



surfing Your Turf - Business & Community Accessibility Workshop

KEY TOPIC/OUTCOME
<p>1. Recognising Different types of Disability</p> <ul style="list-style-type: none">➤ Recognising Different Disabilities➤ Introduction to Intellectual, Neurological, Mental Health, Sensory and Physical Disabilities➤ Introduction to common medical conditions including diabetes, epilepsy and dementia➤ Causes and Effects of Trauma➤ How the Brain Responds to Stress➤
<p>2. Communicating Effectively with PWD</p> <ul style="list-style-type: none">➤ The Communication Equation➤ Understanding Empathy & Emotional Capitalism➤ How you can help build social capital➤ Exploring different types of communication➤ What might a person be trying to communicate?
<p>3. Being Aware of Triggers and Deescalating Difficult Situations</p> <ul style="list-style-type: none">➤ Difficulties with non-verbal communication➤ Allowing sufficient time for positive interactions➤ Sensory overload➤ Understanding echolalia➤ Conducting a communications audit
<p>4. Marketing & Delivering Excellent Customer Service to People with Disabilities</p> <ul style="list-style-type: none">➤ Economic Imperatives➤ Understanding the demographic➤ Reaching your target market➤ Understanding the customer journey➤ Supporting your community➤ Creating the correct channels of communication
<p>5. How to Make Your Business or Service More Accessible</p> <ul style="list-style-type: none">➤ Design Considerations➤ Unintended Barriers➤ Signage➤ Digital/Website accessibility➤ Communication and information accessibility➤ Physical accessibility➤ Accessible Events Checklist

Thurs 5 May 2022

5pm – 7:30pm, includes supper

Nelsons Of Bridgetown Motel and Function Centre

Session is FREE - Bookings Essential [Book Here](#) or email sara@advocacywa.org.au