

2011
Third edition



Communicating with people with a disability

Acknowledgements

Special thanks to the following individuals and agencies for their contribution towards this publication:

- Amaze (formerly Autism Victoria)
- Brendan Forde, Maroondah resident
- Disability Services Commission Western Australia
- Echo Interpreting
- Independence Australia
- JobAccess
- Margaret Kinsella, Maroondah resident
- Melba Support Services
- Maroondah Disability Advisory Committee
- SANE
- Scope
- VicDeaf
- Vision Australia
- Yooralla's Eastern Region Communication Service

Foreword

The rights of Victorians with disabilities are protected by the Victorian Charter of Human Rights and Responsibilities 2006.

This Act of Parliament requires that all levels of Government consider a person's human rights when it makes laws, acts through its officials or makes decisions which affect people.

Maroondah City Council takes these responsibilities very seriously, and has produced this booklet as one method of assisting Maroondah residents to maintain their rights.

People with disabilities are no different to other people in our community.

We want to participate in all activities within the City of Maroondah, and we know that our fellow citizens are keen to assist us.

We have the same rights and obligations as other citizens, and expect to be treated with respect, without people making assumptions about our abilities.

This booklet contains valuable information that will enable effective communication which will in turn ensure our social inclusion.

Maroondah Disability Advisory Committee

Members of the Maroondah Disability Advisory Committee (DAC)

Back row: Michelle Egan (EACH), Ludmilla Regos, Helen Drake, Cr Nora Lamont (Maroondah City Council and DAC Chairperson), Clare Grundy (Monkami)

Front row: Geoffrey Panckhurst, Kimberley Gardiner, Dorothy Docherty

Not in photo: Margaret Stevens, Tricia Malowney, Karen Taylor, Cr Ann Fraser (Maroondah City Council)



Contents

Introduction	1
Communicating with people who have a hearing impairment or are Deaf/deaf	3
Communicating with people who have speech difficulties	6
Communicating with people who are blind or have low vision	8
Communicating with people with a physical disability	13
Communicating with people who have a cognitive impairment	15
Communicating with people who have an Autism Spectrum Disorder	18
Communicating with a person with a mental health issue	21
Supporting employees with a disability	25
Further resources	27

Introduction

The way we refer to people with a disability can have a profound effect on how they are viewed by the community.

People with a disability have to endure a variety of labels that identify them by their disabling condition and set them apart from the rest of the community.

For example, all too often we hear the term 'paraplegic' for a person who has paraplegia; a 'cerebral palsy sufferer' for a person with cerebral palsy; or a 'Down syndrome baby' for a baby with Down syndrome.

This labelling influences our perceptions by focusing only on the person's disability and ignoring their other roles and attributes. For example, they may also be a parent, a lawyer, a musician or sportsperson.

When communicating with a person with a disability, rely on your common sense. Ask yourself how you would want to be treated and always be willing to adapt to a person's individual preference.

The fundamental principle is to put the person before the disability.

General guidelines to follow:

- Avoid labels.
- Do not use collective nouns such as 'the disabled' or 'the blind'. These terms imply people are part of a group which is separate from the rest of society.
- Portray people with a disability positively by recognising what a person can do rather than focusing on their limitations.
- Avoid any word or phrase that has a negative connotation, for example, using the term 'confined to a wheelchair' instead of 'uses a wheelchair'.

