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Training to Handle Disabled Passengers

Balancing Customer Service, Risk and a Human Rights Approach

Geoff Trappett OAM - Founding Director of Inclusion Moves

Simple. Straightforward. Uncomplicated social inclusion means a healthy society for all.

Scene Setting

The interplay between customer service, risk and human rights is never more evident than in the customer service provided to passengers with a disability.

In this session we will explore these intersections, how organisational and societal culture plays its part and crucially how to ensure your business enables a human rights focus to shine through in your customer service delivery model.

Disabled people are becoming more and more full citizens of their communities. This brings opportunity and challenge to those communities. We must ensure we are up to this challenge.



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What is the regulatory environment we are presented with?

- UN - Convention on the Rights of Persons with Disabilities - Guiding document with the purpose of pursuing the rights of disabled people
- Regulation (EC) 1107/2006 - Europe - Speaks to the rights of disabled passengers within the EU
- Air Carrier Access Amendments Act - America - Speaks to the rights of disabled passengers in the US, Also introduces mandatory reporting for loss/damage of mobility aids.
- Montreal Convention - International treaty in this context speaking to the liability for costs for loss/damage to mobility aids
- Civil Aviation Order 20.16.3. and 20.11. CASA regulations ensuring consistency in service delivery for disabled passengers in Australian context.

This is not intended to be a thorough list. Much the opposite it is meant to show the complications of customer service in a heavily regulated environment.

This uncertainty brings a number of questions:

How does this heavy regulatory burden sit alongside what disabled passengers wanting from a customer experience?

Are we aware what the customer experience they are wanting is? Are we engaged in our local disabled communities to discuss these matters?

Do we have the background systems in place to ensure we are able to provide a good customer experience?

How do we map and improve the customer experience for able bodied passengers? When was the last time this was done for the disabled cohort? What if anything would need to change in your customer experience mapping frameworks to achieve this?

Do your staff hold the skills, culture and emotional intelligence to be disability confident? Does your leadership inspire this?



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Developing a framework for answering these vital questions authentically and with diligence

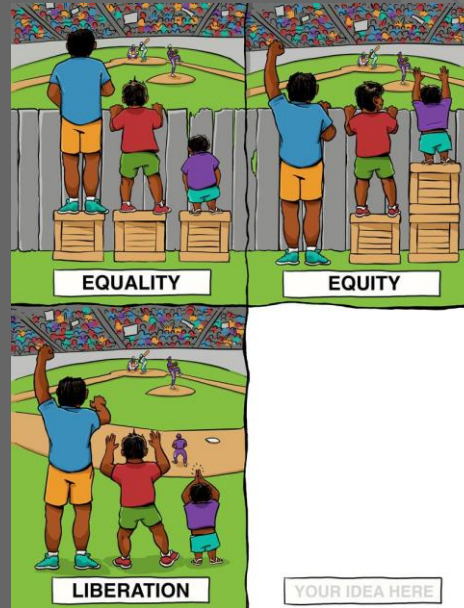
Equality: the state of being equal, especially in status, rights, or opportunities.

Equity: the quality of being fair and impartial.

Liberation: the action of setting someone free from imprisonment, slavery, or oppression; release.

How are you working to not only bring equality and equity to your customer service but crucially working to break down barriers and bring liberation to ALL your customers?

You must develop a **culture of inclusion**



Developing a culture of inclusion – disability confidence

- Must be authentic
- Must be disabled community led
- Must be led from the top
- Must have the systems in place to ensure good policy and procedures can be enacted
- Must be long term/adaptable
- Must be demonstratable and measurable

Nothing should happen about a person with a disability without a person with a disability being central to the conversation. Our purpose is to give people with a disability the unhindered opportunity to ensure they are able to enact their full citizenship rights like any other. Equal citizenship rights means accessing the Same jobs – Same venues – Same services – Same social opportunities.

Moving forward – What is the first thing you should do?

“Start by doing what’s necessary; then do what’s possible; and suddenly you are doing the impossible.” –Francis of Assisi

Hot off the press: Inclusion Moves training



Balancing customer service, risk and a human rights approach

The interplay that exists between customer service, risk and human rights has never been a more contentious, high profile and misunderstood than in this current world. In this course we will explore these intersections, how organisational and societal cultures play their part and crucially how to ensure your business enables a human rights focus to shine through in your customer service delivery model.

This course is flexible in its delivery. Whether that be online, face to face or we are happy to work with your own training team to assist them to become confident deliverers of the course work internally. Give your staff the confidence to know that they are disability confident. Give your management and ownership the knowledge the business is in safe hands, with current knowledge of contemporary customer service principles and most importantly: **Give your customers confidence that their diversity will not affect their customer service experience.**

[Contact us](#) now to develop a package to suit our needs. Flexible pricing per individual and organisation.

Inclusive contact

Inclusion Moves understands diversity. If you have a communication method that works well for you, let us know and we are happy to accommodate.

Find us on social media @inclusionmoves on Facebook and Twitter

Contact Us

☎ 0411812854

✉ geofftrappett@inclusionmoves.com.au



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