

DISABILITY+

CONFIDENCE CANBERRA

Information Handbook

ACT
INCLUSION
COUNCIL

Disability Confidence Canberra

The ACT Government in partnership with the ACT Inclusion Council introduces a speaking and education program with:

- Lively speakers about disability
- Facts on the disability market
- On the spot access to practical benefits and marketing tools
- Myths and facts on employment
- The lowdown on the Council and programs such as Everyone, Everyday - ACT Disability Awareness Program
- Some big and small ways to become disability confident
- Ideas and practical help, including a comprehensive access checklist.

The ACT Inclusion Council is a Canberra group of business, government and community leaders that work in partnership with the community to develop initiatives that value and engage people with disability as customers, suppliers, employees and employers in business, the arts and sport.

Why should I get disability confident?

- People with disability represent a significant proportion of the Australian population
- 1 in 5 Australians have a disability
- 57,500 people living in the ACT have a disability according to the Australian Bureau of Statistics in 2013
- The proportion of people aged 65 years and older is growing faster in the ACT than the rest of Australia
- In 2024, it is projected that the **number of older people** (aged 65 and over) in the population will **exceed the number of children** (aged 0-14) for the first time. By 2041, the Australian Bureau of Statistics predicts that one in five people will be over 65
- Access and inclusive practice is a way to **tap new customer markets** and new potential employees
- The National Disability Insurance Scheme will mean that people with disability will have purchasing power to choose a wider range of goods and services from businesses that best meet their needs
- People with disabilities are an **untapped resource in a tight labour market**
- There is a **new speaking program** called Disability Confidence Canberra **promotes information about** access and inclusive practice in the ACT

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The Disability Confidence Canberra Handbook was prepared for the ACT Inclusion Council by:



With support by:



INTRODUCTION

I am pleased to provide an introduction to this information book for Disability Confidence Canberra.

The ACT Inclusion Council is a Canberra group of business, government and community leaders that work in partnership with the community to develop initiatives that value and engage people with disability as customers, suppliers, employees and employers in business, the arts and sport. Disability Confidence Canberra is an important new initiative that provides support for businesses and employers who are working to improve access and inclusion for people who are ageing or have a disability. It provides an incentive to tap into the market of employees and customers who are ageing or have a disability.

Disability confidence encompasses changes to attitudes, it means, becoming aware of the advantages of reaching out to disability as a customer base. Confidence also comes with a growing awareness that changes can be simple and come with advantages by tapping into talents and growing your customer base.

“

Disability Confidence Canberra is an important new initiative that provides support for businesses and employers who are working to improve access and inclusion for people who are ageing or have a disability.

”

This kit includes information on why it's good for business to include customers and employees who have a disability; practical tips and checklists, along with some of the steps organisations can take to become more disability confident – like having a pad and paper on a

counter for customers with a hearing impairment – and this kit contains information about the practical ways that people can improve access.

The program was developed through a partnership between the ACT Inclusion Council, Nican – a leading disability organisation, the ACT Government and Eric Martin and Associates.

People who are ageing or have a disability represent an important untapped customer base for business and there is growing evidence that we ignore this market at our peril.

The 2012 ABS Disability, Ageing and Carers, Australia survey estimated that 4.2 million Australians, or 18.5% of the population, had a disability. Many people acquire disability as they age and the main factor in needing better access and inclusion is getting older. That's especially the case for the ACT, whose proportion of people aged 65 years and older is growing faster than the rest of Australia – 3.6% of the population in the ACT compared to 2.9% of the population across Australia¹. The Baby Boomers are emerging as the main holders of wealth and spending. By 2015 they will hold around 60% of US wealth and by 2041 the ABS predicts that around one in five people will be over 65².

The other growth area is in older workers. Last decade, more older people in Australia stayed in jobs, up by around 8%. As many of us have experienced first-hand, there is also a continuing skills shortage – two in five businesses can't fill vacancies.³

Canberra is already a great place to live, work and retire and has many natural advantages which could carve us out as a model aged and disability friendly city. Disability Confidence Canberra is part of realising that vision.

I invite you to take part in Disability Confidence Canberra and all it has to offer.



Meredith Whitten
Chair

ACT Inclusion Council

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- 1 1308.8 – ABS In fACT - Statistical Information on the ACT and Region, Dec 2010
 - 2 Travability 2012 and Wesley Mission: Facts of Ageing
 - 3 *Bankwest Skills Shortage Survey 2012*

HOW TO USE THIS HANDBOOK

This DISABILITY CONFIDENCE HANDBOOK provides you with information about including customers and employees who are ageing or have a disability in the Australian Capital Territory; practical tips and checklists; a general guide to information about legal requirements and standards as well as contacts and resources.

It's intended to help you decide how to be involved.

It's also intended to help you realise the advantages of access in small ways *even if you don't intend to take it further.*

This handbook is a companion to the *Disability Confidence Checklist and Manual*. The Manual gives you specifics about how you can make your goods, services and facilities accessible including checklists and practical tools.

The manual can help you on your way once you have decided to take it further.

SECTION 1: THE BENEFITS

This section tells you about the direct (tangible) and indirect (flow-on) benefits you can achieve from being Disability Confident in Canberra

For employers/managers

What is the business case?

Are you missing out on nearly one fifth of your potential workforce?

The Australian workforce is facing a skills shortage in some key areas. According to the Federal Government [Skills Shortage List](#) the ACT faces skills shortages in areas like childcare, allied health and car mechanical industries.

Our ageing population means many existing employees are approaching retirement age. To secure our workforce for the future, organisations might consider new and different approaches to identifying, hiring and retaining talent.

THE SKILLS SHORTAGE AND YOU

The Australian Government Department of Employment produces a list by State which shows occupations where recruitment difficulty is evident. The February 2014 survey for the ACT shows that chefs, aborists, car mechanics, allied health workers and people working in a range of early childhood and teaching professions were difficult to find, recruit and retain.⁵

According to the 2012 Bankwest Skills Shortage Survey of 800 business people, two in five Australian businesses are finding it difficult to recruit despite national job vacancies dropping to 219,000 (from 237,000 in 2010).*

⁵ Skill Shortage List, Australian Capital Territory, Department of Employment, List reflects research undertaken to 31 December 2013 (Published 28 February 2014)

Myths and facts

There are many myths about employing people with disabilities, yet successive studies have found that people with disabilities are an asset in the workplace.

