CONCEPT

Disability Inclusion and Person-Centred Planning: Support Plans, Accommodations and Accessibility

16 – 20 November 2026
Amsterdam - Zuidas business district hotel



Disability Inclusion and Person-Centred Planning: Support Plans, Accommodations and Accessibility

Ref: 793_19972 **Date:** 16 – 20 November 2026 **Location:** Amsterdam - Zuidas business district hotel **Fees:** 23500 SAR

Introduction:

Disability inclusion often stalls because support is designed around services and job descriptions rather than around the person, and because accommodation requests, inaccessible premises and unreadable digital systems are handled one complaint at a time. Disabled employees and service users then meet repeated barriers, while families and managers lack a shared plan. This Core Concept course equips HR, service and inclusion practitioners with person-centred planning methods, a structured reasonable accommodation workflow and accessibility checks. Participants produce a Person-Centred Support Plan and an Employer Accessibility Action Plan for a case.

Course Objectives:

- Apply the social and human rights models of disability and the CRPD general principles to policies, services and everyday language
- Facilitate person-centred planning sessions using One-Page Profiles, PATH, MAPS and Essential Lifestyle Planning with the person at the centre
- Co-produce support plans and personal goals with disabled people, their circles of support and, where wished, family members and carers
- Run a reasonable accommodation request from first conversation to documented decision, including undue burden assessment and review
- Audit recruitment, onboarding, premises and digital channels for accessibility barriers and specify assistive technology options
- Produce a Person-Centred Support Plan and an Employer Accessibility Action Plan with inclusion outcome measures for a case

Target Audience:

- HR advisers and business partners who handle accommodation requests, recruitment and people policy
- Service and operations managers who design and run services used by disabled customers or clients
- Social care and support managers who coordinate individual support plans and reviews
- Disability inclusion and diversity leads who set strategy, targets and employee network priorities
- Facilities and workplace managers responsible for premises, equipment and access arrangements

Course Outline:

Day 1: Disability Models, Rights-Based Principles and Respectful Language

- Medical, Social and Human Rights Models of Disability Compared
- CRPD General Principles: Dignity, Autonomy, Participation and Non-Discrimination
- Respectful Disability Language Guide: Person-First and Identity-First Wording
- O'Brien's Five Accomplishments as a Quality-of-Life Lens
- Disability-Confident Employer Self-Assessment of Policies, Premises and Services

Day 2: Person-Centred Planning Methods and Tools

- One-Page Profiles: What People Appreciate, What Matters and How Best to Support
- PATH Planning: North Star, Positive Goals and First Steps With Graphic Facilitation
- MAPS Process: Life History, Dreams, Fears and Gifts
- Essential Lifestyle Planning: Important To Versus Important For
- Circles of Support: Membership, Roles and Meeting Rhythm

Day 3: Support Plans, Goal Setting and Reasonable Accommodations

- Co-Produced Support Plan Template: Outcomes, Supports, Risks and Review Points
- Person-Led Goal Setting With Easy-Read Formats and Total Communication
- Reasonable Accommodation Request Workflow: Need, Dialogue, Options and Decision
- Undue Burden Assessment and Low-Cost Accommodation Options Log
- Accessible Recruitment and Onboarding Checklist: Alternative Formats and Interview Accommodations

Day 4: Accessibility, Assistive Technology, Family Engagement and Outcome Measures

- Built Environment Access Walk-Through: Entrances, Routes, Toilets and Wayfinding Signage
- WCAG POUR Principles and Level AA Checks for Intranets, Forms and Documents
- Assistive Technology Overview: Screen Readers, Magnifiers, Hearing Loops and Alternative Input
- Family and Carer Engagement Protocol: Consent, Supported Decision-Making and Conflicting Wishes
- Inclusion Outcome Measures: Personal Goal Attainment, Retention, Accommodation Turnaround and Satisfaction

Day 5: Case Study: Person-Centred Support Plan and Employer Accessibility Action Plan

- Case File Review: Personal Profile, Workplace Context and Barrier Log
- Person-Centred Support Plan Drafting From PATH and One-Page Profile Outputs
- Employer Accessibility Action Plan: Priorities, Owners, Resources and Milestones
- Accommodation Decision Record and Review Cycle for the Case
- Joint Review Meeting With the Person, Family Member and Line Manager

Skills You Will Gain:

- Person-Centred Planning Facilitation
- Support Plan Co-Production
- Reasonable Accommodation Case Handling
- Undue Burden Analysis
- Built Environment Access Auditing
- Digital Accessibility Checking
- Assistive Technology Specification
- Inclusion Outcome Measurement

Why Attend This Course:

- Return with a Person-Centred Support Plan and an Employer Accessibility Action Plan tested on a realistic case
- Lead planning meetings in which the disabled person, not the service, sets the goals and priorities
- Decide accommodation requests consistently, with a documented rationale that stands up to review
- Compare practice with HR, service and social care colleagues from public, private and non-profit organisations

Conclusion:

Disability inclusion becomes real when plans start from the person's own goals and when organisations remove barriers before they are reported. The week moves from disability models, rights-based principles and respectful language, through person-centred planning methods, to support plans, goal setting and reasonable accommodations, then to physical and digital accessibility, assistive technology, family engagement and outcome measures. The final day applies these methods to a case and produces a Person-Centred Support Plan and an Employer Accessibility Action Plan ready for use.