

Education Advisory Group

13 August 2026

Summary

The Education Advisory Group (EAG) met on 13 August 2026.

The group discussed the experiences of students with a disability, and the challenges for providers when developing and implementing reasonable adjustments. Members highlighted

- 1.1. Challenges in implementing reasonable adjustments in practical learning environment including laboratories, workshops and clinical placements.
- 1.2. Importance of early and effective communication of approved adjustments while minimising the need for students to repeatedly disclose personal information.
- 1.3. Challenges associated with transferring education access plans and supporting documentation between providers and between different levels of study.
- 1.4. A need for trauma informed approach and shared responsibility between accessibility services, academics and other relevant staff.
- 1.5. Barriers that may affect international students in disclosing disability and accessing adjustments.

The group then discussed planned revisions to the Commonwealth Ombudsman's University Complaint Handling Guidelines. Areas identified for focus:

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- The inclusion of trauma informed complaint handling, importance of timeliness, communication and staff training as key component of better practise.
- Sections to cover collecting and analysing complaints data to identify systemic issues and support continuous improvement.
- The focus of the guidance should be on complementing and aligning with existing legislative and regulatory requirements to provide clear and consistent guidance for higher education provider in improving complaint handling practises in sensitive cases as gender-based violence.