MYTH	FACT
People with disabilities are a risk at work and are more likely to be injured	An Australian Government review of research found that workers with disability are no more likely to be injured at work than other employees
People with disabilities have lower productivity	Studies conducted in Australia and overseas have found no differences in performance and productivity.
People with disabilities are more likely to have sick days or leave employment prematurely	Studies conducted in Australia and overseas have found that employees with disability actually have <i>fewer</i> scheduled absences than employees without disability as well as <i>increased</i> tenure.
People with disabilities have a lower skills base	Contrary to common misconceptions, many people with disability have completed tertiary education, or attained vocational or other professional qualifications. The number of students with disability enrolling in vocational education and training (VET) has almost doubled in less than 10 years. ⁶
Employing people with disabilities is expensive	On average, employing people with disability does not cost any more than employing people without disability. Assistance with the cost of making workplace adjustments is available through the Australian Government funded Workplace Modifications Scheme.
I've done it before and it's a hassle	Just as your employees are different every person's experience of disability is different. Some disabilities are not immediately obvious and some of your workers may already have disabilities and choose not to disclose them. Disability is an area where assumptions can be dangerous.

⁶ Dr Mark Bagshaw, Co-Chair, National VET Disability Advisory Taskforce 2007 to 2008

The law, disability, employment and you

Organisations face risk every day. These risks range from minor to major risks that could threaten the very existence of your business or organisation.

One clear and avoidable risk is the failure to observe the law about discrimination and employment.

Specific Commonwealth and State/Territory Legislation has been enacted to provide for access to goods and services for people with disabilities. This legislation makes it unlawful to discriminate on the grounds of disability in most areas of life, including the following:

- Access to premises used by the public.
- Employment.
- Purchase of houses and land.
- Education.
- Provision of goods, services and facilities.
- Administration of Government laws and programs.

By becoming more disability confident you can ensure your workplace recruitment and employment practices are inclusive and that you meet your responsibilities as an employer.

For business/agencies

People with disabilities are a big market

Over 4 million Australians have a disability. That is almost one in five people, 57,500 people have a disability in the ACT according to the Australian Bureau of Statistics in 2013.

Nationally 3.4 million (15%) people have a physical disability - including respiratory disorders (e.g. asthma), neurological disorders (e.g. MS, cerebral palsy or epilepsy), musculoskeletal disorders (e.g. arthritis or spinal injuries), immunological disorders (e.g. HIV/AIDS) diabetes, kidney disease or cancer.

Over 700,000 Australians have an intellectual or developmental disability.

Around 300,000 Australians have substantial vision impairment, with around 20,000 people being totally blind. The ABS predicts that the number of Australians with a vision impairment will grow from 292,700 people to 421,600 people in the next 15 years.

Deafness has been defined as the second biggest health issue facing Australia today, with an estimated 1 in 6 Australians affected by hearing loss. There are approximately 30,000 deaf Auslan users with total hearing loss.

By 2050, it's projected that one in every four Australians will have hearing loss.

More than 90,000 people have a mental health disorder.

Disability is only a few degrees of separation away from all of us and there are large numbers of people who interact with people with disability; people with disability eat out, have coffee, go shopping, travel and go sightseeing.

Friends and family also often decide to avoid the places that are inaccessible or unwelcoming of people with disability.

Research done in Australia by Simon Darcy puts the multiplier effect at three when those directly associated with a person with a disability is taken into account. Those directly affected are family, friends and work colleagues. If a person with a disability cannot access a business's services, like a restaurant, resort or transport then the entire group cannot access those services⁷.

With the growth of the internet and use of social media, businesses are increasingly aware of the need to actively manage the reputation of your brand and employees. Businesses should be aware of the high internet usage of people with disability in the ACT. The Australian Bureau of Statistics reports that the Australian Capital Territory has the highest proportion of broadband access with 83% of ACT households connected. There is a multiplier effect with family and friends who use social media to express their views about accessible and welcoming businesses.

Sites like Nican and Enable Canberra help people to search online for accessible businesses and you can now even search on a [Smartphone App](#) for iPhone and Android produced by Nican.

Ageing means that levels of disability in the community are set to grow.

At the start of the 20th Century, life expectancy in Australia was 45 for men and 46 for women. Now it is 75 for men and 81 for women.

By 2041, the Australian Bureau of Statistics predicts that one in five people will be over 65 and 7% of the population will be aged over 80.

Spending power

There is a growing body of evidence that people with disabilities are a market with spending power to take notice of.

Here are some facts you may not know from Opportunity, The Business Case for Employing People with Disability, Australian Network on Disability, 2010:

- "In 2008 the gross disposable income of people with disability in Australia is estimated at \$54.5 billion". Suzanne Colbert, CEO, Australian Network on Disability.
- US research by McKinsey & Company predicts that by 2015, the Baby Boomer generation will command almost 60 percent of net U.S. wealth and 40 percent of spending.

⁷ http://www.academia.edu/236774/Accessible_tourism_and_sustainability_a_discussion_and_business_case_study

- A UK survey found that a staggering 83 per cent of people with disability had avoided a business, having been unable or unwilling to make a purchase. Common factors included inaccessible premises, rude or prejudiced staff and poorly designed products.
- There was significant Australian research done as part of the Sustainable Tourism Cooperative Research Centre (STCRC) and the significant findings were some 88% of people with disability take a holiday each year that accounted for some 8.2 million overnight trips.

New spending power under the National Disability Insurance Scheme

You may have heard about the National Disability Insurance Scheme or the NDIS. The NDIS will fundamentally change the way that people with disability are supported to engage in community life and employment. Instead of Governments funding a limited set of goods and services, funding will be put into the hands of people with disability who will have greater choice and control about how that funding is spent to support their participation in the economy and community life.

With greater choice and control of funding, people with disability will be looking outside traditional service offerings and providers and will be looking to businesses to provide accessible and innovative goods and services that support their participation. For instance people with disability may seek access to new training courses, self-employment advice, workplace equipment, assistive technology, personal coaches, gyms and fitness trainers, recruitment assistance, health and nursing care, financial services, gardening services. These are just some of the new types of goods and services that people with disability seek out and they will be looking to their family, friends, social and support networks to help them find out who are the reliable accessible business that are welcoming of people with disability.

Triple bottom line benefits

While it's important to understand how your business or agency can benefit financially, there are also many indirect benefits from inclusive practice.

It's good for everyone

Many of the features which make your business or service more accessible are also linked to making it sustainable and more welcoming for everyone. Reducing clutter and waste have environmental benefits and providing accessibility features can also make your business more appropriate for children, parents and grandparents with prams and people with short term medical conditions.

Lower shelves and wider aisles in a shop can make your products and services to customers more attractive. Clearing away clutter and trip hazards can reduce your exposure to accidents and Occupational Health and Safety risks.

It's part of your triple bottom line

Some businesses have found that a triple bottom line approach puts them in a better position to win markets, retain people and also increase business.

Sometimes referred to as “TBL”, or “3BL. Triple bottom line simply stands for: People, Planet, Profit

Triple Bottom Line reporting is becoming an accepted way for businesses to demonstrate they have strategies for sustainable growth.