Say



Avoid



Person with a disability

Disabled person
Suffers from...
Handicapped
Victim
Deformed
Retarded

Uses a wheelchair

Confined to a wheelchair

Person with cerebral palsy

Afflicted by/with cerebral palsy

Person with a vision impairment

Blind/can't see

Person with a physical disability

Crippled
Crippling
The crippled
Invalid

Person with a hearing impairment/
hearing loss/person who is deaf

Deaf and dumb

Person who is non-verbal

Deaf mute

Accessible parking

Handicapped parking

Accessible toilets, etc

Disabled toilets

Stroke survivor

Stroke sufferer
Stroke victim

Communicating with people who have a hearing impairment or are Deaf/deaf

- To gain the person's attention, it may be appropriate to gently touch them on the arm or position yourself where they can see you.
- Be sure to maintain eye contact.
- Be aware of any visual distractions, such as glare from a window, large table decorations or inappropriate lighting.
- Be aware that not everyone with a hearing loss can lip read.
- If the person wishes to lip read, do not exaggerate your lip movements, put your hand over your mouth, or turn your face away while speaking.
- Be flexible. If something you say is not understood, then reword it instead of repeating it. Use notes or visual expressions/clues to illustrate what you are saying.
- Where necessary, use a pad and pencil to communicate.
- Reduce unnecessary background noise as this can interfere with hearing aids (if they are worn) and make communication difficult.
- Do not shout.
- Don't refer to a person who is deaf or has a hearing impairment as 'deaf/dumb'. Some people who are deaf or have a hearing impairment can speak; while others are 'non-verbal' and use sign language.
- Relax and don't be embarrassed if you say "Did you hear about..."
- Use natural gestures in conversation as this aids in communication.
- If there is an Auslan interpreter present, speak directly to the person who is deaf or hearing impaired - not the interpreter.
- It must not be assumed nodding in response to a signed message necessarily signifies agreement. The nod may just indicate an understanding of the message received.
- Allow the person who is deaf/hearing impaired and the interpreter to find the best position for seating - this may involve rearranging chairs.

Case study

The National Relay Service (NRS) provides a phone relay service for Australians who are deaf, or have a hearing or speech impairment.

For St George Bank, being Relay Service friendly reflects a customer-focused philosophy that is key to its business.

“One in six Australians has some form of hearing impairment, and it’s projected to increase to one in five in 20 years. If you think of that in terms of customers, that’s quite a huge number. We should be responding to that.

The NRS is a great way to be in contact with your hearing and speech impaired customers – for very little effort on the business’ part, frankly. The basic principle is that it’s good for our business.”

Pauline Gregg – Head of Corporate Social Responsibility & Public Affairs, St George Bank

Resources

Employment Assistance Fund – JobAccess

Provides Auslan assistance to maximise the ability of people who are Deaf to find work and assist them to achieve workplace independence.

Deaf awareness training for eligible employers is delivered by trainers who possess a Cert IV in Training and Assessment and who have specialist knowledge in the area.

For more information:

T: 1800 464 800 (free)

W: www.jobaccess.gov.au

National Relay Service

Australia-wide telephone access service providing phone solutions for people who are deaf or have a hearing or speech impairment.

For more information:

TTY: 1800 555 630 (free)

T: 1800 555 660 (free)

F: 1800 555 690 (free)

E: helpdesk@relayservice.com.au

W: www.relayservice.com.au

The Victorian Deaf Society (Vicdeaf)

The Victorian Deaf Society (Vicdeaf) is the primary source of reference, referral, advice and support for deaf and hard-of-hearing adults in Victoria.

Vicdeaf works collaboratively with a variety of mental health, legal and employment providers, welfare agencies and government departments.

Some of the services they provide include Auslan interpreting, audiology services through hearservice clinics, duty and case management services, employment services through Senswide employment offices and Shared Supported Accommodation services.

They also provide information and newsletter updates to the Deaf and hearing impaired community as well as guest speaker programs delivered in Auslan.

For more information:

TTY: 9473 1199

T: 9473 1111

E: info@vicdeaf.com.au

W: www.vicdeaf.com.au

Word of Mouth Technology

Suppliers of hearing augmentation systems, hearing loops including the Sound Shuttle Counter Loop and assistive listening devices.

For more information:

T: 9761 2211

F: 9761 1834

E: info@wom.com.au

W: www.wom.com.au

Communicating with people who have speech difficulties

Below are some tips for communicating with people with speech that is difficult to understand.

Remember, do not assume that a person with a disability has difficulty understanding speech as well.

- There is no need to raise your voice as people with a speech impairment may not also be deaf.
- Talk in a quiet environment if possible.
- Be patient, concentrate, and let the person finish what they want to say without trying to finish their sentences for them. This only slows down communication.
- Do not pretend to have understood the message. Either repeat back your understanding of the message for clarification, or ask the person to repeat themselves.
- If a person is using an electronic communication aid, stand in front of the person and refrain from reading over their shoulder as they type.
- Ask if there is someone close by who may be able to interpret for you.
- Acknowledge if you have not been successful despite all efforts and ask whether the message was urgent.

Case study

Pictures can promote equality and inclusion. A café owner in a large, noisy shopping centre provided a photo menu for drinks and placed it in front of the register for several regulars who had communication difficulties.

