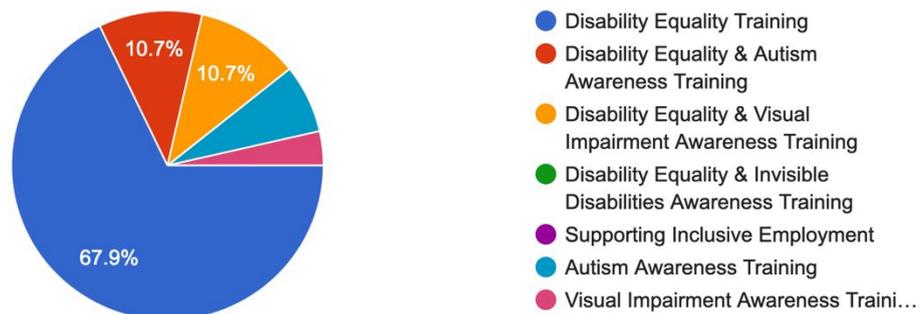


- Survey – send out to past participant to establish if our training has a lasting impact.

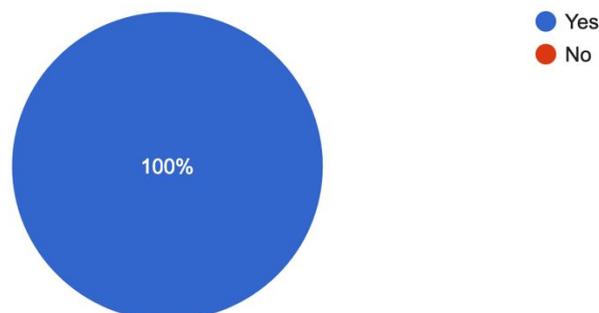
### Which of these training sessions did you attend?

28 responses



### As a result of attending our training, has your understanding of the challenges people with disability face increased?

28 responses



If you answered yes, please describe how in the box below.

It was a real eye opener to hear from people with first hand experience

I feel my understanding has increased, especially in understanding the effect of negative attitudes towards people who have a disability. Also the understanding of language when addressing disability was a very important part of the training, and this language will be used in the future.

How shops need to be aware of how too much glass can cause problems

Became more aware of issues around accessibility and also of correct language to use.

- Survey – send out to past participant to establish if our training has a lasting impact.

I keep reminding myself to look at the "can do" possibilities of what I can do with the participant who have a disability and what they can do and what is best for them, making it work so that they can participate in my sport.

Some of the facts about how many people face issues was mind blowing.

It helps when planning strategically how as a shopping centre we might be able to incorporate better options for our Guests with any disability.

More aware of avoiding raising awareness of differences.

I was not aware of the many challenges disabled people face. Having had the opportunity to listen to disabled trainers did made it very real for me.

More aware of the different barriers and attitudes that exist

It has helped me to see things from a different perspective and also consider the use of language when discussing disability.

I also had not considered the history of disability and its perception before, and how some of our cultural beliefs surrounding disability are rooted in history and very outdated.

I have a better understanding of the need for inclusive design so that access barriers are removed without a disabled person having to ask  
Not to presume

Most definitely! I have much better understanding and I am confident with our disabled clients

I learnt much more about how the visually impaired have to cope with things in shopping centres. Also our need to ensure our society doesn't put blockages in place that disabled people need to cope with.

More aware of how we can make changes as a business and train employees to interact with people with disabilities

The etiquette and language was really useful and used it when I got on the bus and there was a man with his guide dog.

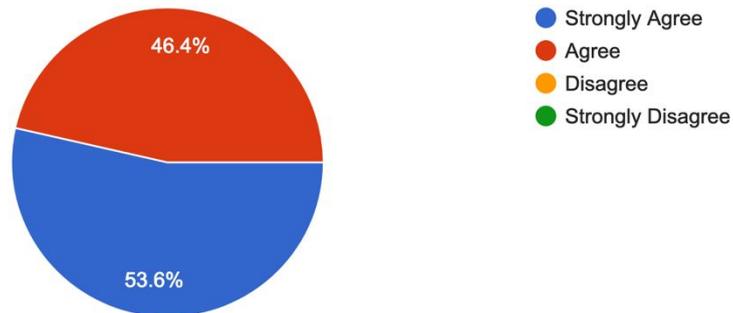
Just how difficult navigating a shopping centre can be

It made me more aware of the difficulties that people with impairments & disabilities face and think of how I can support them in my work (with children), but also in everyday situations.