The triple bottom line is a form of reporting that takes into account the impact your business has in terms of social and environmental values along with financial returns.

Whereas traditional models were all about profit, triple bottom line accounting recognizes that without happy, healthy people to staff a business and the natural environment able to sustain those people and supply resources for trade, business is simply unsustainable in the long run.

Indirect benefits

Enthusiastic employees

Studies have found that people with disability feel enthusiastic about their jobs and value being part of the team

From an employee

I wasn't just a person with a disability. I was someone who could really add value to the team. I had a willingness to try anything and a drive that was picked up on. It's important that employers move past just the physical disability to seeing what contributions people can make.⁸

Morale

Businesses which employ people with a disability report indirect benefits including improved morale amongst co-workers and improved customer goodwill.

Employers on the difference:

An employee with disability can lead to increased productivity, reduced absenteeism, reduced turnover, increased morale, more positive organisational culture and reduced workers' compensation⁹.

For many agencies, being representative of the population is important and is part of their core business. It means that they can relate to the people that they serve in the community and can call on resources within their organisations to target their offer to customers from all walks of life.

8 Case Studies of Employees with a Disability, Prepared by Myriad Consultants for Department of Education & Training, Victoria, 2005

9 Department of Education, Employment and Workplace Relations, 2011, *Employer perspectives on recruiting people with disability and the role of Disability Employment Services*,

SECTION 2: MAKING IT HAPPEN

This section gives you some ideas about how to build your disability confidence

PART 1: All the right questions

Question: I want to work out what I do first?

FIRST THINGS FIRST

- Consider why you are doing this – the social and economic value. Have a think about the number of people who are ageing or have a disability who use your business or agency. Then reflect on what you *might* be missing out on. Do a quick calculation. Of the 57,500 people with disability in the ACT reflect on how many might be using your business or agency and how many people are avoiding using your business.

THEN

- Make a list of the things you are already doing or the features of your places and spaces which are accessible and practices which are welcoming and those that might need some work.
- Take a look at your business and consider whether there are some *simple things you can do right now* (see Part 2 of this section of the handbook)
- Think about a simple framework for a Disability Action Plan such as this *Australian Government Action Plan for Business* which provides a step-by-step guide
- Check out the Disability Confidence Canberra manual and checklist

Question: I want to employ a person with a disability?

- Think about your current and potential vacancies coming up in the next 12 months and what you really need those jobs to do. What are the 'inherent' requirements of the position, what are other features?
- Worried about the myths? Check out the Australian Network on Disabilities Business Case <http://www.and.org.au/pages/opportunity-.html>
- Consider your job advertising: does it say that you welcome staff with a disability? Is it in alternate formats?
- Check out your legal responsibilities as an employer through the Australian Human Rights Commission. There is lots of information for employers on its employment page. http://www.hreoc.gov.au/disability_rights/employment/employment.html
- Did you know that there was Government assistance with workplace modifications and also help with finding people for a job? Check out Job Access <http://www.jobaccess.gov.au/home> which is your one stop shop on employment.
- There are some agencies in the ACT which specialise in employment of people with a disability. Other agencies can be found via Job Access.

Question: I want to improve my physical access?

- Check out the Ins and Outs of Access <http://www.hreoc.gov.au/disability_rights/dda_guide/ins/ins.html> produced by the Human Rights and Equal Opportunity Commission and the Explanatory notes on access to premises <http://www.hreoc.gov.au/disability_rights/standards/Access_to_premises/premises_advisory.html>
- Consider some quick wins and things you can do easily like removing boxes and clutter
- Check out the Disability Confidence Canberra Checklist and Manual – the companion to this handbook

Question: I want to communicate with new customers?

- Consider listing your lifestyle service with a referral database targeting people with disability like Nican via www.nican.com.au or if you are a venue then you can list on Greatvenue <http://greatvenue.info/> and Enable Canberra <http://www.enablecanberra.com/>.
- Consider providing a concierge service to replace a counter that is too high or to assist customers with a sensory disability.
- If you want to reach customers with a disability or people who are ageing consider some of the advertising opportunities in section four.
- Consider advertising with publications like Link Up, PWDACT Newsletter, Nican Network News or in newspaper supplements (Nican runs an Annual IDPwD Supplement in the Canberra Times subject to advertising)

Question: I want to start planning better?

- Consider what you want to improve: access, employment or services?
- One tool to plan better for access is a disability action plan.
- An action plan is a way for an organisation to plan the elimination, as far as possible, of disability discrimination from the provision of its goods, services and facilities. Although the Disability Discrimination Act (DDA) defines action plans in terms of service provision, it makes sense to include employment policies and practices. In so doing, an organisation can more adequately address responsibilities under the DDA.
- There are a number of tools which can help you develop a disability action plan available on the Action plans and action plan guides http://www.hreoc.gov.au/disability_rights/action_plans/index.html section of the AHRC website and also via the *Australian Government Action Plan for Business* <http://www.fahcsia.gov.au/our-responsibilities/disability-and-carers/publications-articles/general/disability-action-plan-framework-for-business>
- There's no point re-inventing the wheel if you don't have to. Find out what other organisations have done. This register includes copies of hundreds of plans lodged across Australia.
http://www.hreoc.gov.au/disability_rights/action_plans/register.html

Question: I want to do more but I'm not sure I'm ready.

- Take a look at the 10 tips which provides you with ideas you can do right now.

Question: I want to encourage others to become disability confident?

- Why not celebrate the International Day of People with Disability on 3 December annually and promote it on your social media page as a way to encourage questions and discussion on access and inclusion

As a parent of a child with a disability inclusion means our son is a valued contributing member of his community. Inclusion means going to the same school as his sisters where he genuinely participates physically, socially and academically alongside peers of the same age without a disability. It means his peers support him to be involved and participate with a focus on his strengths and interests as opposed to the constant presences of teachers' aides by his side as this unintentionally creates a barrier for our son to be actively included.

Inclusion makes sense to us as it teaches other students and the community the values of acceptance, empathy, compassion, friendship and consideration. Inclusion will ensure these values are embedded in the community.

Jan Kruger, Member, ACT Inclusion Council

PART 2: Take the 10x10 challenge – what can I do now?

Not all changes are complicated or expensive and there are things you can do right now to improve disability access and to make your business or service more inclusive for people who are ageing or have a disability.

This section contains ideas – large and small – that you can begin working on today.

You can take these steps whether or not you have a disability action plan.

Did you know?

1 in 6 Australians have a hearing loss and this number is set to rise to around 1 in 4 by 2030?

