



Position Description

Position Title: Accessibility & Inclusion Manager	Classification: Bond Level 6
Faculty/School/Office: Student Success and Wellbeing	Date Position Classified/Updated: September 2026

Purpose of the Position:

The Accessibility and Inclusion Manager leads Bond University's Accessibility and Inclusion function and works collaboratively across the University to coordinate and strengthen implementation of the Disability Inclusion and Accessibility Plan (DIAP). The DIAP has been endorsed by the University, and a key focus of this role is building the shared ownership, accountability and consistent practice across faculties, professional service areas and central teams needed to embed it. The role also provides expert advice on systemic and institution-wide diversity and inclusion matters, with the aim of building an equitable, accessible study and work environment across the University.

The role supervises and supports the Accessibility & Inclusion Advisor, including workload allocation, case consultation and professional development, and oversees the quality and consistency of service delivery across the team.

The Manager provides expert guidance on initiatives that promote inclusivity in relation to disability and physical and psychological health conditions, diverse gender and sexuality identities, and diverse religious, cultural and linguistic backgrounds. The role builds understanding and capability across the wider university community, enabling staff to implement inclusive practices and co-design initiatives that align with Bond University's vision, strategic objectives and values.

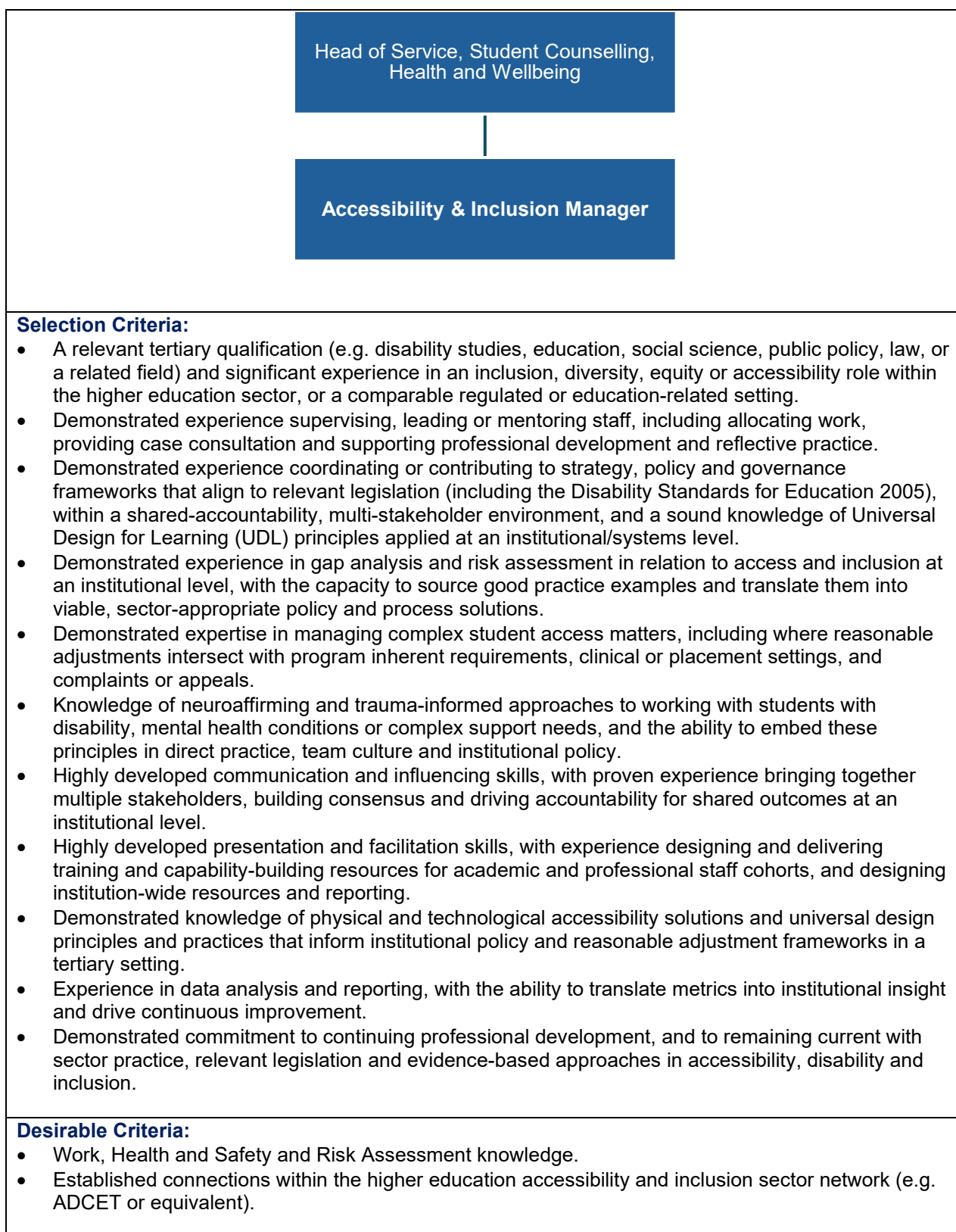
Bond University continues to see rising demand for accessibility and inclusion support, with a growing number of students disclosing disability, mental health or medical conditions and seeking reasonable accommodations. The Manager maintains a direct student caseload, is the escalation point for more complex cases, and shares responsibility for admission reviews with the Accessibility & Inclusion Advisor. This keeps DIAP coordination and capability building grounded in direct student experience.

