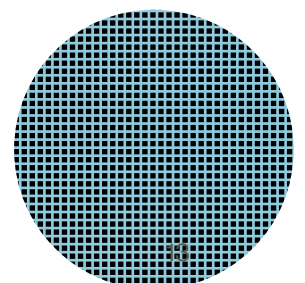
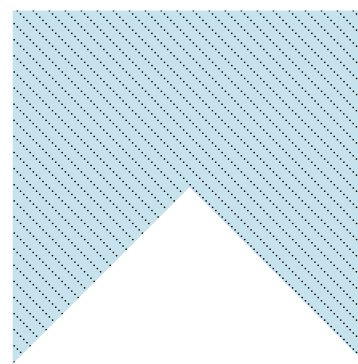
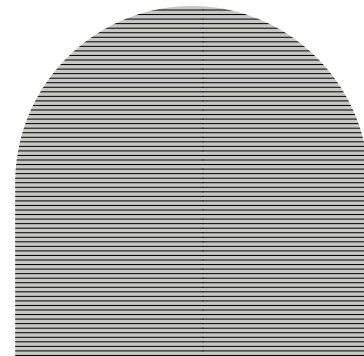
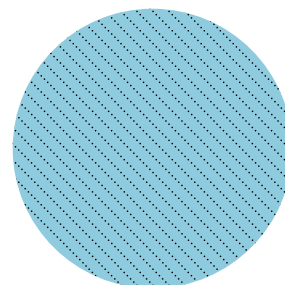
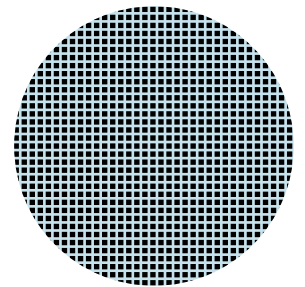
Goal 5

Our impact

Tracking, measuring and reporting on our progress



Action	Key actions	Action owners	Priority
5.1	Conduct annual focus groups with employees with lived experience to understand their experience in the workplace to test and assess the efficacy of this action plan	Workforce Shaping	2025 and ongoing
5.2	Monitor and evaluate key insights relating to the experience of people with lived experience from the People Matter Survey	Workforce Shaping	2025 and ongoing
5.3	Review staff completion rates for the <i>Inclusion in Action</i> learning module for disability awareness	Workforce Shaping	2025 and ongoing
5.4	Develop a series of key metrics and insights relating to disability and carer inclusion and include in the annual DEI Impact Report	Workforce Shaping	2025 and ongoing



WorkSafe Victoria is a trading name of the Victorian WorkCover Authority

