



HOTEL ETICO
A U S T R A L I A



HOTEL ETICO

INDUSTRY TRAINING OFFERING

Building Confident Teams & Inclusive
Workplaces – *For the sector, by the sector*





ABOUT US

Hotel Etico is a multi-award winning not for profit social enterprise hotel employing and training young people with disability. An Australian first. We are a leading provider of disability confidence training designed and delivered by hospitality and disability professionals.

“By the sector, for the sector”

77% of employers want to hire people with disability, but only 35% do —most don’t know where to begin. Some of the top barriers cited by employers in hiring people with disability:

- Lack of awareness about people with a disability
- Lack of confidence and a fear of saying or doing the wrong thing
- Perception of cost or complexity*

We partner with industry to access an overlooked talent pool to address workforce shortages, improve staff retention, boost employee engagement and team culture, and, most importantly, create employment pathways and careers for people with a disability.



SHAPED BY LIVED EXPERIENCE

Shaped by lived experience and a proven track record in inclusive employment in hospitality and tourism



HUMAN-RIGHTS BASED

A human rights-based, evidence-informed approach grounded in global principles affirming equal employment rights for people with disabilities



COLLABORATIVE AND SECTOR FOCUSED

Practical hospitality-based training co-developed with people with a disability to ensure real world relevance



BEST PRACTICE

Partnership with sector experts to reflect clinical best practice and deepen impact

*Source: AFDO, Human Rights Commission, Australian Institute of Health and Welfare
By building employer confidence and practical know-how, we’re closing the gap between intention and action.



TESTIMONIALS



The training was highly engaging and practical, featuring interactive sessions and real-world scenarios tailored to the hospitality environment. This was an important step in strengthening our commitment to diversity, inclusion, and equity in the workplace. The tools provided have enhanced our ability to better support colleagues and our guests with disabilities.



THE WEST HOTEL, SYDNEY



The Hotel Etico training had a powerful impact on our team. It encouraged reflection, shifted perspectives, and gave us practical tools to support a more inclusive workplace. It supports our goal of committing to creating a hotel where everyone feels welcome, and this training helped us take that commitment even further.



PIER ONE, SYDNEY HARBOUR



The training we received through Hotel Etico was both insightful and practical. It deepened our team's understanding of inclusive employment and gave us the tools to better support colleagues and guests with disabilities. The sessions were interactive, real world focused and tailored to our hospitality setting. It's not just about inclusion; it's about creating a workplace where everyone thrives. We highly recommend this training to any hotel wanting to build a more supportive, skilled, and diverse workforce.



W, SYDNEY



Hotel Etico Industry Training

OFFERING SUMMARY TABLE

All trainings can be delivered online.

In-person delivery can be arranged for most modules.



In collaboration
with



Duration



People



Cost

Disability Etiquette

1 hour

Up to 15

\$1,800 +
GST

Crafting Roles

1 hour

Up to 8

\$1,800 +
GST

How To Deliver Training Part 1 & 2

1 hour ea or
2 hour combined

Up to 8

\$3,300 +
GST

Disability Rights in the Workplace



1 hour

Up to 15

Complimentary

Working with Neurodivergent Individuals



1 hour

No max

\$2,000 +
GST

Working with Autistic Adults



1 hour

Up to 15

\$3,800 +
GST

Working with adults with Down Syndrome



1 hour

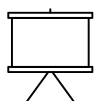
Up to 15

\$3,800 +
GST

Note: All prices exclude travel time. Should in-person delivery be requested, travel time will be quoted upon enquiry. These prices are as of August 2025 and are subject to change.



DISABILITY ETIQUETTE



DELIVERY

In person or
online



ROLES

Everyone



LENGTH

1 hour



PAX

Up to 15



COST

\$1,800
+ GST

LEARNING OUTCOMES

- Understand different models and perspectives of disability
- Use appropriate and respectful language when communicating with people with disability
- Take considerate actions and avoid behaviours that may be unintentionally offensive
- Build confidence in your interactions with people with disability

TOPICS COVERED

- Models of disability
- Language: what to say and what not to say
- Actions: what to do and what not to do
- Perspectives on disability

Funding Support

JobAccess subsidies may be available for this training. Enquire with us to know more.

Job Access

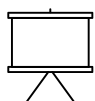
Driving disability employment

THIS TRAINING IS FOR YOU IF...

You want to build your disability awareness, feel confident communicating and interacting with people with disability, and avoid saying or doing the wrong thing.



CRAFTING ROLES



DELIVERY

In person or
online



ROLES

HR



LENGTH

1 hour



PAX

Up to 8



COST

\$1,800
+ GST

LEARNING OUTCOMES

- Analyse and map employee skills against position requirements to identify strengths and gaps.
- Assess individual employee needs to inform job design and support strategies.
- Develop and implement reasonable workplace adjustments that enable employees to perform effectively.
- Adapt job roles to align with employee capabilities while maintaining business requirements.
- Create accessible resources that improve communication, reduce misunderstandings, and support independent work.
- Apply practical strategies to ensure roles are inclusive and maximise employee performance.