(Source TasDeaf via <http://tasdeaf.org.au/support-tasdeaf>)

10 things you can do TODAY to include employees and customers with a hearing impairment

1. Consider having some notepaper on the counter at your shop to help visitors get service and communicate.
2. Learn how to say hello in Auslan: <http://www.auslan.org.au/dictionary/words/hello-1.html>
3. Make a point of speaking clearly and turning to face the person you are talking to (but no need to shout!).
4. Initiate some simple protocols to help people with a hearing or vision impairment participate in meetings. A person with vision impairment may not know who has joined the meeting so make a point of asking people to introduce themselves and to say who they are each time they speak. This is also helpful to people joining the meeting by phone and to note-takers.
5. If someone is lip-reading, it could be useful to have that person sitting opposite a person doing a fair bit of speaking, such as the section manager if they chair the meeting or a guest speaker.
6. Sticking to the agenda, providing written material, stopping to clarify key understandings and taking time to clarify issues can sometimes help as well.
7. If you are presenting at a meeting and speaking from notes consider providing these to a person with a hearing impairment if you can, especially if they are using an interpreter.
8. Is there a working hearing loop in place at your next meeting or venue?
9. Have you engaged a deafness interpreter at your launch or event? Or a CART transcriber?
10. And remember people are different. If in doubt ask the person with a hearing or vision impairment what would be most helpful.

2

10 things you can do TODAY to improve access for people with a mobility disability

Mobility disabilities come in many forms, it's not just people using wheelchairs

Did you know?

In 2009, 6.5% of Australians had a disability primarily caused by musculoskeletal disorders such as arthritis and back problems,
(Source ABS)

1. Have a clean-up day and reduce clutter in and around your store or workstation. Clear all traffic areas of low level hazards such as boxes and cables—this can make a difference to a person with a mobility or vision impairment.
2. Order a guest wheelchair from a chemist or medical supplier so that guests can use this to get around.
3. Put a regular chair in your waiting area so that guests don't need to stand for long periods.
4. Using a piece of butchers paper think about the path of travel—could a person using a mobility aid, like a wheelchair, move in and out of your office, meeting space or work area?
5. Check out ways you can remove small steps – like a two centimetre lip – that can represent a small but insurmountable barrier for a person in a wheelchair.
6. Think about having a lowered area of your counter or workspace where people interact with you
7. Are your doors heavy? Consider getting them lightened, desprung or wedged open during business hours
8. Put some information on your webpage about disabled parking and the nearest accessible toilets for visitors
9. Measure the space between your shelves? Is it wide enough for people with a wheelchair to travel through
10. Consider putting your reserve stock on the highest shelves of your store so that people can reach basic items without assistance

Did you know?

Over half a million Australians have intellectual disability (AIHW 2005, 2007a).

3

10 things you can do TODAY to include people with a cognitive disability

Cognitive disabilities may not be visible straight away but there are barriers which you can address with just a bit of effort

1. Take a look at your information brochures and other material. Are they hard to read or understand? Are there ways you could make it easier for people to read?
2. Maximise the use of signs and visual cues in your material. Does it need to be in words or could you use pictograms?
3. Try tackling your assumptions – check out this information about famous people who have a cognitive disability
4. Avoid comparing the actual age of a person with an intellectual disability to their “mental age.”
5. When interviewing a person with an intellectual disability who is “non-verbal,” always speak directly to them, rather than to their support person or aide.
6. Speak in a normal tone of voice and do not use language that is condescending.
7. A person with an intellectual disability may need your patience, so give the person sufficient time to respond to your question.
8. If a person asks you to repeat the question, consider using plain language.
9. Ask the person to repeat themselves if you do not understand them.
10. Do not assume that a person who has an intellectual disability also has a physical or sensory disability. (ie no point raising your voice if they are not deaf)

Assisting people to make decisions. Ideas for getting it right.

Many people with cognitive disability will have greater purchasing power for goods and services under the NDIS than ever before. It is good ethical business practice to ensure that your marketing information and interactions with people with cognitive disability are respectful, honest and supportive. This includes:

- Ensuring that you talk to the person with cognitive disability, not just others who accompany them
- Having procedures in place to allow third parties to help people with cognitive disability to make purchasing decisions. This can include giving people with cognitive disability enough time to think about and consult others about their decisions
- Ensuring people with cognitive disability are not pressured to sign up to inappropriate goods and services, especially where they do not have the capacity to pay
- Ensuring that people with cognitive disability understand their right to cancel contracts.

Did you know?

500,000 Australians are now vision impaired, including 50,000 who are legally blind (UNNSW 2006).

4

10 things you can do TODAY to include people with a sight impairment

Many of the barriers people with a sight impairment face are due to poorly organised information.

1. Find out about tactile indicators and signage by doing a web search
2. Challenge assumptions and check out these [famous people who are blind](#)
3. Take a moment to think about the websites and online materials that you provide for internal and external stakeholders. How accessible are they for people with low vision or who need to access textbased materials using a screenreader?
4. Watch out for PDF's and PowerPoints – most of these are not currently recognised as accessible formats
5. Don't forget to think about equivalent access – will your alternate format materials be available at the same time as others?
6. Think about the part of your business and spaces that might be completely inaccessible like touchscreens. Is there an audio or raised text equivalent?
7. Put on a blind fold and work through a customer interaction. What was it like? What was completely inaccessible? What could you navigate by touch? (Have someone lead you so that you are safe).
8. Make a list of things in your immediate area that might be unsafe for a person with low vision – like a ramp without a guide-rail
9. In a meeting, ask people to introduce themselves when they speak so that a person with low vision can know who is in the room.
10. Find out [how to guide a blind or vision impaired person when walking with them](#)

Did you know?

An Australian Government review of research found that workers with disability are no more likely to be injured at work than other employees. (Opportunity, 2008).

5

10 things you can do TODAY to start becoming a more confident employer

Employing people with disability can be an asset and its easier than you think

1. Introduce a policy and standard wording when advertising that encourages people of all abilities to apply
2. Find out more about the abilities of people with a disability including the [Business Case for Including people with a disability as customers and employees](#)
3. Ring a local job agency when filling a vacancy
4. Do you use services like design, printing, laundry or gardening? Then consider an [Australian Disability Enterprise](#) for these and many other services.
5. Phone JobAccess on 1800 464 800 for expert advice, help and workplace solutions for the employment of people with disability
6. Look around your workspace – are there barriers like clutter and obtrusive filing cabinets in hallways you could move? Is the staff accessible toilet unlocked and free from storage?
7. Are your selection documents available in alternate formats like MS Word and RTF?
8. Do you really need to schedule meetings during the early hours of the morning? (some people with disabilities have personal support workers to assist in the mornings as well as relying on wheelchair taxis which are heavily booked in peak periods making early starts difficult)
9. Plan some disability awareness training. Many employment service providers will come into the workplace to speak to staff about working with people with disability and may even offer disability awareness training.
10. Find out about the [Australian Government funded Workplace Modifications Scheme](#).

Did you know?

