



|                      | What's HOT  | What's NOT  |
|----------------------|---|---|
|                      | Use phrases like 'person<br>with disability', 'person<br>with an intellectual<br>disability', 'person who<br>is blind, etc.                                 | Remember, the person<br>always comes first!<br>Avoid terms beginning<br>with 'the' such as 'the<br>blind' or 'the deaf'. Don't<br>use words like 'abnormal',<br>'cripple', 'mongol', 'retard',<br>'slow' or 'disabled'. |
|                      | Where possible, use<br>the appropriate clinical<br>name, e.g. 'person with<br>schizophrenia', 'person<br>with a mental illness', etc.                       | Avoid phrases with<br>negative connotations.<br>Don't use words like<br>'crazy', 'insane', 'lunatic',<br>'mad', 'nuts' or 'wacko'.  |
|                      | Say 'person who is<br>little' or 'person of short<br>stature'.  | Don't say 'dwarf'   |
| <b>l</b><br>7.<br>9. | Refer to people who<br>use wheelchairs as<br>'wheelchair users'.  | Don't say people are<br>'confined to a wheelchair'<br>or 'wheelchair bound'.<br>Wheelchairs enable<br>mobility – they don't<br>confine people.  |
|                      | Say 'unconscious' or<br>'in a coma'.  | Vegetables are what<br>you cook and eat –<br>not people who are<br>unconscious or in a<br>coma.   |
|                      | The preferred term is 'seizure'.  | Don't use words like 'fit'<br>or 'attack'.  |
| l,                   | People don't suffer<br>just because they have<br>a disability. Say 'has'<br>instead of 'suffers from'.  | Don't say a person<br>is 'afflicted with' or<br>'suffers from' a disability.<br>Similarly, a disability<br>isn't something to be<br>'overcome'.   |
|                      | Toilets and parking<br>spaces for people<br>with disability are not<br>themselves disabled.<br>Say 'accessible toilet'<br>or 'accessible parking<br>space'. | A 'disabled toilet' is a<br>toilet that doesn't work.<br>(And of course, don't<br>use an accessible toilet<br>or accessible parking<br>space unless you have a<br>disability!)  |



## More than 1.3 million people in NSW have a disability. That's around one in five.

Chances are you know someone with a disability.



## People with disability lead everyday lives.

Many people with disability go to school, go to work, travel, catch the bus, ferry or train, get married, have children

## and excel in society like everyone else.

Check out these tips about language, etiquette and common courtesies next time you are talking to, working with or socialising with someone who happens to have a disability.



- When communicating with or about people with disability, don't be afraid of saying or doing the wrong thing. By hesitating about interacting with someone with a disability, you may end up excluding them all together.
- If you do make a mistake, simply apologise as you would if you offended anyone else. Remember, everybody says or does the wrong thing at one stage or another.
- Just because someone has a disability, it doesn't mean he/she is 'courageous', 'brave', 'special' or 'inspirational'. People with disability have talents, skills, and abilities, just like everyone else.
- Be aware of invisible disabilities. Some disabilities are obvious, while others are not as apparent. Just because a person's disability isn't immediately visible, doesn't mean it doesn't exist.
- Don't be afraid to offer to help someone if you think they might need it. But always ask before rushing in. For instance, don't push a person's wheelchair or touch them before asking if they would like help.
- Never pat, touch or talk to a guide dog while the dog is working or when the dog is in a harness. Always ask permission and remember that sometimes the owner may say no.
- The golden rule is to treat everybody the same.



- Employees with disability often stay with an employer for longer, have lower absenteeism and fewer workplace accidents than employees without disability.
- Equal employment opportunities should be open to everyone. If a person with disability can perform the core activity of the job, then that person should have the same opportunity as everyone else.
- Ask yourself whether there are any changes or adjustments to your workplace's practices or equipment that can assist employees with disability to be more productive. Organisations such as JobAccess can help coordinate a workplace assessment for any eligible employees with disability.
- Be aware of potential barriers faced by people with disability in your workplace. Remove barriers that might hinder the recruitment and career progression of any particular group.
- Make your workplace flexible. A flexible workplace is one where managers and team members work together to decide what working arrangements will be most effective.

References: www.and.org.au/pages/managers-guide-disability-in-the-workplace.html www.dontdismyability.com.au