Within weeks other customers including local business people and people from non-English speaking backgrounds started pointing to their chosen drink to order.

Bronwen Jones - Yooralla

Resources

Yooralla's Eastern Region Communication Service

Yooralla's Eastern Region Communication Service is part of a statewide Communication Access Network and is based at EACH in Bayswater.

It is a community-based Speech Pathology service for people with complex communication needs (little or no speech). The service works with community partners to improve inclusion for people with communication difficulties.

The service is for adults and also provides links to individual Speech Pathology services in the eastern metropolitan region. The service is free of charge and anyone can make a referral.

For more information:

T: 9871 2643 or 9871 1850 (Reception)

M: 0411 079 701

E: ERCS@yooralla.com.au

W: www.yooralla.com.au

Communicating with people who are blind or have low vision

- When meeting, identify yourself and others with you. If chairing a meeting or gathering, ensure all in attendance introduce themselves i.e. conduct a 'roll call'.
- When conversing in a group, address people by name.
- If you know the person's name, address them directly so they realise they are being spoken to.
- Do not pat a guide dog when in harness as you may distract the dog from working.
- Be specific with verbal directions to places, and avoid comments like, "Over there..." Instead use left/right directions, for example, "on the right of the doorway".
- Walk alongside and slightly ahead of the person. Don't hold onto the person's arm, but do allow them to take your arm if they need assistance.
- Tell the person you are approaching steps or stairs and whether you are going up or down. Provide the person the option of sighted guide or handrail. If the person prefers the handrail, the sighted guide can place their hand on the rail – this then allows the person to follow the rail independently.
- If possible, offer the person a choice of using stairs, escalators or a lift. Avoid revolving doors.
- When seating a person who is blind or has low vision, the sighted guide can place their hand on the back of the chair and the person can locate their seat independently.
- Direct the person who is blind or has low vision to their left or right, not yours.
- Don't leave without saying that you are doing so, and do not leave a person who is blind or has low vision in an open area. When you leave, guide the person to a landmark, for example a reception desk, so they will then feel more secure and oriented to the surrounding environment.

- Do not relocate objects or furniture without telling the person who is blind or has low vision first.
- Offer assistance if it appears necessary, but pay attention to the person's response – take your cues from him or her.
- Do not presume that the person can't see anything. If appropriate, it is okay to ask what they can see.
- When preparing printed information for a person with low vision, it is best to seek their advice for their preferred format for personal documents. General information for people with low vision should be provided in **Arial 18 point bold**.
- The lighting needs of people with low vision differ and may be significant. Many people see much more with stronger light and others do not. The most common concern is glare.
- Do not respond to a question by nodding 'yes' or 'no', speak clearly and avoid using body language to convey a response.
- Feel free to use words such as 'look' and 'see' as they are part of everyone's vocabulary. Otherwise both you and the person who is blind or has low vision will feel awkward.
- Don't shout. Vision problems and hearing loss are not necessarily related impairments.
- Ask a person who is blind or has low vision what they need and want. Above all, do not direct questions through their companion.

Case study

The look on the face of the customer was absolutely amazing when I provided a Braille menu. Their whole expression changed from one of worry and anguish to delight and ease as they could order the items that they wanted off the menu.

Due to the menu having written items behind the Braille, it was simple for me to work out exactly what the customer wanted and the ease of ordering was greatly enhanced. It also was a very proud feeling for me and the staff to know that our Nando's Restaurant could make the customer feel so at ease and cater for their needs.

Nando's Australia

Resources

Vision Australia

Vision Australia provides the following services:

1. Physical access and mobility issues

Services available to businesses, state and local governments, community organisations and people who are blind or have low vision include:

- consultation with businesses, public transport providers, state and local government services regarding environmental modifications, safety improvements and accessibility.
- assisting individuals to develop skills and strategies which enable them to access various parts of the community.
- teaching individuals to use a variety of mobility canes and or other devices to assist with way finding and safe navigation.

For more information:

National Manager, Orientation and Mobility Services

T: 9381 6479

W: www.visionaustralia.org.au

2. Text in alternative formats

For alternative formats such as large print, Braille, audio, electronic text, contact:

Tricia Cooney, Manager, Accessible Information Solutions

T: 8378 1252

E: tricia.cooney@visionaustralia.org

3. Web accessibility

A range of materials and resources for architects, school students, businesses and government departments wanting information about accessibility.