In 2024, it is projected that the number of older people (aged 65 and over) in the population will exceed the number of children (aged 0-14) for the first time. (ABS 2006).

6

10 practical steps towards an aged friendly business

There are things you can do right now to create a culture of respect for ageing people

1. Create a space for visitors to sit down and refresh
2. Buy a chair that's sturdy and stable – not too low and with arms so that people can 'push off' easily when standing up
3. Consider non slip surfaces
4. Provide ways for people to speak to a 'live' person on your telephone service rather than only using buttons
5. Imagine the customer experience from an aged person's point of view: for instance, what would happen if it was painful for you to stand for more than a few minutes?
6. Are there steps without railings, slippery or uneven patches, or cluttered walkways?
7. Do a night audit: At night, is the lighting even or are there dark patches that hide tripping hazards? Would you feel safe accessing your business in low light?
8. Reflect on how you interact with people who are older: Hold a brainstorm and create your own aged friendly service charter to create a customer charter focused on developing a culture of respect towards older people in your business (see box with some great suggestions)
9. Minimise intrusive background music and machine noise, which can be distracting and uncomfortable
10. Printed or written materials (e.g. package labels, cash receipts and restaurant cheques) have good contrast and readable font sizes.

It's about respect – ideas for your aged friendly service charter

- *A business shows that it promotes respect where older adults are not treated impatiently or dismissively;*
- *staff are sensitized to avoid condescending behaviours (e.g., speaking too loudly,*
- *speaking too familiarly – as in calling someone "dear," or showing visible impatience.*
- *staff know how to address people's needs without stereotyping or drawing conclusions about people based on their age or other characteristics;*
- *staff have options for serving customers in a more comfortable way;*
- *staff are rewarded for being respectful;*
- *staff respond to errors and complaints promptly and courteously;*
- *staff are trained to handle incidents like a fall or an outburst while preserving the customer's dignity; and*
- *staff know how to recognize signs that a person needs help, or is being physically or financially abused*

(Drawn from "Creating an Aged Friendly business in British Columbia")

Did you know?

Australian research indicates that 86% of all workplace adjustments cost less than \$500 and could be implemented quickly (Diversity at Work, 2008).

7

10 ideas which cost under \$1000 (and most of them are FREE!)

Sometimes the most effective changes don't cost anything

1. Put a pencil and pad on your counter so that a person with a hearing impairment can order on your shopfront
2. Have the number for a wheelchair taxi handy and convenient for your customers
3. Ask your staff to speak clearly, and at an appropriate speed, while looking directly at a person.
4. Move a sturdy chair with arms into your waiting area
5. Print out some laminated cards with basic information in large print, simple language and using clipart to help with common customer interactions
6. Put a hook on your service counter so that a person can hook their cane there without it falling down and have some straws on hand in an eating or drinking area
7. Hold a clean up day to remove clutter and boxes in hallways and traffic areas
8. Find out how to enlarge print on computer screens which you use and show when talking with customers (Hint: Check out accessibility features in your Start menu)
9. Find out ways to communicate with someone with a communication disability. You might want to know about the National Relay Service via www.relayservice.gov.au or learn some common tips like not continuing a conversation while someone is using a speechwriting device within a meeting
10. Conduct a survey of your customers to get their ideas to make your business more aged or disability friendly

8**10 great resources that you probably didn't know about**

A quick guide to Canberra's access secrets

1. Job access (advice for employers):
<http://jobaccess.gov.au/Home/Home.aspx>
2. Ideas for creating an aged friendly city:
<http://www.smallbusinessbc.ca/products-and-services/free-resources/creating-age-friendly-business-bc>
3. Hire a deaf interpreter:
<http://nsw.slcommunications.com.au/>
4. Learn everyday phrases in Auslan:
<http://www.auslan.org.au/>
5. Get help with access mods:
<http://www.jobaccess.gov.au/content/workplace-modifications-and-adjustments>
6. Get help fixing an access issue:
<http://www.accesscity.org.au/>
7. Find out about equipment:
<http://health.act.gov.au/health-services/rehabilitation-aged-and-community-care/racc-services/community-based/independent-living/contact-us>
8. Find out what different disabilities are:
<http://www.buzzle.com/articles/disabilities/>
9. Search for accessible services anywhere in Australia or get a 50% discount for a carer on a Qantas Domestic flight: www.nican.com.au
10. Find out where the nearest accessible toilet is:
<http://www.toiletmap.gov.au/map.aspx?type=area&id=8ab15391-40b1-4af3-8d59-36c41ad5449f>

9**10 things you can do to get ahead of the pack**

Big ideas for ambitious agencies and businesses

1. Conduct an access audit and register a Disability Action Plan with the Australian Human Rights Commission <http://www.humanrights.gov.au/our-work/disability-rights/standards/action-plans-and-action-plan-guides>
2. Dedicate a specific amount of money in your corporate services budget to improving disability access
3. Create and resource a staff network for people with a disability
4. Identify a senior champion who can promote disability issues within your organisation
5. Initiate disability awareness training for all new staff
6. Commit to captioning of all your videos and webcast information
7. Commit to purchasing all your office support/design/laundrying needs from an Australian Disability Enterprise.
8. Have a focus group or dedicated customer consultation
9. Ensure easy, equivalent access at the main entrance to your building
10. Ensure accessible formats for all materials – create a range of options including rtf, fillable PDF's and MS Word for documents your customers interact with all the time

10 10 things you can do to seize the access advantage

So you've made the change - what about publicity and promotion?

1. Be part of the Canberra Times International Day of People with Disability Supplement
2. List with Nican and other accessibility lists
3. Issue a press release about your accessible services
4. Release a Disability Action Plan and invite an MP to the launch
5. Release a charter of respect for older people
6. Sponsor or join a corporate partnerships with a disability organisation and obtain advertising and leverage
7. Appoint a champion or spokesperson for change
8. Include a testimonial from a person with a disability or an older person in your next advertisement or on your webpage
9. Post and tweet about your disability and aged friendly offers
10. Include a section about your commitment to customers and employees who are ageing or have a disability in your next Annual Report

PART 3: Get going: Tools for taking it further

This section provides some resources to get you on your way

Health Check (quick 5 minute quiz – am I ready?)

Take this 5 minute quiz to ask whether you might consider getting disability confident

Question	Yes	No
Are you interested in how people with disabilities or people who are ageing might interact with your business or service?		
Do you have independent access through main entry? Hint – an example where you might answer no is where your entrance is up a flight of stairs.		
Do you have an access way to main point of contact? Hint – an example where you might answer no is where the entrance to the building in which you are located is up a flight of stairs		
Do you have knowledge where an accessible toilet is located? Hint – this might not be in your premises but could be nearby		
Do you have assistance or assistive measures available for both patrons and staff? Hint – this could be help to get items down from a high shelf		

If you answered yes to the above questions then you are ready to take some next steps

Accessible Venues checklist

This checklist is designed to assist with the creation of accessible, inclusive events. It offers practical advice about ensuring that all your stakeholders have the opportunity to be heard.

