

Disability Discrimination Act Awareness Training

Workshop 4 – Goods & Services Course For Managers

One-Day Programme

Welcome

- Introductions, aims and objectives for the day
- Thinking about disability quiz

Overview of the DDA(s)

- Background to the Act(s)
- Structure and content
- How the Act(s) operate

Goods and Services provisions (Part III) summary

- Defining your services
- Customer service policies and procedures
- Implications of the goods and services provisions

Developing and managing more accessible services

- Removing the barriers
- Reasonable adjustments
- Making information more accessible

Action Planning

- Organisational responses to Part III of the Act to date
- Assessing and prioritising organisational actions
- Personal action plans

Summary & Evaluation

- Sources of information and support