The role works alongside university partners in faculty and central teams to strengthen Bond University's collective capacity to deliver an accessible experience for students and staff. The incumbent will hold tertiary sector expertise in inclusion, diversity and equity, a comprehensive understanding of relevant legislation, experience supervising or leading staff, strong connections within the sector network, and the ability to bring multiple stakeholders together on enterprise-wide projects to achieve the University's desired outcomes.

Accessibility and inclusion is a shared responsibility across Bond University. This position leads the Accessibility & Inclusion team, with a focus on DIAP coordination, staff capability building and complex case management. It supervises the Accessibility & Inclusion Advisor (Bond Level 5), who carries the primary student-facing caseload. Both roles see students, undertake admission reviews and collaborate on accessibility initiatives.

Reporting Relationship:

This position reports to the Head of Service, Student Counselling, Health and Wellbeing:



Competency	Responsibility
Leadership & Supervision	- Supervise, support and develop the Accessibility & Inclusion Advisor, including regular supervision, case consultation, workload allocation, and performance and development planning. - Oversee the quality and consistency of service delivery, including LAP standards, turnaround times, case-note quality and accurate recording in BondAbility and the Admissions portal.

	• Monitor service demand, plan for peak periods and provide advice to the Head of Service on resourcing and service improvement. • Foster a reflective, collaborative team culture grounded in neuroaffirming and trauma-informed practice.
DIAP Coordination & Accountability	• Coordinate and strengthen implementation of the Disability Inclusion and Accessibility Plan across faculties, professional service areas and central teams, building shared ownership and accountability for its commitments. • Monitor and report on progress against DIAP commitments, and support alignment with Disability Standards for Education and other HE regulatory requirements. • Contribute to, and coordinate stakeholder input into, the development of policy, procedures, guidelines and training resources that build shared institutional capability in inclusion, diversity and equity.
Complex Case Management & Escalation	• Maintain a direct student caseload, providing individualised advice, assessment and Learning Access Plan (LAP) development, applying neuroaffirming and trauma-informed practice. • Act as the escalation point for the Accessibility & Inclusion Advisor on more complex, contested or higher-risk cases, providing consultation or taking on case management where appropriate. • Manage matters where student needs intersect with program inherent requirements, clinical or placement settings, formal complaints or appeals, working with Faculty and Program leads toward fair, well-documented outcomes. • Bring direct case experience into DIAP implementation and institutional policy development, ensuring practice informs strategy and vice versa.
Admission Reviews	• Share responsibility with the Accessibility & Inclusion Advisor for reviewing applicant disclosures referred by Admissions, including consulting applicants where needed. • Coordinate referrals to Faculties for inherent requirements review where required, and support Faculty and Program leads through the outcome process. • Monitor admission review patterns to inform process improvement and DIAP reporting.
Staff Capability Building	• Support People & Talent and Office of Learning & Teaching in designing information/training sessions on accessibility and inclusion policy and processes for academic and professional staff, institution-wide. • Provide expert guidance to Faculty leadership and professional staff on complex, systemic diversity and inclusion matters. • Build staff understanding of universal design, neuroaffirming and trauma-informed principles across faculties and central teams.