Every event is different, so do a tailored checklist of access issues to use in planning your next event, such as:

- availability of lifts
- accessible toilets
- diabetic food, and
- tactile indicators

Take a look at some of the online resources such as *Creating Accessible Events* produced by the Disability Services Commission in Western Australia at

http://www.disability.wa.gov.au/understanding-disability1/understanding-disability/accessibility/services_events/

Be sure to create a full checklist, but you might like to start with some common issues with planning for access, such as those below.

Don't forget to think about equitable access – a ramped entry through a back entrance, kitchens and service areas is not good practice.

Remember that it's not just important to consider access when planning events targeting people with disabilities, especially at public events. People with disabilities attend all kinds of events.

If you *are* targeting an event specifically for a group of people with disabilities, consider consulting about what will work best.

Before the event

- Have you encouraged invited guests to indicate access requirements when they RSVP?
- Is your invitation in an accessible format?
- Is there a working hearing loop in the place where your event is taking place? Have you engaged an Auslan interpreter?
- Have you asked participants if they need specialist assistance and booked:
 - Interpreter?
 - Carer?
 - Any other requirements?
- Have you made name tags with font size as large as possible?
- Allowed extra time on the day of the event for set up?
- Secured all electrical cords?
- Staff in place to greet and assist participants if required?
- Have staff had disability awareness training?
- Ensured information about the venue and its accessibility is provided to participants in advance, including a map?
- Have you conducted a site inspection?
- Have you provided transport or offered to assist with transport costs?

Venue

Entry and parking

- Is signage clear and large?
- Does the venue have stairs and is there a ramp with a gentle gradient?
- Is there a place where a wheelchair taxi might drop a person off without them needing to mount a curb?
- Is there disabled parking and is it close to the entrance? If undercover, is there room for a wheelchair hoist (at least 2500 mm in height)

Interior

- Is there a wide disability access toilet?
- If a conference, have you thought about accommodation for guests with disabilities including access rooms at the relevant hotel?
- Are there a variety of well-designed seats to allow for physical limitations that may not be visible (i.e. some chairs with and without armrests)?
- Space and seating for interpreter?
- Seating reserved for people who are hearing impaired (near the interpreter), vision impaired, short statured, sign interpreters, wheelchairs and motorised scooters and people accompanied by guide/service dogs?

Catering

- Are refreshments appropriate for target audience (e.g. vegetarian, halal, etc.)?
- Provided drinking straws?

Communications

- If your event includes an audio visual presentation, have you thought about making materials available in advance to guests with a vision impairment?
- Ensured the use of light coloured letters on a dark background for overheads or PowerPoint presentations. Also use a sans serif font no smaller than 24 point.
- Provided the agenda and any other documents to interpreters at least one week prior to the event.
- Ensured written copies of the presentation are handed out on the day.
- Have you made alternative formats of information available in:
 - Easy English? Large print?
 - Audiotape? Braille?
- Have you supplied copies of material in an accessible text-based format (i.e. not just as a pdf file)?

Language – some tips

The portrayal of people with disabilities has been fraught with contradictions because of ambivalent attitudes towards disability. People with disabilities have often been described as helpless people to be pitied and cared for.

Linguistic portrayal of people with disabilities

Discriminatory language in relation to the portrayal of people with disabilities is characterised by labelling, by depersonalising, by emphasising the disability unnecessarily, and by stereotyping.

Derogatory labelling

The discriminatory nature of labels used to describe members of minority groups is often obvious. Labels such as ‘cripple’, ‘mongoloid’, ‘deaf and dumb’, or ‘retarded’ are still used, and should be avoided. Some acceptable alternatives for such labels are ‘person with a mobility impairment’, ‘person with Down’s Syndrome’, ‘person with hearing and speech disabilities’, ‘person with an intellectual disability’.

Depersonalising or impersonal reference

Often people with a disability are referred to collectively as the handicapped, the mentally retarded, the blind, the deaf, or paraplegics, spastics, epileptics etc. These impersonal references to people with disabilities should be avoided.

The following terms are generally preferred as they recognise that the disability is only one characteristic of the person or persons:

- person with a disability
- people with disabilities
- students / employees with disabilities.

Some people also embrace the term disabled person as part of their identity.

If it is necessary or desirable to be more specific about the type of disability involved, the same strategy is recommended - that is, not to focus entirely on the person’s disability in the description. Do not put the disability first and the person second. The following are some commonly used phrases and suggested alternatives:

Instead of -	Use-
the physically handicapped	people with physical disabilities
a paraplegic, paraplegics	people with paraplegia
an epileptic	a person with epilepsy
the deaf	people who are deaf / hearing impaired /people who have a hearing disability
a spastic	a person with cerebral palsy
Wheelchair bound	A person using a wheelchair.

If it is appropriate to refer to a person's disability, choose the correct terminology for the specific disability. For example:

- people who are blind / have a sight disability / are vision impaired (depending upon the degree of impairment); mobility impaired;
- people with, or who have, cerebral palsy; Down's Syndrome; a mental illness; an intellectual disability; paraplegia; quadriplegia; epilepsy; a speech impairment; and
- the use of imprecise terms such as 'vertically challenged', 'physically challenged', 'differently abled', "crazy" and other euphemisms for people with disabilities, is strongly discouraged.

Stereotyping

Be careful not to imply that people with disabilities are to be pitied, feared or ignored, or that they are somehow more heroic, courageous, patient or 'special' than others. Never use the terms 'normal' or 'able-bodied' in contrast.

Never use the terms 'victim' or 'sufferer' to refer to a person who has or has had an illness, disease or disability. These terms dehumanise the person and emphasise powerlessness. For example:

victim of AIDS or AIDS sufferer	people who are HIV positive / a person who has AIDS
polio victim	a person who had polio.

A person in a wheelchair is a 'wheelchair user' or 'uses a wheelchair'. Avoid terms that define the disability as a limitation, such as 'confined to a wheelchair', or 'wheelchair bound'.

Confusing disability and impairment

The World Health Organisation defines disability and impairment as follows:

disability	any restriction or lack (resulting from an impairment) of ability to perform an activity in the manner or within the range considered usual for a human being
impairment	any loss or dysfunction of psychological, physiological or anatomical structure or function.

Employer resources (including workplace modifications)

Developing a flexible workplace is one example of a reasonable adjustment that can benefit all employees. A flexible workplace is one where managers and team members can work together to decide what working arrangements will be most effective.

