MSWA

Life not limits



MSWA Disability Access and Inclusion Plan

2027 - 2029

Acknowledgements

MSWA acknowledges the Traditional Custodians of the many lands and language groups of Australia and their connections to land, sea and community. We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

MSWA acknowledges the valuable contribution of people with lived experience of disability who have informed the development of this plan through consultation, co-design and ongoing partnership.

We thank the members of the Lived Experience Advisory Group (LEAG), Clients, carers, staff and community stakeholders who shared their experiences and expertise to help shape this plan.

MSWA also acknowledges Tom Tolchard from Tolchard Consulting who supported the development of this plan.



Contents page

Message from the Executive Sponsor 2

Introduction and purpose 3

Our vision 4

How our values guide this plan 5

Legislative and strategic context 6

Developing this plan 6

Governance and accountability 6

Strategic priorities FY26/27 – FY28/29 7

DAIP roadmap 8

Monitoring, reporting and governance 12

Accessibility statement 12





Message from the Executive Sponsor

At MSWA, we believe accessibility and inclusion are fundamental to achieving our purpose and delivering better outcomes for people living with neurological conditions.

As a leading disability service provider, we have a responsibility to ensure our services, facilities, information, workplaces and decision-making processes are accessible to all.

This Disability Access and Inclusion Plan outlines our commitment to removing barriers, strengthening inclusion and embedding lived experience into the way we work.

The actions contained within this plan will help ensure that people with disability have equitable opportunities to participate, contribute and thrive as Clients, employees, volunteers, carers and community members.

Heather Wolyniec
Chief Transformation Officer

Introduction and purpose

MSWA is committed to creating a community where people living with neurological conditions are empowered to live their version of best. Accessibility and inclusion are fundamental to delivering high-quality services, fostering an inclusive workforce and creating positive experiences for our Clients, employees, volunteers, carers and community.

The MSWA Disability Access and Inclusion Plan (DAIP) FY26/27 – FY28/29 outlines our commitment to identifying and removing barriers that may cause stress or prevent people with a disability accessing:

- Services and programmes.
- Buildings and facilities.
- Information and communication.
- Employment opportunities.
- Consultation and decision-making processes.

This DAIP has been co-designed with MSWA's Lived Experience Advisory Group (LEAG). It provides a clear roadmap for strengthening accessibility, embedding inclusion across the organisation and ensuring accountability for delivering meaningful outcomes.

References to MSWA are taken to include the MS Society South Australia and Northern Territory.

Our vision

MSWA's vision is 'a world where people with neurological conditions have choice, options and support.' This plan supports that vision by ensuring accessibility, equity and inclusion are embedded across our services, workplaces, facilities and decision-making processes.

We aspire to create an environment where people with disability:

- Have equitable access to services, information and facilities.
- Can actively participate in decisions that affect them.
- Feel respected, valued and heard.
- Experience genuine choice, inclusion and belonging.
- Can achieve their goals and live their best lives.

Through this plan, MSWA is committed to removing barriers and creating opportunities so that people with disability can participate fully in all aspects of community life.



How our values guide this plan

Our Disability Access and Inclusion Plan is underpinned by MSWA's values, strategic objectives and commitment to person-centred service delivery.

Our values

Respect

We care and we treat everyone with respect by creating environments, services and experiences that are welcoming, inclusive and accessible.

Listen

We listen and seek to understand through engagement, consultation and co-design with people with lived experience, seeking out continuous feedback for future improvements.

Difference

We value difference and everyone's perspective by recognising the diverse experiences, identities and perspectives of people with disability and acknowledge that accessibility needs are not the same for everyone.

Accountability

We do what we say we will do, and we do it in the right way, taking responsibility for delivering the commitments outlined in this plan, measuring our progress and reporting on outcomes transparently.