For a free copy of Vision Australia's 'Ten tips for a more accessible website' please contact:

T: 1300 367 055

E: webaccess@visionaustralia.org

Case study

I use a mobility scooter and my problem in eating places is that I can't use the chairs available. I have to remain on the scooter.

At a local café in Ringwood East, there is a menu to the right of the door at a good height so that I can see what is on offer.

This is always helpful.

Although this café does not have an automatic door, the owners always see me station my scooter outside and are happy to open the door for me to enter. Sometimes, when the weather is warm, the strips are in place and it's possible to enter independently.

One in, the tables and chairs are well spaced for wheelchair and scooter access. It's possible to come up to the counter and see the food, and what the day's specials are.

Once the food has been chosen, the owners are happy to move the chairs at the table. They are always friendly and welcoming. What is really important is not just the thought that is given to accessibility but also that the owners have such a good attitude to all their customers.

Margaret Kinsella, Maroondah resident



Communicating with people with a physical disability

- Always ask a person in a wheelchair if they need help before you offer assistance. It may not be needed or wanted.
- If a person is using a wheelchair, where possible, be seated so the person doesn't have to look up. Communicate at eye level with the person.
- Speak directly to the person and not with the person who may be assisting them.
- Don't shout. Deafness and physical disability are not related.
- Don't pat a person on the head or shoulders or slap their back as a friendly gesture. This may be patronising to the person or may cause the person to lose their balance if they use a mobility aid.
- Ensure that there is a clear pathway to intended destinations. At meetings or restaurants, make a chair-free space at the table for the person using the wheelchair to sit.
- When assisting in going up or down a kerb, ask the person if they prefer going backwards or forwards.
- Be prepared – learn the locations of ramps and accessible facilities.
- Avoid leaning on, rocking or touching a wheelchair without permission.
- Never presume that a person who is non-verbal does not understand what you are saying. They may just require the assistance of a communication aid, such as a picture communication board or talking device.
- If children are curious, don't discourage them from asking questions.
- Do not pat a guide or assistance dog as they are always in working mode when they are with their owner.

Resources

Independence Australia - Access Friendly Awards of Recognition program

Created by Independence Australia in partnership with the Transport Accident Commission and the Department of Human Services – Disability, this program formally recognises businesses that are welcoming and inclusive of people with disabilities.

Once assessed, successful businesses will be awarded with a window sticker acknowledging their commitment to accessibility.

For a nomination form please contact Independence Australia.

For more information:

T: 1300 704 456

F: 1300 704 451

E: theteam@independenceaustralia.com

W: www.independenceaustralia.com

Communicating with people who have a cognitive impairment

A cognitive impairment is a disability which affects a person's ability to process information.

It may be due to an intellectual disability which a person was born with (such as Down syndrome), or it may be due to an acquired brain injury (such as an accident or stroke).

People with cognitive impairment vary greatly in their abilities, therefore always respond to the individual's needs rather than making assumptions about their ability.

- Speak directly to the person with the disability, not to the person who is assisting him or her.
- Be patient. Do not complete sentences for the person.
- Talk to the person using an age-appropriate tone of voice.
- Make instructions clear and brief and don't get frustrated if you have to repeat yourself.
- Use plain English and allow the person time to think and respond.
- Don't be afraid to ask the person to repeat something if you don't understand.
- Pay attention, particularly if the person has a speech impairment.
- Sometimes it can be helpful to write information down or to use pictures for people who have difficulty with memory.



Case study

It helps me when service staff point to an object I may like, asking me clearly if this is what I want. It's even better if they show me things to choose from e.g. Coke or lemonade, that way I can make a clear choice.

The object backs up the words service staff use; this helps me to understand what they are asking me.

**Kevin,
Maroondah resident**

Case study

Our Easy English publication is our most popular and most often reprinted publication around election time. We conduct a lot of outreach education and have found that it's highly prized by disability groups, migrant resource centres, homelessness agencies and places where English literacy issues tend to be widespread.

**Sue Lang – Manager Communication,
Education and Research, Victorian Electoral Commission**

Resources

Brainlink

Offers information and educational programs for individuals and family carers affected by acquired brain injury, as well as respite opportunities. Also offers a range of resources including fact sheets, booklets for individuals, large and small organisations, and hospitals.

