# Outcome 4: Service quality

Western Australia should be a place where everyone feels they belong. Public authorities have a key leadership role in ensuring people of all abilities experience a quality of service equal to others in our community.

**Disability Access and Inclusion Plan Outcome 4**

* People with disability receive the same level and quality of service from the staff of a public authority as other people receive from the staff of that public authority.

Public authorities need to establish a culture that empowers people with disability and values the dynamic diversity of people of all abilities. A culture that ensures people are treated with dignity, integrity and respect, and supported to have a voice and be heard. Staff sensitivity and awareness of the attitudinal, physical, and procedural barriers people with disability can experience is important in delivering a customer experience that is accessible, inclusive and welcoming.

### Disability awareness

Disability awareness should be an integral part of induction and training programs for all staff. As a priority, direct service and customer facing staff should be disability confident employees. All other staff should have a level of disability awareness to ensure they can communicate effectively and respectfully with people with disability and understand the day-to-day barriers people with disability face, including misconceptions and discrimination.

“Through knowledge comes understanding, awareness and hopefully eventually acceptance”, consultation participant.

Disability awareness activities can include:

* Accessible technology demonstrations – creating opportunities to test and trial accessible technology and learn about accessible documents and formats.
* All abilities sports showcase – partnering with a sports organisation to host a sporting event, such as wheelchair basketball or curling.
* Corporate volunteering – organising a corporate volunteering program with disability service providers and/or community organisations.
* Disability awareness/confidence training – hosting inhouse or externally delivered sessions.
* Interactive and experiential activities – setting up a sensory exploration station, hosting all ability trivia, organising an accessibility awareness walk or accessibility audit.
* Lunch and learn sessions – inviting guest speakers with lived experience of disability.
* Panels – inviting guests with lived experience of disability and service providers.
* Resources – developing internal guides and information resources.
* Tailored training – providing training designed for specific work areas or support staff who would like to train, for example as Australian Sign Language (Auslan) interpreters.

### Communicating with people with disability

Communicating effectively with people with disability is vital to ensuring they have a positive experience when dealing with a public authority.

Effective communication is person-centred, respectful, considerate and enables the person being communicated with to feel safe, supported and heard.

**Useful resources:**

[Communication with people with disabilities | Australian Federation of Disability Organisations (afdo.org.au)](https://www.afdo.org.au/resource-communication-with-people-with-disabilities/)

[Supporting effective communication | NDIS Quality and Safeguards Commission (ndiscommission.gov.au)](https://www.ndiscommission.gov.au/workers/worker-training-modules-and-resources/supporting-effective-communication)

### Inclusive language

Language reflects and shapes the way we view the world. How we write and speak about disability has a profound impact on individual and community attitudes. Inclusive and contemporary language empowers and can offset negative stereotypes and assumptions.

**Useful resources:**

[Language Guide - People with Disability Australia (pwd.org.au)](https://pwd.org.au/resources/language-guide/)

[Inclusive language | Style Manual](https://www.stylemanual.gov.au/accessible-and-inclusive-content/inclusive-language)