Legislative and strategic context

This plan has been developed in accordance with:

- Disability Services Act 1993 (WA)
- Disability Services Regulations 2013 (WA)
- Equal Opportunity Act 1984 (WA)
- Disability Discrimination Act 1992 (Cth)
- National Standards for Disability Services
- NDIS Practice Standards
- WA State Disability Strategy 2020–2030

Developing this plan

The MSWA Disability Access and Inclusion Plan FY26/27 – FY28/29 was developed through a structured co-design process involving people with disability, employees and key stakeholders.

Engagement activities included:

- Lived Experience Advisory Group workshops.
- Accessibility audits of facilities and digital platforms.
- Employee focus groups.
- Stakeholder consultation.
- Best-practice benchmarking across the disability sector.

Feedback identified the following priorities:

- Accessible environments.
- Inclusive communication.
- Quality service experiences.
- Employment inclusion.
- Meaningful consultation and co-design.

These priorities have directly informed the actions and measures contained within this plan.

Governance and accountability

MSWA is committed to implementing this plan through strong governance, accountability and lived experience leadership.

Implementation of the DAIP will be overseen by the Disability Access and Inclusion Plan Committee. This Committee will:

- Monitor implementation of the DAIP.
- Review accessibility barriers and opportunities.
- Monitor accessibility-related feedback and complaints.
- Promote disability inclusion principles.
- Escalate risks to the Executive team.
- Support continuous improvement initiatives.
- Ensure lived experience informs decision making.

The Committee comprises representatives from across MSWA, including operational leaders, subject matter experts, Clients and people with lived experience of disability, consistent with the DAIP Committee Terms of Reference.

Progress will be reported through:

- Quarterly DAIP Committee meetings.
- Quarterly Executive reporting.
- Annual progress reviews.

Strategic priorities FY26/27 – FY28/29

MSWA will focus on seven priority outcome areas.

Priority 1. Accessible buildings and facilities

Creating safe, welcoming and accessible physical environments for Clients, employees and visitors.

Priority 2. Accessible information and communications

Ensuring information is available in formats that meet diverse communication needs.

Priority 3. Inclusive service delivery

Providing equitable, high-quality services and experiences across all touchpoints.

Priority 4. Culture of inclusion and safety

Building disability confidence, awareness and accountability across MSWA.

Priority 5. Service quality

Improving service quality through accessible, responsive and inclusive experiences.

Priority 6. Employment and workplace inclusion

Removing barriers of attraction, recruitment, development and retention of employees with a disability.

Priority 7. Consultation and co-design

Embedding lived experience into planning, governance and service improvement.



DAIP roadmap

Area	Responsible	Initiative	Delivery Timeframe	Measures
Access to Buildings & Facilities	**Facilities and Quality, Safety & Risk**	Accessibility audit against AS1428	Desktop audit completed: June 2026 Implementation of findings based on priority and feasibility FY27/28 – FY28/29	100% of sites audited in desktop audit. List of priorities developed and budgeted for FY27/28.
		Signage including tactile/braille review	FY26/27	100% of sites included in signage review. Priority signage improvements identified and costed.
		Accessible parking per site	Completed	100% of all MSWA locations, including South Australia with accessible parking.
		Automatic door openers	FY26/27 review FY26/27 – FY28/29 implementation of findings based on priority and feasibility	Review completed for each site. List of priorities developed and budgeted for FY27/28 where feasible.
		Belmont accessibility-focused layout	FY26/27	On project completion office to exceed AS1428. Demonstration that accessibility feedback implemented.
Accessible Information	**Brand & Marketing and Quality, Safety & Risk**	Audit websites for accessibility compliance Audit, review and assess feasibility of whether all websites are compliant and whether they need to be e.g. fundraising and lotteries	MSWA organisation site audit complete Other website (e.g. MS Society SA & NT organisation, lotteries and fundraisers) audits FY26/27 Ongoing accessibility reviews to ensure accessibility is maintained across websites	100% compliance with WCAG 2.2 AA for corporate website. Audit of all other websites by end of FY26/27.
		Easy Read and large-print documents for Clients – review and assess requirements Develop framework for selection of documents to update	FY26/27	Assess Client need and determine priority of delivery. Creation of approach for updating.
		Employee resources on creating accessible content	FY26/27	Creation and roll out of educational resources to support employees in creating accessible documents.
Culture of Inclusion & Safety	**People & Culture**	Incorporate lived experience into leadership forums	FY26/27	One leadership forum per annum minimum with specific focus on lived experience.
		DAIP Champions Group and governance	FY26/27	DAIP Committee operating in accordance with approved Terms of Reference. Quarterly reporting provided to Executive. Quarterly schedule of committee meeting to monitor progress.
		Disability awareness learning needs analysis and supplier review	FY27/28 – FY28/29	Learning Needs Analysis completed. Preferred supplier for education identified.