For more information:

T: 9845 2950 or 1800 677 579 (free)

E: info@brainlink.org.au

W: www.brainlink.org.au

Employment Assistance Fund – JobAccess

Provides specialised support and training packages for workers with specific learning disorders delivered by qualified professionals who possess specialist expertise in the support area.

Also provides disability awareness training for employers by qualified trainers.

For more information:

T: 1800 464 800 (free)

W: www.jobaccess.gov.au

Scope Communication Resource Centre (CRC)

– Easy English translation

The Scope CRC provides translation to Easy English for policy documents, handbooks, manuals, plans, posters, brochures, flyers and content for the Web, as well as specialised training to develop written information for people with limited literacy skills.

For more information:

T: 9843 2000 or 1800 888 824 (free)

E: crc@scopevic.org.au

W: www.scopevic.org.au

Communicating with people who have an Autism Spectrum Disorder

Autism is a lifelong developmental disability.

A person with an Autism Spectrum Disorder has difficulties in some areas of their development, but other areas may be unaffected. The areas most affected are communication, social interaction and behaviour.

The currently favoured term is Autism Spectrum Disorder. The word 'spectrum' is used as no two people with an Autism Spectrum Disorder are exactly alike.

- Be patient (interaction may take longer than expected).
- Give the person time to process what you are saying. Some people with an Autism Spectrum Disorder may take time to process information.
- Give instructions one part at a time, and allow short pauses between instructions. You may also like to offer to write down instructions.
- Do not force the person to make eye contact with you, and do not expect them to make eye contact.
- Some people with an Autism Spectrum Disorder have a particular strength in learning visually. It may help to use visual cues where possible, for example when saying "Please take a seat" point to the vacant seat.
- Minimise external distractions. If the area is busy or noisy, you may suggest moving to a quieter place where you can both concentrate more easily. Some people with an Autism Spectrum Disorder are sensitive to noise and this can make them anxious, irritated or distracted.
- Use an age-appropriate tone of voice.
- Be aware that common sayings and phrases can be interpreted literally. For example, a person with an Autism Spectrum Disorder may not understand that 'pull your socks up' means that they are required to put more effort into a task.
- Use speech or text which uses irony, sarcasm and other indirect forms of communication with caution, as they may be misinterpreted.

Case study

I contacted Irabina to see if they could meet with the teachers at my daughter's school to pass on some advice and guidance to best support my child's education.

As a result of Irabina's support and the teacher's participation I now feel very confident and secure about the education my daughter is receiving at her school.

Their excellent knowledge and communication skills provided such a positive learning and united environment that I felt everyone left with a shared understanding in regards to my daughter's education.

Debbie – Maroondah resident

- Try to avoid open-ended questions, as some people with an Autism Spectrum Disorder may be more comfortable giving short and direct responses.
- Be aware that some people with an Autism Spectrum Disorder may repeat words or phrases you say to them but this may not always be a reflection of their opinion, choice or understanding. This is known as echolalia.
- Do not be alarmed if the person makes unusual physical movements, for example hand flapping, or rocking back and forth.
- Ask the person if they would like information written down.

Resources

Amaze (formerly Autism Victoria)

Amaze is the peak body for Autism Spectrum Disorders in Victoria.

It conducts policy analysis at both a state and national level, provides a forum for members to communicate with each other, and lobbies to support their interests. It also provides specialist information and advice to the families and services caring for people with an Autism Spectrum Disorder.

For more information:

T: 9657 1600 or 1300 308 699

E: info@amaze.org.au

Professional Advice Line

T: 1300 598 272

E: learning@amaze.org.au

W: www.amaze.org.au

Irabina – Special Education Consultancy Services

Irabina's Teacher Consultancy Services offers training and support to families, schools, kindergartens and childcare centres.

For more information:

T: 9720 1118

F: 9720 6641

E: education@irabina.com

W: www.irabina.com

Communicating with a person with a mental health issue

One in five adults will experience a mental health issue at some stage in their life.

Mental health issues can include the following:

- depression
- anxiety
- bi-polar disorder
- eating disorders
- post-traumatic stress disorder
- obsessive compulsive disorder
- schizophrenia
- personality disorders.

At different times, mental health issues can cause changes to a person's thinking, perception, feeling and emotional state.

