

Excellent Service!

How to measure and improve services for persons with disabilities. Looking at Portugal and Europe.

24 October 2024, 14:30 – 17:30

Tivoli Hotel Av. Liberdade, Lisbon, Portugal

AGENDA

- 14:30** **Welcome and Introductions**

- 14:45** **Quality Assurance in Portugal**

- 15:00** **European Perspectives on disability sector, rehabilitation and social services of excellence**

- 15:15** **The EQUASS Experience for service provider organisations**

- 15:30** **Campfire groups: Ideas and suggestions for improving quality in services**

- 16:00** *Coffee Break*

- 16:30** **Campfire feedback and panel discussion: Dealing with the burning issues**

- 17:10** **Ask the service user: About the impact of services on quality of life**

- 17:20** **Conclusions**

- 17:30** *End of meeting*

Registration and practical information

To register for this event, please fill in the online registration form [here](#).