

Disability Awareness Training

Deb Whitecross Enterprises (DWE) takes a fresh look at presenting material that relates to people with a disability. Generally, when people hear the word 'disability' they automatically think of wheelchairs, ramps, 'disabled toilets' and 'disabled parking'. Each of these responses is specific to mobility impairments and infrastructure issues. Although DWE training takes participants through the mobility and infrastructure considerations of 'Universal Access', it does not dominate the presentation. The training will investigate **all** aspects of the most common disabilities and related issues and not allow one type of disability or impairment to dominate the presentation. It will be an informative, useful, holistic training session with a bit of fun thrown into the mix.

DWE can design a Disability Awareness session to suit your needs. This document outlines some general topics available for a workshop and you may choose any combination to suit your needs. We have also provided three typical options that are currently available for one, two or three hour sessions. A handout of the presentation is always provided.

Over the years, as a qualified trainer, Deb has organised and facilitated many Disability Awareness Training sessions and other events, expos, community consultations, public launches and forums. Recently at a Disability Awareness session in Melbourne, the MetroAccess worker even commented, *"I can't believe how much I learnt today – I thought I knew a lot, thank you so much"*. DWE has many regular Disability Awareness Training bookings underway with other Councils and Hospitals in Melbourne and Regional areas.

Deb is very comfortable in front of large audiences, enjoys public speaking and facilitation and brings passion, colour and professionalism to every event.

Testimonials:

"Deb Whitecross was absolutely fantastic. The presentation was bright and colourful, easy to understand and the examples provided were most relevant to the topic. She was open, honest, fun and very approachable with a very positive attitude."

"Excellent presentation, funny, relaxed and full of good information."

"Facilitation was fantastic. Deb even made the dry Legislation interesting."

"Deb was very informative, answered all our questions and kept it interesting."

"Entertaining as well as informative."

Outcomes for Participants

At the end of the sessions, we will ensure that all participants are aware of the issues experienced by people with disabilities, value and embrace the diversity of members of our community, and will be able to confidently and appropriately relate to and respond to the needs and aspirations of people with disabilities during the course of undertaking their activities.

Unless disability is your agency's core business, we would recommend that there is no need to provide more than a three hour session. Each option would include a Quiz that covers the majority of disability related issues.

'Mix and Match'

All modules described below can be mixed and matched to suit your specific needs and customers. If there are topics that you would like to have included and are not described below, please ask and we can create a session especially for you.

Details of the variety of the modules:

Interactive Quiz:

This multiple choice quiz would be tailored to the audience and is an informative, 'warm up' session for the rest of the presentation or a 'stand alone' one hour option. The answers to the questions raise awareness about most types of common disabilities and their related access and inclusion issues. It also touches on Legislation and implications of formal discrimination complaints. The presentation provides opportunities to discuss case studies or provide a piece of 'common sense' advice that addresses each question's topic in turn. There are opportunities for audience participation, questions and discussion during the presentation. This is always a fun session.

'Myth' busting

Having been given an overview of disability issues in general, we discuss the 'myths' and 'reality' of disability.

Social Model of Disability

A recent change to perception and thinking about disability. We discuss this new concept that replaces the responsibility of 'disablement' from the person with an impairment and points the blame instead to the environment that is 'disabling' not the person's 'impairment' being the issue.

Legislation

Presentation about Disability Legislation and its implications covering the Disability Discrimination Act 1992 (DDA) and the Victorian Disability Act 2006. This session will highlight the importance of the implementation of your Disability Action Plan (DAP) and how it will mitigate risk to the Council against potential formal disability discrimination complaints. The presentation will also incorporate information about the AS1428 and the recent updates of the new 'Premises Standards' that integrates the principles of the DDA into the building code and promotes the principles of 'Universal Access'.

How to communicate respectfully and effectively with people with a disability:

This experiential session teaches participants how to communicate respectfully and effectively with a variety of people with disabilities. It includes a small group activity that will seek responses to case study examples provided by participants and DWE.

Infrastructure

An emphasis on the AS1428 and a summary of the main changes to the Premises Standards (which could also include a simple access assessment experiential session).

'Inclusive Recreation'

This session is aimed at people who manage recreation programs and services. We investigate the meaning of inclusion and look at the 'inclusion spectrum' and how it is managed effectively.


Accessible events

Creating accessible events can be disastrous unless you consider access for everyone. This is a workshop in its entirety but can be trimmed down to fit in any of the other combinations.

Disabilities explained

A detailed description of the main types of disabilities, 'visible', 'invisible' or 'cognitive' and how they may affect the way people communicate whilst delivering services. It includes useful information about people with:

- Mobility impairments
- Sensory impairments
- Neurological and health related issues
- Mental Health issues
- Cognitive or speech impairments and any
- Behavioural issues.



Handouts of
presentation
provided

Simple English and writing for the print impaired

This session looks at the principles of providing information in a simple language, which would be compatible with the average literacy levels of any community. We also provide a session on the recommended Vision Australia Guidelines. As for the accessible events workshop, we can combine this to other training modules.

The four P's – Preparation, Policies, Procedures and People

This session investigates the operational functions of Council that support inclusiveness of people with a disability.

- **'Preparation'** - addresses the need for DAPs and preparation for planned change, it also covers 'Good access is good business' principles and fleshes out the meaning of 'Inclusion'.
- **'Policies'** - will discuss the need for policies like a 'Reasonable Adjustment' policy and other related material that underpin greater awareness of disability and the related issues.
- **'Procedures'** - raises awareness of the need for alternate formats, accessible websites etc.
- **'People'** – relates to issues for staff and residents or customers.

Throughout each presentation, there will be opportunities for audience participation, specific solution-focused, case study brainstorming and discussion.

Disability Awareness Training options and groupings

A typical One Hour Option:

- The Quiz

A typical Two Hour Option:

- The Quiz
- Disability Legislation and its implications
- Social Model of Disability
- 'How to communicate respectfully and effectively with people with a disability' information and workshop exercise

Please note – there is a very quick break during this option.

A typical Three Hour Option:

The training will be split into two main sessions which are summarized below:

- The Quiz
- Myth busting
- Disability Legislation and its implications
- Social Model of Disability
- Infrastructure
- The 4 'P's
- 'How to communicate respectfully and effectively with people with a disability' information and workshop exercise

Please note – there is a 15 minute break during this 3 hr option.

Other DWE training or workshops include:

- 'What is Inclusive Recreation?'
- 'Creating Accessible Events and Programs'
- 'How to write your own Disability Action Plan'
- 'Simple English' – writing for the Community
- 'Good Governance training' for Committees of Management
- 'Giving and receiving feedback' – Effective Communication
- 'Multicultural Awareness Training' - for customer service staff

Please contact DWE for a quote tailored to suit your specific audience needs:

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