



## Disabled People's Association

### Inclusion Fundamentals Workshop on Development of an Inclusive Service

The performance of Singapore, as a developed nation, is not only measured by its wealth but also by its responsiveness in addressing the needs of the vulnerable communities in our society. Many major international private or public organisations include equality and diversity in their evaluation and procurement processes. Assistive technologies and devices are becoming more in demand. Negative customer relations involving people with disabilities often receive national or international attention.

- How good are you as an employer in attracting talents from disabled community?
- How well do you perform in developing and delivering services for people with disabilities?
- Are your staff trained on diversity and inclusion to the standard that they will relate well to other staff members or customers/users who have disabilities?

Inclusion Fundamentals will give you the basic guiding principles in understanding the diverse needs of people with disabilities and how these needs can be met with flexibilities and adjustments to how we normally conduct our business. This workshop will also improve your readiness in addressing other equality issues.

#### Learning Outcomes:

- Better understanding of DPA's functions and assistance from similar organisations
- Better knowledge of United Nation Convention of the Rights of Persons with Disabilities (UNCRPD)
- Better appreciation of a person-centred approach
- Being more confident in designing an inclusive service
- Improvement of participation and integration of people with disabilities as part of a workforce or as customers/users
- Building better networks with like-minded organisations

#### Programme:

- Introduction and Expectation
- 'My Precious'
- Practice Listening
- Roles and Functions of DPA
- Myths about Inclusive Services
- Requirements set by UNCRPD
- Identify possible barriers within your own organisation
- Identify practical solutions to remove barriers
- Reasons for inaction
- Identify three priorities
- Evaluation

**Length of Workshop:** Full Day 10am to 4pm

**Cost:** Private Organisations - \$300 per delegate, Voluntary Welfare Organisations - \$150 per delegate. Include lunch, tea and coffee.

To find out the date of next available workshop, please contact Nina Munday, Diversity and Inclusion Consultant on (T) 6791 1134 or (E) [nina@dpa.org.sg](mailto:nina@dpa.org.sg)

## **Trainer's Biography:**

"Nina Munday is currently contracted as Diversity and Inclusion Consultant with Disabled People's Association (DPA). She holds a Master of Arts in Sociology with honours from Aberdeen University and has two decades of working history within the voluntary sector at senior executive level in the United Kingdom. She has extensive experience in organisational, financial and staff management and has been involved with a wide range of public, private and voluntary agencies with a good track record of policy development, partnership working and fundraising. She specialises in delivering training on equality, diversity and inclusion to a variety of client groups.

Nina Munday has been associated with DPA since May 2012. Since then she had developed a risk assessment framework for partners who wish to promote their services to people with disabilities. She recently conducted an access to banking services survey in Singapore and the survey's report was successfully launched on 25 April 2013.

Nina Munday was the Director of Edinburgh and Lothians Regional Equality Council for eight years prior to joining DPA."

## **Comments from Previous Participants:**

"I learnt about the different perspectives that people with disabilities have through the group sharing session about possible solutions. Very beneficial."

"The interaction with different people from different organisations sharing their ideas and problems faced within their organisation."

"Love it that it was not a lecture-like workshop but rather a more interactive workshop."

"It exposed me to a number of perspectives that did not previously occur to me to consider."

"Loved the discussions - learnt lots from others"

"The session exposed me to various issues that disabled people in Singapore experience. It has allowed me to expand my scope of thinking and consider putting myself in the shoes of the disabled."

"Best workshop I've ever attended."