DAIP roadmap (continued)

Area	Responsible	Initiative	Delivery Timeframe	Measures
Access to Services & Events	Experience	Inclusive event checklist(s)	FY26/27	Inclusive event checklist developed and implemented. 75% of events audited against checklist. Development of preferred supplier listing for inclusive events.
		Embed inclusive event planning practices	Dependent on checklist creation in FY26/27	Positive feedback in post event survey on accessibility.
		Development of policy	FY27/28 – FY28/29	Policy completed by beginning of FY27/28.
Service Quality	Quality, Safety & Risk	Multi-channel feedback pathways	Existing process, ongoing review and maintenance	Employees and Clients can submit feedback through a minimum of six channels. Feedback information available on the MSWA website and in feedback brochures across sites. Feedback channels maintained and reviewed to support accessibility and inclusion.
		Interpreter and translation pathway	Completed June 2026 and ongoing	Language and Interpreting Services Procedure updated and published on the MSWA Document Management System (DMS). Multiple designated employees granted access to the Translating and Interpreting Service (TIS) interpreter booking system. Interpreter services available for Clients when required.
Employment	People & Culture and Employment Support Services	Framework for supporting employees with disability	FY26/27	Development and delivery of framework.
		Assess Australian Disability Network Internship Program	FY27/28 – FY28/29	Assessment of internship completed by end of FY26/27.
		Review recruitment strategy with inclusion lens	FY27/28 – FY28/29	Completed recruitment strategy. Strategy reviewed by subject matter experts to ensure barriers are removed or accommodated.
Consultation	People & Culture and DAIP Chair & Committee	DAIP Committee governance and membership	Quarterly meetings commencing FY26/27 and beyond	Quarterly meetings. Reporting of progress to meetings. Communication and publishing of DAIP on internal and external channels.

MSWA's first DAIP establishes a baseline for accessibility and inclusion with many initiatives focussed on assessing current practices and opportunities to inform future commitments and the development of subsequent DAIPs. These activities are planned to occur mostly in FY26/27, and once complete, a revised DAIP will be needed to continue progress.

Monitoring, reporting and governance

Progress against the DAIP will be monitored throughout the life of the plan.

The DAIP Committee will review progress quarterly against agreed priorities and measures.

Annual progress reports will:

- Measure achievement against outcomes.
- Identify completed initiatives.
- Highlight emerging priorities.
- Recommend future actions.

Learning gained through implementation will inform future accessibility planning and organisational improvement activities. This approach reflects good practice governance adopted by disability sector organisations.

Progress against the plan will be reported to the Executive team and through the CEO to the Board and Quality, Research and Client Services Committee.

Accessibility statement

This document can be made available in accessible formats on request, including:

- Screen reader compatible digital formats.
- Large print.
- Easy Read.
- Alternative formats upon request.

MSWA is committed to ensuring information is accessible and available to all people. This commitment reflects the principles of accessibility, inclusion and equitable participation set out in this plan.





MSWA Life not limits

MSWA Limited
ABN: 75 638 080 972
ACN: 670 532 224

Registered Office
154 Abernethy Road
Belmont WA 6104

(08) 6454 3222
mswa.org.au