

## **Expression of Interest: Accessible Customer Service Standard Development Committee**

The [Accessibility Act NL](#) (Part 3, section 11 and 12) requires the Accessibility Standards Advisory Board (Board) to establish subcommittees to develop each standard following the approval by the Minister Responsible for the **Accessibility Act**. Standard Development committees are voluntary committees that report to the Board and provide technical expertise on the standard that is to be developed.

Standards for Customer Service will be developed and implemented. The Accessible Customer Service Standard Development Committee will support the Board to make recommendations to the Minister to remove and prevent barriers to programs and service delivery for persons with disabilities. The goal is to ensure design and delivery of programs and services are equitable for persons with disabilities to access goods and services.

Eligible Accessible Customer Service Standard Development Committee representatives need experience in two or more of the following:

- Business and industry sectors
- Human Resources and Customer Service
- Program management and policy development related to the design and delivery of programs and services
- Accessibility and inclusion

One half (50%) of the committee will represent persons with disabilities and have experience receiving and/or delivering customer service. Board members also have an option to join as representatives on standard development committees. The number of representatives will range from 5-8, with one representative assigned as Lead.

Committee representatives will include:

- Persons with disabilities with lived experience receiving and/or delivering customer service
- Individuals from disability organizations
- Individuals from business and industry sectors with experience in the provision of customer service
- Individuals who work within core government, agencies, boards or commissions, who have responsibilities related to customer service standards
- Individuals with organizations or public bodies (e.g. government agencies, boards or commissions) that are impacted by customer service standards

Please submit your Expression of Interest to the Disability Policy Office at [disabilitypolicy@gov.nl.ca](mailto:disabilitypolicy@gov.nl.ca) by completing the attached application form and include your resume.

Closing Date: **August 31, 2023** at 4:00 p.m.

Please contact the Disability Policy Office at [disabilitypolicy@gov.nl.ca](mailto:disabilitypolicy@gov.nl.ca) for alternate formats of this application.