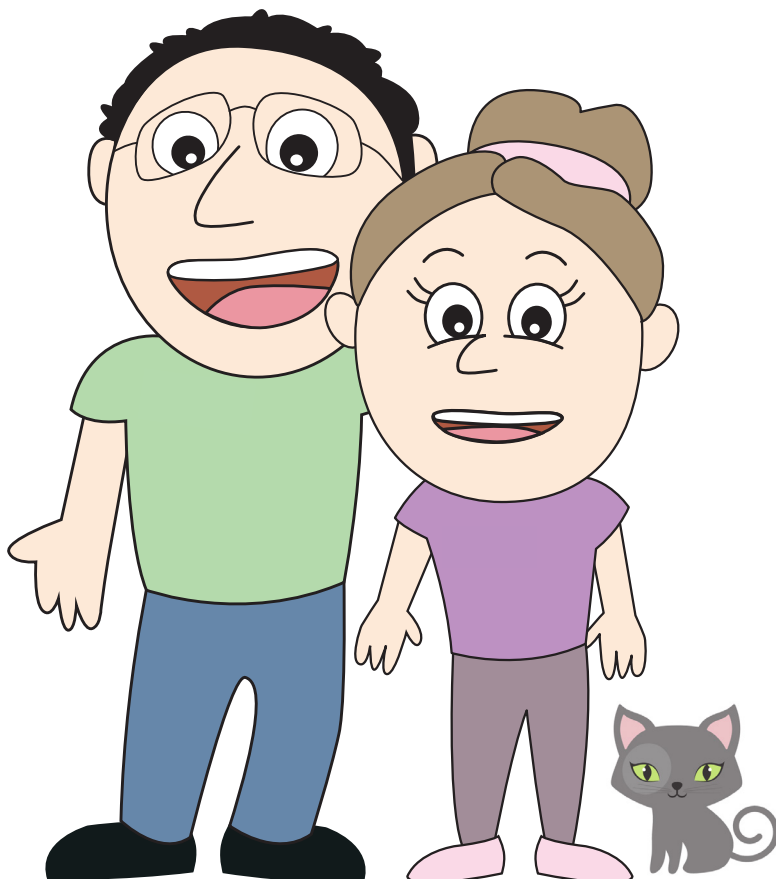




**Access
Ability
Australia**

COMMUNICATION ACCESS **and** AWARENESS TRAINING (CAAT)



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CAAT Training Objective

Communication access can mean different things to different people. We believe that it is important for organisations to ensure that staff are aware and confident to assist their visitors, no matter their visitor's backgrounds nor what method of communication is preferred.

Organisations that are providing a service to the general public need to be aware of potential barriers to communication and how to break these down to ensure delivery of efficient and effective communication practices.

Both parties need to take responsibility for making the communication successful.

Ineffective communication access can be both frustrating and isolating. We know this because we've experienced it first-hand.

Communication barriers can be broken down and people can be upskilled to provide effective, efficient and responsive customer service delivery.

Best practice communication access makes living an inclusive life feel easier and effortless.

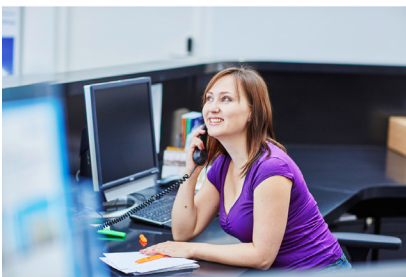
With the help of our training, you will discover that everyone can increase their understanding of communication challenges and can develop skills in effective communication practices and tools.

Without proper guidance or the right knowledge, creating an inclusive attitude and culture that provides every member of community equal opportunity for participation can actually be stressful, overwhelming... and in the end... not even purposeful.

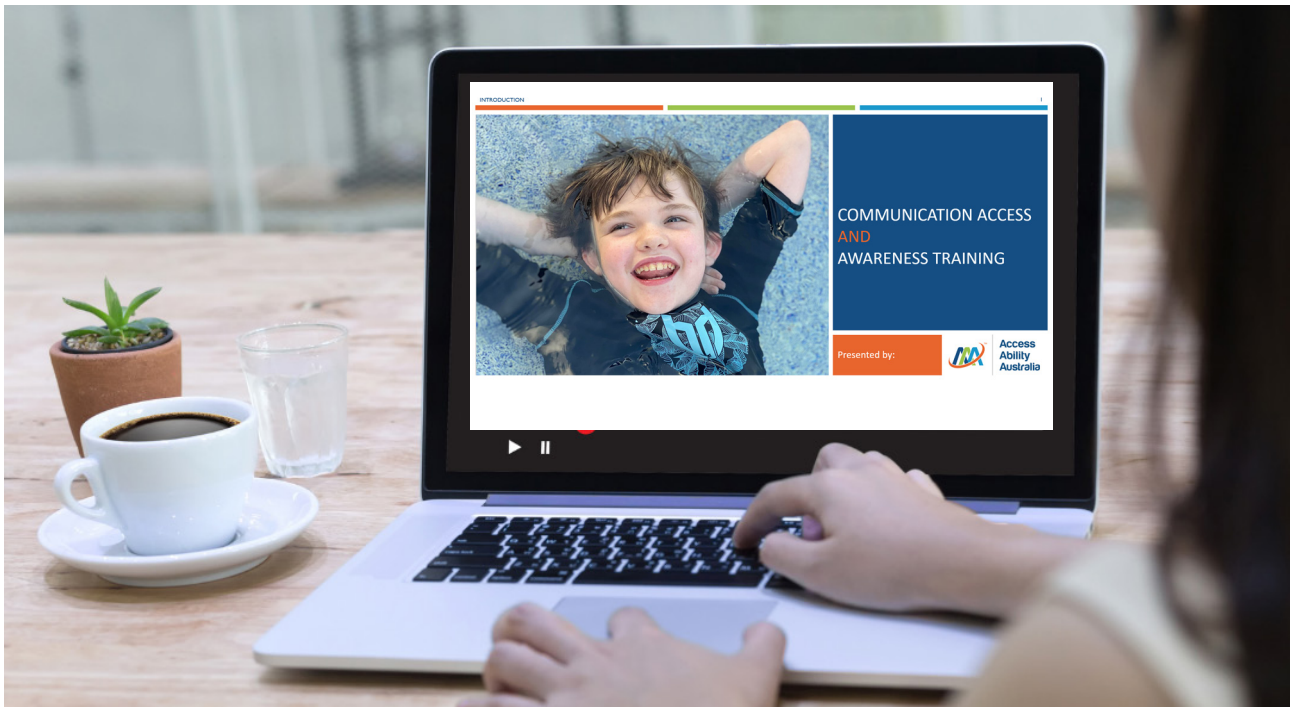
AAA Communication Access and Awareness Training zones in on the right content that solves problems and challenges. It also works to decrease and remove roadblocks and allows you to create an abundance of skills and strategies to help others build connections and improve quality of life.

