

Disability Discrimination Act Awareness Training

Workshop 5 – Goods And Services Course For Customer - Facing Staff

One-Day Programme

Welcome

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

Overview of the DDA(s)

- Brief history of the Act
- What's in it and how the Act(s) work

Providing Services

- Services you provide
- Customer service policies and procedures
- What the DDA means for services you provide

Making services more accessible

- Removing the barriers
- Reasonable adjustments
- Making information more accessible
- Good practice in working with disabled people

Action Planning

- What's happened so far?
- Team action plans
- Personal action plans

Summary & Evaluation

- Sources of information and support