

The Golden Rules

What to Keep in Mind when Working with Disabled People

- **Ask the Expert**

Each disabled person is an expert in their own needs. Don't be afraid to ask them about what those needs are and the best ways to offer support.

- **Listen**

Always listen to what the disabled person says. This sounds obvious, but you'd be surprised at how often it doesn't happen.

- **Don't Make Assumptions**

Not all disabled people are the same, not all people with a particular impairment have the same needs and requirements (that's why it's always best to ask and listen!)

- **It's always better to do something than nothing!**

No-one can expect you to change your building/ the work practices of your entire organisation / completely overhaul your IT and communication system at the drop of a hat (although those might be good long term goals). Ensuring the inclusion of disabled people in your services starts with small steps and personal interactions.

- **Make sure that you're prepared**

Don't leave things to the last minute! If you know that you're meeting with a disabled person, ask them in advance whether they have any access needs. This will give you time to work on meeting those needs.

- **Don't be afraid to admit when you've got things wrong**

... then you can start work on how to put them right!

- **If all else fails, contact your local organisation of disabled people**

Who can offer free advice, access visits, signposting and support!