

How can service providers break down barriers for people with disability?

A summary of research by Rachel Taylor

Easy Read version

How to use this document



My name is Rachel Taylor.

I'm a researcher from the University of Tasmania.



This Easy Read document is a summary of my research.



This information is written in an easy to read way. I use pictures to explain some ideas.



You can ask for help to read this document. A friend, family member or support person may be able to help you.

What is my research about?



I used to work in the disability sector.



I wanted to find out how disability service providers can make our community **inclusive** - people with disability can more easily take part.

To find out how service providers can break down barriers, I researched:



- what service providers need to do



- how service providers can make a big difference.

Who took part in my research?



I spent 2 months getting to know and talking with people at 2 disability service providers

At these organisations I interviewed 52 people, including:



- clients



- managers



- service co-ordinators



- support workers.



Then I sent a survey to organisations in the Australian disability sector.



308 disability service providers took part in my survey.



From these providers, I interviewed 14 Chief Executive Officers.

What my research found

What can service providers do?

I found 5 things service providers can do that make a difference:



1. Think about how people with disability feel.

Service providers need to:



- build close relationships with clients and their families



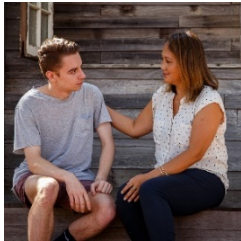
- listen to people's ideas and use them when they are planning new services.



2. Connect people with communities



Service providers need to help people with disability take part in their local communities.



We can break down the barriers that people with disability face and make a big difference.



3. Learn from diversity

Service providers need to learn from:



- working with lots of different people



- other service providers.



Service providers need to include people from different backgrounds as part of their:



- staff



- management teams.

This includes people:



- with physical disability



- with mental health issues



- from different cultures.



4. Be flexible and try new things

Service providers need to:



- be open to change



- act quickly when new opportunities come up.



- keep working towards goals that might take a long time to achieve.



5. Find a balance of creativity and structure

Leaders need to help their staff find a balance between:



- creativity – trying new ways of doing things



- structure – making sure everyone knows what they need to do.

How can service providers make the biggest difference?

I found that most service providers try to find new ways to be more:



- effective - getting good results



- efficient - doing more with what they have.



To make important changes to our society, providers need to find new ways to include people with disability.



I found that only 1 out of 3 service providers focus on including people with disability when they design new services.



If more service providers do this, it can make a big difference in our society.



It can:



- help break down barriers that people with disability face



- help people know more about the rights of people with disability

Thank you

I wish to say thank you to:



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- Professor Anthony Arundel.

Contact me

If you want to find out more, you can email me:



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