

## Training and Education Programs for corporate, business and community organisations.

Scope is a leading provider of disability inclusion services across Australia. We have worked for over 15 years to develop and deliver high quality solutions to corporate Australia businesses and community organisations.

From managers and executive leaders to talent acquisition and frontline, service delivery teams, Scope programs enable your people to be disability aware, disability confident and disability inclusive.

We provide real-world learning and make immediate impact to your organisation by creating a more inclusive, accepting, and welcoming community for all people.

Our interactive programs are all developed and facilitated by people living with disability.

### **Disability Inclusion Launch Event**

This panel question and answer session is perfect to introduce your organisation to the importance of being disability aware and inclusive or to launch a new access and inclusion plan.

Choose from 60-minute, 90-minute and 2-hour durations

Delivered by 3 or 4 trainers living with disability

Options for face to face or online delivery

Suitable for small or large groups of staff

Available nationally

This informal session does not have structured learning outcomes, but discussion focus areas can include:

- Appreciate the diversity of individual lived experiences of disability
- Understand common challenges and experiences of people with disability in the community and the workplace
- Learn to interact with people living with disability respectfully and with confidence
- Understand and use inclusive language conventions

### **An Introduction to Disability Awareness**

This 2-hour workshop is the foundation of a Scope training package.

Perfect for all staff in a business or community group to consider how their work practices are suitable, inclusive, welcoming, and accessible for people with disability.

Delivered by 2 trainers living with disability

Options for face to face or online delivery

Suitable for groups of up to 20 learners

Available nationally

Learning outcomes:

- Demonstrate knowledge of disability, including prevalence in Australia
- Understand how the Social Model of Disability overcomes challenges and barriers to access and inclusion
- Interact with people living with disability respectfully and with confidence
- Understand and use inclusive language
- Create a truly inclusive environment for all people

## Additional training modules

According to the needs of your organisation, the Introduction to Disability Awareness program can be enhanced by adding one or more of our 30-minute modules.

### Disability related legislation

- Understand individual and organisational obligations under current disability related legislation applicable to national and state jurisdictions
- Explore planned and spontaneous reasonable adjustments

Suitable for all staff.

### Connecting customers to your information

- Understand the prevalence of low literacy, intellectual disability and culturally and linguistically diverse (CALD) populations in Australia
- Appreciate barriers to accessing and understanding information about your business
- Understand the benefits of creating, testing and providing documents in easy-to-read formats

Suitable for leaders, marketing, and communications teams, learning and development, recruitment, and human resources teams.

### Communication for Customer Service

- Understand communication breakdown and the prevalence of communication disability in Australia
- Communicate effectively in-person and over the phone using a range of tools, aids, and devices

Suitable for frontline leaders, account managers, customer service, recruitment, and human resources staff.

## Scope has three eLearning modules relating to aspects of disability inclusion and awareness.

eLearning modules have been co-designed by people with disability. They feature personal stories, interactive activities and will continue to challenge perceptions and assumptions about disability in the community.

Available for any staff groups from individuals to SCORM packages for 5000+ users

## See the Person: Disability Awareness

- Understanding how the Social Model of Disability overcomes challenges and barriers to access and inclusion, the importance of inclusive language, and disability related legislation.
- Suitable for all staff.

## Communication Access

- Understanding communication disabilities, overcoming barriers to effective communication in a customer service setting and discovering tools and strategies that everyone can use for effective communication with all customers.
- Suitable for management and frontline staff.

## Accessible Information

- Consider the written support needs of the 44% of Australians with low English literacy, including people with disability and those from CALD communities and learn how to provide information in easy-to-understand formats.
- Suitable for frontline, marketing & communications, legal, policy & procedure and recruitment staff.

**Head to our eLearning page to learn more.**

## Scope Trainers

Scope's team of trainers include people that have a range of personal and professional experiences with disability.

Our team conducts training by creating a safe and welcoming space to learn about lived experiences of disability. Participants are welcome to ask questions of the trainers to broaden your knowledge and connect learning to your workplace.



Contact us today for more information.

**Phone:** 1300 4 72673

**Email:** [contact@scopeaust.org.au](mailto:contact@scopeaust.org.au)

**Website:** [scopeaust.org.au](http://scopeaust.org.au)