- Survey – send out to past participant to establish if our training has a lasting impact.

Do you feel more equipped to deal with disabled people?

28 responses



If strongly agree/agree, please explain.

Because I can now understand the difficulties disabled people face daily.

We have now disabled employees in our organisation.

Greater awareness and understanding

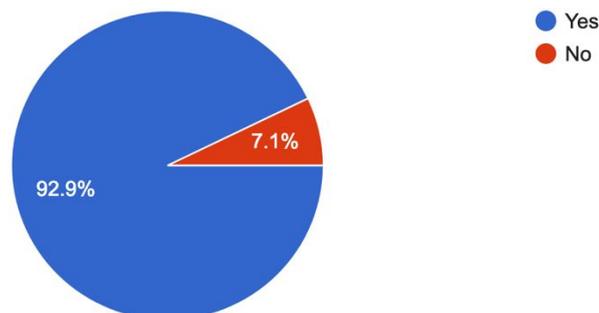
Better communication

It affirms what I believed was the right thing to do.

I have a good understanding, but it was helpful as a refresher

Do you feel more confident when dealing with disabled people?

28 responses



- Survey – send out to past participant to establish if our training has a lasting impact.

If you answered yes, please describe how in the box below.

The language and etiquette session was brilliant  
In treating disabled people the same as everyone else.  
I see them as just people

More aware of issues faced plus correct language to use  
To see the person first and then the disability/impairment/condition

I wasn't previously particularly awkward, having become used to a family member with disability

Yes!!! I have learned to see them as people

As a disabled person I can associate with other people with disability and can further understand that not every disability should be treated the same.

I have a better understanding of the right language and awareness of how people may want to be treated

I have a disability and sometimes you aren't sure whether the things you know are specific to your own situation.

Toucan's training helped me to feel more confident.

Because I understand that different disabilities require different approaches as a result of your training.

I always see the person first.

Treat them with respect and value them for the gifts and experience they have to offer

Be in a better position to show empathy and resolve a situation

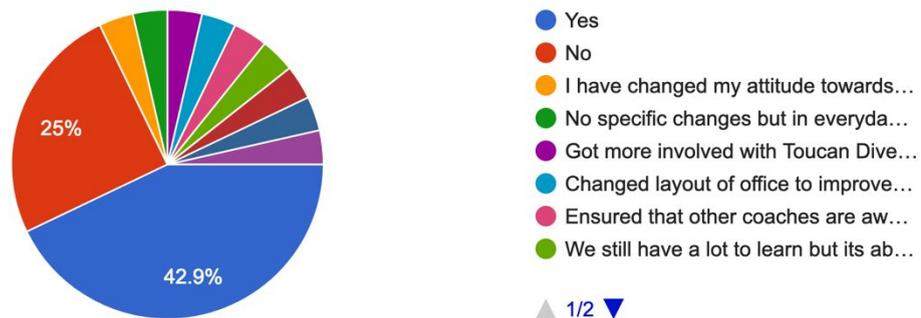
I told the people on the bus that they shouldn't pet the guide dog as he was a working dog.

As the speakers outlined what everyday life is like for them I could see how I could offer solutions and support to those who attend my sessions

- Survey – send out to past participant to establish if our training has a lasting impact.

Have you made any changes to your workplace or personal life, as a direct result of attending our training?

28 responses



If yes please describe.

Have made changes to my office and am implementing the correct language/thinking of ways to apply Social model

I am more tolerant to other disabilities in society as such I've change my opinions and do not judge.

As mentioned earlier we have now disabled employees and have made various changes in setting up support for them.

If possible we include

Offer training to our team to heighten awareness

I asked my colleague if she needed support with an issue at work that was having an impact on her. She said she was fine and could speak up for herself.

I want to incorporate additional services that can help people with disabilities and encourage my team to be more aware