These changes can lead to behaviours that are out of context and do not match the situation as you would expect. People living with mental health issues usually manage their symptoms with medication and support.

Remember that social interaction can be difficult for a person experiencing an episode of mental illness. Be non-judgmental and allow time for interaction and decision making.

If you are interacting with a person and you notice that the individual:

- is disorientated, and responding to events and perceptions that you do not share (indicating that the person may have lost touch with reality)
- is becoming highly anxious and frightened to the extent that the belief of threat is governing their behaviour (indicating paranoia)
- is displaying unusual or inappropriate behaviour or emotion
- is speaking slowly or appears unfocused (this is usually due to medication side effects or sleep disturbance).

Remain calm and follow these suggestions:

- Read the body language to assess the situation. Non-verbal communication can be very helpful in times of confusion.
- Allow the person their space and initially avoid both direct eye contact and touching.
- Show understanding and compassion. Empathise with their feelings without necessarily agreeing with what is being said, for example, “I understand that you are feeling frightened by your experiences...”
- Ask how you can help. The person may ask you to sit with them, or to ring an emergency contact number. Or they may just want to be left alone. Respect the person’s situation and do not pressure them to take up your assistance.
- Don’t take things personally. Remember that the individual may not have insight into their behaviour and its impact on other people.
- Use short, clear direct sentences to minimise confusion and keep the tone of your voice low and unhurried.
- Make an effort to talk to the individual again. Symptoms of a serious mental health issue are episodic and successfully managed with medication and support.

Resources

beyondblue

An independent, not-for-profit organisation working to increase awareness of depression, anxiety, and related disorders throughout Australia.

The organisation works with health services, schools, workplaces, universities, media and community organisations, as well as people living with these disorders, to bring together their expertise.

For more information:

TTY: 133 677 and ask for 1300 224 636

T: 9810 6100 or 1300 224 636

E: bb@beyondblue.org.au

W: www.beyondblue.org.au or www.youthbeyondblue.com

Business in Mind

The Business in Mind DVD and Resource Kit are designed to help managers recognise the signs and symptoms of depression and anxiety in themselves and their employees, and provide tips for addressing these mental health issues.

The DVD features compelling real life examples from business owners and managers,* in addition to information provided by experts in organisational and clinical psychology, medical and business sectors.

**The DVD was designed to focus on the small to medium business sector, however much of the material is relevant to non-government organisations.*

For more information:

T: (03) 6226 2713 (TAS)

E: business.in.mind@utas.edu.au

W: www.businessinmind.edu.au

Employment Assistance Fund – JobAccess

Provides specialised support and training packages for eligible workers with mental illness delivered by qualified professionals who possess expertise in the area.

Mental health awareness training for employers is delivered by trainers who possess a Cert IV in Training and Assessment with specialist knowledge.

For more information:

T: 1800 464 800 (free)

W: www.jobaccess.gov.au

SANE Guide for Customer Service

A guide to mental illness for customer service staff to help understand mental illness and its effects; improve communication with customers affected by mental illness; reduce frustration; respond to challenging situations, and to know where to get further help.

SANE Guide to Mental Illness for the Workplace

This guide helps workmates to understand mental illness, and suggests ways to work with and support colleagues who may be affected.

For more information:

T: 9682 5933

E: info@sane.org

W: www.sane.org

Supporting employees with a disability

- Help the employee understand and learn about the organisation by providing the tools and resources they need to be successful in their role.
- Describe the formal and informal requirements of the job.
- Introduce the person to co-workers. Encourage others to include the person, but don't try to force relationships.
- Be sensitive to the person's limitations, but don't lower traditional performance standards.
- Provide the same encouragement and feedback as you would to other employees, and don't be afraid to offer constructive feedback. The person may offer alternative strategies for dealing with difficulties.
- Use language that the person can understand.
- Encourage the person to pursue career development and training opportunities, just as you would with other employees.
- Arrange relevant training for staff to be more aware of disability issues and how to best accommodate the person's needs.

Resources

JobAccess

JobAccess is an Australian Government initiative that provides information and advice as well as workplace solutions for the employment of people with a disability.

The JobAccess advisers are professionals who provide free, confidential and expert advice. They are available Monday to Friday, from 9am to 7pm (EST).