Designed for

- Front-line staff
- Event staff
- Customer service officers
- Team leaders
- Supervisors and managers
- Disability service provider
- Support workers
- Health care workers
- Educators, parents and care givers and more!



Online CAAT



COVID-19 has changed the way we all work, study and train. We would love for you to join us in our all-new transformational, high impact online AAA Communication Access and Awareness Training.

Our training includes powerful essential content that truly gets results and transforms lives.

Our online training is engaging and interactive. Training can be completed in the comfort of your own home or workplace and can be paused and re-visited for your convenience.

Designed and created from the ground up, our online training will show your 'inclusive-conscious self', exactly how to increase your understanding and awareness of communication challenges and therefore better support community.



AAA'S 1-hour Communication Access and Awareness Training is a completely online video training program - meaning you can access it from anywhere around the world.

All course materials are beautifully designed to be easily understood, accessed and shared.

These sections teach positive communication that responds to individual differences.

Each section contains a series of easy to follow, step by step video lessons that include interactive activities, resources, and quizzes.

AAA'S Communication Access and Awareness Training does not include 'homework', 'assignments' or 'workbooks' for you to fill out. Instead, we give you all the tools, knowledge and resources you need for success, allowing you to create a super inclusive and communication accessible attitude and culture that will allow you to build more connections.

CAAT Overview



Introduction

Our introduction is all about getting those crucial fundamentals and foundations put in place so you have a better understanding as to why you are embarking on this training.

Section 1

You'll learn exactly how and why communication is a two-way process and a shared responsibility.

Section 2

We focus on the impacts of communication challenges and different communication elements.

Learners will understand how communication challenges have a broad impact on every aspect of life and discover that a communication challenge is not an indicator of one's capacity nor desire to communicate.

Section 3

We will show you exactly how learning becomes action.

Packed with a range of strategies and resources, you will learn valuable information and tips on how to best communicate with people who may have a communication challenge.

Section 4

We explore communication access best-practice initiatives and discuss access audits. We will help you plan more communication accessible meetings and conferences.

Conclusion

You will have the opportunity to meet our two company founders and the partnering organisations that contributed to AAA's Communication Access and Awareness Training.

To access AAA's online Communication Access and Awareness Training.

[click here](#)

Please visit our [website](#) for further details.



Instructor Lead Training



Our face-to-face training is lead and delivered by our qualified trainer and assessors.

Training is 'hands-on', so we suggest a maximum of 10 people per session. This allows our trainers to interact with the entire group yet still have enough time to allow for one-to-one interactions.

If a group exceeds 10, we can change the training venue to meet the needs of a larger group. Please contact us to discuss your requirements.

Duration

2 Hours

Overview

Like our online training', our instructor-led training is engaging and interactive. It can be delivered in the comfort of your workplace or at the AAA office.

Each section compliments the next and lays out the information in a clear, concise, easy to digest way, taking you through exactly what you need to know to get you growing and experiencing the benefits of excellent communication access.

Learners attending face-to-face training will also have opportunity to evaluate new learnings in an in-class practice session.

Please review the overview of each of the six sections that make up the core of the course on the previous pages.

Training Venue

Training is delivered at the office of Access Ability Australia in Mulgrave, Melbourne. It is also possible to have training conducted at your chosen venue - please contact us for further details if this option is of interest to you.

Booking Terms and Conditions (Instructor Lead)

1. Access Ability Australia reserves the right to cancel an event if minimum numbers (5 participants) are not met; in this instance a full refund or transfer of money to another event of the same value is available.
2. Workshop registration is only confirmed when full payment has been received from the participant/client.
3. If a participant/client chooses to cancel their confirmed registration, or cannot or does not attend training, the following conditions will apply: * The registered participant/client may invite another person to substitute their place in the workshop (in which they are registered) giving at least 1 working day notice to Access Ability Australia info@accesskeys.com.au at no charge. * If notice is received working days or less from the scheduled starting date, no refund will be offered. * If notice is received 8 working days or more from the scheduled starting date, a 50% refund will be offered.



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