TOPICS COVERED

- Skill and task analysis
- Needs analysis
- Reasonable adjustments
- Accessible resources

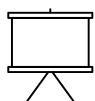
THIS TRAINING IS FOR YOU IF...

You want to learn how to design roles that suit your employees and create inclusive environments that support staff and improve communication and performance.



HOW TO DELIVER TRAINING

PART 1 & 2



DELIVERY

In person or
online



ROLES

Supervisors,
trainers



LENGTH

1 hour each
or 2 hours
combined



PAX

Up to 15



COST

\$3,300
+ GST

LEARNING OUTCOMES

- Apply effective communication methods, strategies, and techniques
- Use practical approaches to teach new skills and build competency
- Recognise when and how to increase task complexity appropriately

TOPICS COVERED

- Creating a training framework
- Conducting learner and task analysis
- Integrating structure into training
- Communication methods, strategies, and techniques
- Methods and strategies for teaching new skills
- Recognising the right moments to increase complexity

THIS TRAINING IS FOR YOU IF...

You work alongside people with disability and want to deliver training confidently and practically.



EQUALITY AT WORK

DISABILITY RIGHTS IN THE WORKPLACE

DELIVERED BY AUSTRALIAN HUMAN RIGHTS COMMISSION



DELIVERY

In person or
online



ROLES

HR



LENGTH

1 hour



PAX

No max



COST

Complimentary

LEARNING OUTCOMES

- Describe the legislative frameworks surrounding disability rights and discrimination in Australia
- Identify and describe the key concepts under the Disability Discrimination Act
- Understand how the Disability Discrimination Act applies to your workplace
- Apply a rights-based approach to hiring and managing staff

TOPICS COVERED

- Overview of Australia's legislative frameworks on disability rights and discrimination
- Key concepts under the Disability Discrimination Act
- Application of the Act in workplace settings
- Rights-based approaches to recruitment and staff management

THIS TRAINING IS FOR YOU IF

You want to understand your legal obligations under the Disability Discrimination Act, create a more inclusive workplace, support staff with disability using best-practice approaches, and embed human rights principles into your hiring and management practices.



WORKING WITH NEURODIVERGENT INDIVIDUALS

DELIVERED BY RE:THINK DYSLEXIA



DELIVERY

Online



ROLES

Everyone



LENGTH

1 hour



PAX

No max



COST

\$2,000 +
GST

LEARNING OUTCOMES

- Explain what neurodivergence is and recognise different neurodivergent conditions, including dyslexia, dyspraxia, dyscalculia, dysgraphia, ADHD, Autism, and Intellectual disability
- Understand eight facets of executive functioning and how differences can present in the workplace
- Identify strategies to support neurodivergent team members effectively
- Apply practical tools to improve communication, learning, and workplace inclusion

TOPICS COVERED

- What is neurodivergence?
- Different neurodivergent conditions
- Eight facets of executive functioning and workplace impact
- Practical strategies to support neurodivergent employees

THIS TRAINING IS FOR YOU IF...

You supervise, manage, or work alongside neurodivergent team members and want practical strategies to support diverse learning and communication needs.

WORKING WITH AUTISTIC ADULTS

DELIVERED BY ASPECT AUSTRALIA



DELIVERY

In person or
online



ROLES

Everyone



LENGTH

1 hour



PAX

Up to 15



COST

\$3,800
+ GST

LEARNING OUTCOMES

- Describe what autism is and understand the diversity of support needs across the spectrum
- Recognise social, communication, and sensory differences in autistic adults
- Apply strategies to support communication, sensory needs, expectations, thinking, and motivation
- Foster an accessible and inclusive work environment for autistic adults
- Use practical approaches to interact effectively and respectfully with autistic team members

TOPICS COVERED

- What is autism?
- Social, communication, and sensory differences
- Supporting communication, sensory needs, expectations, thinking, and motivation
- Practical strategies for effective interaction

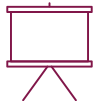
THIS TRAINING IS FOR YOU IF

You work with autistic adults and want to better understand autism, create an accessible work environment, and use practical strategies to support and communicate effectively.



WORKING WITH ADULTS WITH DOWN SYNDROME

DELIVERED BY DOWN SYNDROME AUSTRALIA



DELIVERY

In person or
online



ROLES

Everyone



LENGTH

1 hour



PAX

Up to 15



COST

\$3,800
+ GST

LEARNING OUTCOMES

- Understand learning styles, memory, and information processing in adults with Down syndrome
- Recognise how social skills and behaviour can impact workplace interactions
- Apply practical strategies to support learning, communication, and workplace success
- Build positive and effective relationships with employees with Down syndrome

TOPICS COVERED

- Learning styles
- Memory and processing
- Social skills
- Behaviour and workplace impact
- Practical tips and strategies for success

THIS TRAINING IS FOR YOU IF...

You work with people with Down syndrome and want to better understand how they learn, process information, and communicate to support their success.