



Disability Awareness Workshop Programme

9.00AM

Whakawhanaungatanga/ personal introductions

- ☐ Course Introduction
- ☐ NZ Disability History
- ☐ NZ Disability Documents
- ☐ Disability Statistics
- ☐ Understanding & Defining Disabilities
- ☐ Medical vs Social Model
- ☐ Values, Beliefs, Attitudes

10.00AM Morning Tea (supplied)

10.20AM

Aids and Equipment Presentation

11.00AM

- ☐ Barriers
- ☐ Customer Service
- ☐ Communication & Language
- ☐ Cultural Perspectives
- ☐ Inclusion - Access
- ☐ Rights when receiving a Health or Disability Service
- ☐ Handling Complaints
- ☐ Understanding Discrimination
- ☐ National Disability Support Services

Q & A Session

12.30PM

Conclusion