



Media release

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Disability access and inclusion awareness training

The City of Albany is currently providing disability access and inclusion awareness training for staff in order to improve service for people with disabilities.

The two hour workshops are being provided by Great Southern Personnel, a local disability employment provider.

Workshop topics include types of disability, using appropriate language and communicating effectively with people with disability, and challenging myths and stereotypes.

The aim of the training is for all staff to understand and address barriers to disability access and inclusion, and apply this in their interactions with staff and members of the public.

The first workshops involved a productive evening with frontline customer service, IT and records staff from the North Road Administration Building, as well as customer service staff from the Albany Visitor Centre and National Anzac Centre. It is planned that training will continue into the new financial year.



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