Some examples of flexible work practices include:

- Flexible start and finish times;
- Flexible rostering or scheduling;

- Flexible leave arrangements;
- Part-time work;
- Rostered days off or time off in lieu;
- Regular or occasional working from home;
- Job-sharing;
- Nine day fortnights/compressed working week.

The aim of a flexible workplace is to create a working environment that is mutually beneficial to both the organisation and the employee.

Flexible workplaces can lead to improved productivity, reduced absenteeism and employee turnover, improved morale and greater employee loyalty.

Companies can significantly reduce their employee turnover and the costs associated with this by retaining staff through the introduction and promotion of flexible work practices. These practices do not have to be difficult or expensive - there are a wide range of flexible work arrangements that can be introduced to an organisation, with little or no cost.

Many people with disability do not need adjustments, and those that do will generally be able to tell you about the kinds of adjustments that will be effective for them.

How do I know what is reasonable when making adjustments?

What is considered 'reasonable' will depend on the facts and circumstances of the particular situation.

Under the DDA, an adjustment is considered reasonable unless it causes "unjustifiable hardship" to the employer or organisation. Unjustifiable hardship could be in the form of significant financial cost, an amendment to the physical building that is not possible due to council or other restrictions, or an adjustment that would unfairly disadvantage other employees.

There are a number of factors to take into account when considering whether an adjustment is reasonable:

- The effectiveness of the adjustment in assisting the employee with disability to perform their job;
- The practicability of the adjustment;
- The financial or other costs of the adjustment;
- The extent of the organisation's financial and other resources;
- The extent of any disruption caused;
- The availability of financial or other assistance to help make the adjustment (e.g. the Employment Assistance Fund);
- The nature of your business activities and the size of your organisation.
- For more information on reasonable adjustments visit <http://www.jobaccess.gov.au/>

Draft internal action plan

This *sample* can be used as a guide to help you develop a Disability Action Plan for your own organisation:

Introduction from the CEO/Senior Person

Introduction from the senior champion/s

- This might a prominent person within your agency.

Business case snapshot

- This brief section should include information such as:
- why a Disability Action Plan is important for us
- what your organisation is doing now

Summary of audit outcomes

- Provide a brief summary of the key issues identified within your self-audit.

Case studies

- This section could include case studies of your customers and employees to provide an overview of your current situation.

Key goals and targets

- This section should include your business's key short-, medium- and long-term goals and targets. For example:
 - **Engagement:** For example, by 2015, 10 percent of our workforce/members/players will be people with disability.
 - **Policies for carers:** By 2015 we will have flexible leave in place for carers.
 - **Physical access:** By 2016, 90 percent of our facilities will be accessible.
 - **Communication barriers:** By January 2015 our website will conform to web accessibility standards. By June 2015, our player manuals will be reviewed for plain English.
 - **Purchasing from Australian Disability Enterprises (previously Business Services):** By July 2015, we will purchase all laundry services for our team uniforms from an Australian Disability Enterprise.

Actions for change

- This section should include barriers to access, timelines for improvement, costs, responsibility and accountability. For example:
 - **Barriers to access:** Lack of tactile and other indicators for people who are sight impaired
 - **Timeline for improvement:** Indicators in by 2015
 - **Costs:** \$2,000
 - **Responsibility:** John Smith, Manager
 - **Accountability:** Joan Smith, Secretary

Process for review

This section may include information on:

- who will conduct the review
- how the review will be undertaken and what the indicators will be
- details on the reporting cycle.

This is a sample only – you will need to create a plan that best meets your needs and circumstances. You don't need to do everything listed. For instance a small organisation without large numbers of staff might not have detailed information about leave provisions.

Disability, the law and you

Relevant legislation includes

Disability Services Act 1986 (Cth)

Human Rights and Equal Opportunity Commission Act 1986 (Cth)

Disability Services Act 1991 (ACT)

Discrimination Act 1991 (ACT)

Disability Discrimination Act 1992 (Cth)

Public Sector Management Act 1994 (ACT)

Human Rights Act 2004 (ACT)

Human Rights Commission Act 2005 (ACT)

The object of all these Acts as applied to people with disabilities is to as far as possible eliminate discrimination in the areas of access to work, education, premises and the provision of goods, services and accommodation.

The Disability Discrimination Act

In employment, managers need to be aware of the provisions of the Commonwealth *Disability Discrimination Act 1992 (DDA)*.

Top of Form

The DDA applies to all employers and to persons acting or purporting to act on behalf of an employer.

The DDA imposes liability for

- causing, instructing, inducing, aiding or permitting unlawful acts (under DDA section 122)
- unlawful acts of agents or employees, if the principal or employer has not taken reasonable precautions and exercised due diligence to prevent these acts (under DDA section 123).

An employer's main obligations under the DDA are:

- not to discriminate directly by less favourable treatment
- not to discriminate indirectly by treatment which is less favourable in its impact
- to make reasonable adjustments where required
- to avoid and prevent harassment.

These obligations, regarding people with a disability and also associates of people with a disability, apply in relation to

- arrangements for determining who should be offered employment, including advertising, provision of job information, application forms, interview arrangements, selection tests, examinations and other inquiries
- determining who should be offered employment
- the terms or conditions on which employment is offered
- the terms or conditions of employment that the employer affords an employee, including matters such as wages, salary or other payments; duties performed; performance requirements; conduct and attendance requirements; occupational health and safety protection; equipment and facilities provided; information and communication on work-related issues; work environment; supervisory and management arrangements; leave entitlements; superannuation entitlements; and workers compensation arrangements
- opportunities for promotion, transfer or training, including training provided outside the workplace on behalf of an employer
- any other benefits associated with employment
- dismissal of an employee, or other termination of employment
- any other detriment.

The obligation not to harass a person with a disability also applies in any other circumstances in relation to employment.

The DDA, like State and Territory and other federal discrimination laws, covers direct and indirect discrimination.

It is discrimination under the DDA to treat a person less favourably, because of his or her disability, than a person without that disability would be treated in the same or similar circumstances. This is also known as direct discrimination.

The DDA also makes unlawful discrimination by unreasonable treatment which is less favourable in its impact. This is known as indirect discrimination.

It is discrimination under the DDA to impose, apply or maintain a rule, requirement, condition, practice or other treatment which has the effect of disadvantaging a person with a disability, compared to the effect which it has or would have on persons who do not have that disability and is not reasonable whether or not the rule, requirement, condition, practice or other treatment is or would be also applied to persons without that disability.

ACT Discrimination Act

In addition to the federal legislation the ACT also has a strong piece of territory based law called the ACT Discrimination Act.

The ACT Human Rights Commission can take complaints of unlawful discrimination under the *Discrimination Act 1991 (ACT)*. For the Human Rights Commission to be able to take action on a complaint there must be three elements. These are:

1. Allegations of unfair treatment because of
2. Certain 'protected attributes' as defined by the *Discrimination Act 1991*, and
3. In a part of 'public life', as defined by the *Discrimination Act 1991*.

