



Disability Equality Awareness

Aims

To provide the Organisation's staff with the awareness and skills required to ensure a high and fair standard of service for disabled people who may use the service.

Objectives

By the end of this course you will be able to

- Be aware of the disability legislation and the issues faced by disabled people when accessing services.
- Distinguish between the facts and myths around disabilities.
- Identify the types and levels of support available to staff, in respect of disabled people.
- Consider ways in which their work environment can be more accessible to disabled people.
- Develop approaches and intervention methods that are appropriate to meeting the needs of disabled people.
- Ensure that disabled service users receive the best level of customer care with the remit of service delivery.

Course Content

- Disability legislation
- Disability discrimination act 1995
- Amendment regulations 2003
- Disability facts and myths – recognising disabilities
- Staff support – accessing support
- The working environment - accessibility
- Disability rights commission guidance
- Good practice development
- Attitude and approach
- Appropriate intervention

Duration

1/2 Day