Inclusive Interactions

Purple Orange Training



Extend the same courtesy you would to any other person - e.g. you can offer to shake hands, even if you're not sure whether they can.

Always address the person living with disability directly – don't defer to their friends, interpreters and support staff. Even if a companion answers your questions, direct the question to the person.

If you're not sure if a person living with disability needs assistance, ask. Remember to respect the reply – accept the right of that person to refuse help. Let them lead what they need.

Use the person's name first and foremost. Don't introduce someone as their disability.

Person-first language (person with a disability) is widely used, but they may prefer identity-first language (disabled person). Take your cues from them or ask.

Treat and speak to people living with disability in a manner that is age appropriate. Don't infantilise people or speak differently unless you're asked to raise or lower your voice or change communication style.

Remember that disability is just one aspect of a person's identity. People living with disability have many parts to their lives and may or may not want to have a disability related conversation.

Don't assume all disabilities are visible, many people may need support or have access needs and you may not be able to see or understand why. It is your responsibility to support them with access, not your right to know why they need it.

Don't be afraid of making mistakes, we learn through mistakes and you'll get another shot. As long as you're genuinely doing your best, taking on advice and willing to learn and change, there are many chances for improvement.

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