



Treat people with the same respect you would show anyone else. You can offer a handshake if appropriate.

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Speak directly to the person with disability. Do not speak through their companion, interpreter or support worker.

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If you are unsure whether someone needs help, ask first. Respect their answer if they say no. Let them guide what they need.

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Use the person's name. Do not refer to someone by their disability.

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Use respectful language. Some people prefer "person with disability", others prefer "disabled person". Follow their lead.

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Communicate in an age-appropriate way. Do not speak down to people or change your tone unless asked.

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Remember disability is only one part of a person's life. Not everyone wants to talk about it.

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Be aware that some disabilities are not visible. Someone may need support even if you cannot see why.

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It is your role to support access needs. It is not your right to know personal details.

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Don't worry about getting everything perfect. Be respectful, listen, and be willing to learn and improve.