



ACCESS FOR ALL: DISABILITY AWARENESS FOR HEALTH PROVIDERS

Course Outline

Introduction to Access for All (15 minutes)

- What is Access for All?
- Developing Access for All
- Why Access for All?
- Learning outcomes
- Other benefits of completing Access for All
- Continuing Professional Development
- Links to Accreditation Standards

Module 1: Disability In Australia (30 minutes)

- Who lives with disability?
- What does disability look like in Australia?
- Types of disability
- What can living with disability mean?
- How often are people with disability accessing mainstream health services?
- People with disability and the NDIS
- Perspectives of disability
- What legislation and policies do health providers need to be aware of?
- Recap
- Knowledge check

Module 2: Before you assume – try asking (25 minutes)

- How we speak to people with disability matters
- Partnership approach
- Behaviour, assumptions, and bias
- Myths, stereotypes, and assumptions about people with disability
- How do you speak to a person with a disability?
- Not all disabilities are obvious
- Recap
- Knowledge check



Module 3: Communication – know your audience (25 minutes)

- Are you communicating effectively?
- Helpful language and behaviour
- Effective communication
- Tips for effective communication
- Communication is key
- Health literacy
- Health literacy policies and procedures for people with disability
- Recap
- Knowledge check

Module 4: Access issues – more than a ramp! (25 minutes)

- What does equitable access for people with disability mean?
- Are you disability confident?
- Scheduling appointments for people with disability
- Accessible equipment and surrounding for people with disability
- How accessible is your service?
- Recap
- Knowledge check

Module 5: Cultural considerations (25 minutes)

- Aboriginal and Torres Strait Islander people also live with disability
- Considerations for Aboriginal and Torres Strait Islander people with disability
- What about people from culturally and linguistically diverse backgrounds with disability?
- Considerations when working with people from culturally and linguistically diverse backgrounds with disability
- What is cultural capability?
- Policies and procedures – how they help
- Recap
- Knowledge check

Module 6: Recognising and understanding behaviours (25 minutes)

- Interpret correctly – behaviours may not be related to the disability
- What can trigger certain behaviours?
- Understanding different behaviours
- Remember – it's a partnership
- Behaviour management policies and procedures
- Recap
- Knowledge check

Module 7: Quality Improvement Initiatives (15 minutes)

- Improving accessibility and inclusivity
- Recap
- Learn more (Resource suite)