Accessibility Initiatives & Community Awareness	• Collaborate with the Accessibility & Inclusion Advisor to plan and facilitate accessibility initiatives, including group programs for neurodivergent students and Hidden Disabilities awareness-raising events. • Lead the team's contribution to Orientation and Bond Together initiatives that build knowledge and awareness of accessibility and inclusion topics across the University community. • Use participant feedback and service data to evaluate initiatives and shape future programming.
Data, Analytics & Reporting	• Produce data analytics and institutional reports on access and inclusion metrics for faculty and University-wide review, including trend data on service demand and disclosure rates. • Use benchmarking and metrics to identify systemic gaps and inform continuous improvement.
Cross-Portfolio & Cross-Institutional Liaison	• Maintain close liaison with Counselling, Medical and Health Services, and Student Success Advisors within the Student Success and Wellbeing portfolio to inform coordinated, wraparound student support.

	• Build effective working relationships with Faculty SASQ teams, relevant Associate Deans (SASQ), educators and other student support services across the University. • Partner with key stakeholders including the People & Talent team, Office of Learning & Teaching, Facilities Management, Campus Life, IT and Library Services. • Maintain strong connections with the sector network community to access best practice and benchmarking information.
Coordination & Project Management	• Manage administration associated with the role and coordinate cross-institutional projects to agreed timeframes. • Work with the Accessibility & Inclusion Advisor to ensure DIAP implementation and institutional policy reflect, and are informed by, individual student practice.
Promoting Safe and Respectful Communities	• Practice and role model empathy, mutual respect, tolerance and cultural competency in all professional interactions.
Quality Assurance and Continuous Improvement	• Demonstrate an understanding of, and contributes to, quality assurance and continuous improvement activities relevant to the role. • Perform duties in alignment with the Bond University Strategic Plan, University policies, and established quality assurance and review processes.
Cultural Safety, Inclusion and Respect	• Demonstrate respect for diversity and contribute to a culturally safe, inclusive and discrimination free workplace. • Engage respectfully with staff, students and stakeholders from diverse cultural, linguistic and social backgrounds, including Aboriginal and Torres Strait Islander peoples. • Comply with University policies and applicable anti discrimination and workplace behaviour legislation. • Participate in relevant training or development activities that support cultural safety and inclusive practice.
Work Health and Safety Responsibilities	• Take reasonable care for own health and safety and that of others, in accordance with the Work Health and Safety Act 2011 (Qld). • Comply with University WHS policies, procedures and instructions, including those relating to psychosocial health and safety. • Promptly report hazards, incidents and risks to their manager or through established reporting mechanisms. • Where the role has supervisory or managerial responsibilities, ensure risks are assessed, appropriate controls are implemented, and workers are consulted in accordance with WHS legislation. • Complete mandatory and assigned WHS training. • Comply with return-to-work program requirements following injury/illness.

Note – the successful applicant will be required to produce a certified copy of their highest qualification received prior to commencement of duty.

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Bond University. You may at times be required to work at other tasks and areas as directed by the Management.