Protected Attributes - the protected attributes a person must have, and are the reason for the unfair treatment, include:

- Aid of an assistance animal
- Age
- Breastfeeding
- Disability, including possible future disability
- Relationship status
- Industrial Activity
- Political conviction
- Pregnancy, including potential pregnancy
- Profession, trade, occupation or calling
- Race

Religious conviction

- Sex
- Sexuality
- Status as a parent or carer
- Gender Identity
- Spent conviction
- Association with a person who has an attribute listed above
- Sexual harassment
- Vilification because of race, sexuality, gender identity or HIV/AIDS Status
- Victimisation because of making a complaint

Areas - those areas of *public life* that the discrimination must have occurred in:

- Access to premises
- Access or membership to a professional or trade organisation
- Accommodation
- Education
- Employment, including recruitment
- Employment agency
- Engagement as a commission agent
- Engagement or employment as a contract worker
- Membership or services of a licensed club
- In the provision of goods, services or facilities
- Partnerships
- Public act (applies to vilification only)
- Qualifying body
- Request for information
- Unlawful advertising

SECTION 3: WHERE TO GO FOR HELP

This section gives you some ideas, contacts and resources that can help with a range of specific questions or problems: as an employer; in creating access; and in finding answers to common questions. It includes disability, aged and other resources at your fingertips.

What it is	What it does	Where to find it	Who to call or email
Employment			
Fair Work Australia	National workplace relations tribunal – awards, agreements and other workplace matters	http://www.fwa.gov.au/index.cfm	1300 799 675 canberra@fwa.gov.au
Fair Work Ombudsman	Separate organisation to Fair Work Australia. The Fair Work Ombudsman's role is to provide information and advice about workplace rights and rules (includes handy tools to calculate leave and payrates under the Modern Award)	http://www.fairwork.gov.au/Pages/default.aspx	13 13 94
Australian Network on Disability	The business case for including people with disability as employees and customers as well as training and consultancy services for business	http://www.and.org.au/pages/opportunity-.html	1300 363 645
Disability Action Plan for business	Framework for a Disability Action Plan - part of a strategy for changing your business practices to better engage people with disability and avoid unintentional discrimination	http://www.fahcsia.gov.au/our-responsibilities/disability-and-carers/publications-articles/general/disability-action-plan-framework-for-business	
JobAccess	Help and workplace solutions for people with disability and employers (includes workplace modifications).	http://jobaccess.gov.au/Home/Home.aspx	1800 464 800

What it is	What it does	Where to find it	Who to call or email
Jobs Australia	Advice for non profit organisations on rights and obligations as an employer	http://ja.com.au/	03 9349 3699
Public holiday information	Information on public holidays and observances in the ACT	http://www.cmd.act.gov.au/communication/holidays	

Creating access in your organisation			
Aged friendly guide	Provides ideas on creating an aged friendly business	http://www.seniorsbc.ca/agefriendly/businesses/becoming_agefriendly.html	
Inclusive language	Provides tips on inclusive language and writing about disability	http://www.nican.com.au/education/way-words	1800 806 769
Building standards	Explains disability standards for buildings	http://www.humanrights.gov.au/guidelines-application-premises-standards	disability@humanrights.gov.au
Web access	Web access guidelines	http://www.w3.org/WAI/intro/accessibility.php	
Building standards	How to find the standards in full	http://www.comlaw.gov.au/Details/F2010L00668	
Access consultant	Find an access consultant who can provide advice or undertake an audit	http://www.access.asn.au/	03 5221 2820

What it is	What it does	Where to find it	Who to call or email
Solving problems			
Access complaints	Comprehensive referral service for solving or easing access problems in the ACT.	http://www.accesscity.org.au/	02 6257 3077
Sign Language Service	Hire an Auslan (deafness) interpreter	http://www.slcommunications.com.au/	
Blind Citizens	Get a document translated into Braille or other formats for blind and vision impaired people	http://www.bca.org.au/index.php?option=com_content&view=article&id=193&Itemid=71	1800 033 660
Independent Living Centre	Advice about equipment	http://health.act.gov.au/c/health?a=sp&did=10046787	02 6205 1900
National Relay Service	Relays speech to text for people with communication barriers	http://relayservice.gov.au	24-hour relay call numbers TTY/voice calls 133 677 Speak & Listen 1300 555 727 SMS relay 0423 677 767

What it is	What it does	Where to find it	Who to call or email
Getting known			
Link Magazine	A magazine for the disability sector	http://www.linkonline.com.au/	08 8201 3223
Australian Senior	News for older people	http://www.thesenior.com.au/	1800 001 987 advertising@thesenior.com.au
Aged Care Insight	Reaches decision makers in aged care services	http://www.agedcareinsite.com.au/	02 9333 4999 For advertising enquiries contact ivan.cunningham@apned.com.au
Nican	A national information service	www.nican.com.au	1800 806 769
Greatvenue	A site promoting accessible venues	http://greatvenue.info/	contact@greatvenue.info
Australia for All	A site promoting accessible holidays in Australia and overseas	http://www.australiaforall.com/index.html	australiaforall@bigpond.com
National Disability Services ACT	An national industry association for disability services	www.nds.org.au	(02) 6283 3200
CDNET	An email list for the ACT community services sector	http://www.communitylists.org.au/mailman/listinfo/cdnet	

ACT Inclusion Council

The ACT Inclusion Council is a Canberra group of business, government and community leaders that work in partnership with the community to develop initiatives that value and engage people with disability as customers, suppliers, employees and employers in business, the arts and sport.

DISABILITY CONFIDENCE CANBERRA

The ACT Government in partnership with the ACT Inclusion Council introduces a speaking and education program with:

- Lively speakers about disability
- Facts on the disability market
- On the spot access to practical benefits and marketing tools
- Myths and facts on employment
- The lowdown on the Council and programs such as Everyone, Everyday - ACT Disability Awareness Program
- Some big and small ways to become disability confident
- Ideas and practical help, including a comprehensive access checklist.

To find out more contact us via www.actinclusion.com.au

Inclusion is about meaningful participation in the community for everyone. It is the opportunity to have a good home, job and education, a social life with friends and family, participation in cultural life and the chance to be an active participant in society. Inclusion promotes positive social attitudes and the recognition of the diverse and valued contribution of people with disability to the community. Inclusion raises the participation and presence of people with disability and promotes freedom from discrimination and the advancement of human rights. Inclusion involves spreading the message of acceptance and diversity, and challenging misconceptions with personal stories of success and contribution. By promoting inclusion, we build a stronger and more capable society for all.

Meredith Whitten, Chair, ACT Inclusion Council