JobAccess services include:

- placing employers in touch with organisations to outline the business benefits of employing a person with a disability
- access to funding for Auslan interpreting and co-worker training
- access to on the job support
- information on workplace modifications and adjustments
- advice on how to support an employee who becomes unwell with a mental illness.

The JobAccess website offers practical information on every step of the employment process as well as ideas on how to adjust or modify a workplace to suit people with disability.

The website content includes comprehensive and practical information including:

- how to create a supportive and healthy work environment
- step-by-step guides on recruitment, adjusting a workplace and understanding rights and responsibilities at work
- disability awareness information
- supporting and retaining staff.

For more information:

TTY: 1800 464 800 (free)

W: www.jobaccess.gov.au

Managers' guide: disability in the workplace

The Managers' guide: 2nd Edition includes information to assist managers and supervisors to effectively manage employees with disability throughout the entire employment cycle - from initial recruitment to leaving employment.

To purchase this inexpensive guide, please contact the Australian Network on Disability:

T: 1300 363 645

E: info@and.org.au

W: www.and.org.au

Further resources

Association of Consultants in Access, Australia Inc Database of Accredited Access Consultants

For business, local government and community organisations

This database covers advisory, auditing, training (disability awareness), design, action plans, policy development, plan appraisals, and Australian Standards (disability related).

For more information:

T: 5221 2820

E: secretary@access.asn.au

W: www.access.asn.au/find_an_access_consultant

Australian Human Rights Commission

The Australian Human Rights Commission leads the implementation of the Disability Discrimination Act 1992. This Act makes disability discrimination unlawful and aims to promote equal opportunity and access for people with disabilities.

The Commission's website offers a range of information including:

- guidelines to premises standards
- a brief guide to the Disability Discrimination Act
- Disability Standards and Guidelines
- relevant legislation
- how to lodge a disability discrimination complaint
- captioning and media access
- internet access
- public transport.

It also offer access to publications, such as

- Developing an effective action plan
- The good, the bad and the ugly: Design and construction for access.

For more information:

T: 1300 369 711

W: www.hreoc.gov.au

Scope Communication Resource Centre (CRC) – Easy English

The Scope CRC provides translation to Easy English for policy documents, handbooks, manuals, plans, posters, brochures, flyers and content for the Web, as well as specialised training to develop written information for people with limited literacy skills.

For more information:

T: 9843 2000 or 1800 888 824 (free)
E: crc@scopevic.org.au
W: www.scopevic.org.au

Talking Taxis picture communication board

The talking Taxis project aims to improve communication between taxi drivers and their passengers.

As part of the project, a set of picture boards, personal journey cards and an alphabet board have been developed.

These tools improve communication between taxi drivers and passengers, thereby reducing confusion about destinations, payment and routes.

The tools are available by contacting the Victorian Taxi Directorate.

For more information:

T: 1800 638 802 (free)
E: vtdcommunications@doi.vic.gov.au

The communication accessible symbol



This symbol is used to indicate environments that are communication-friendly for people with communication difficulties. It is similar to the wheelchair logo which indicates physical access for people with a disability.

Any community organisation or business wanting to be accredited to display this symbol can contact Scope's Communication Resource Centre.

An audit will then be conducted by a person with a communication difficulty. The audit checklist may cover questions such as:

- are the people/staff at the organisation/business polite and friendly?
- do they speak to the person with the communication difficulty and not the support person?
- do they wear name badges?
- do they take the time to try and understand people with communication difficulties?
- do they take an interest in learning about the person's communication?

For more information:

Scope Communication Resource Centre

T: 9843 2000 or 1800 888 824 (free)

E: crc@scopevic.org.au

W: www.scopevic.org.au

Victorian Equal Opportunity and Human Rights Commission

The Victorian Equal Opportunity and Human Rights Commission provides:

- training workshops (customised training programs)
- information on disability rights including:
 - o access to education
 - o access to employment
 - o access to premises
 - o access to public transport
- information to employers.

For more information:

TTY: 1300 289 621

T: 1300 292 153 or 1300 891 848 (complaints)

W: www.humanrightscommission.vic.gov.au

You Can Make a Difference to Customer Relations for People with Disability in the Hospitality, Tourism, Retail and Entertainment Industries

This 15-minute DVD has been developed by the Disability Services Commission (WA) to assist agencies in the hospitality, tourism, retail and entertainment industries to improve customer service for people with a disability.

To order this DVD, please contact:

E: dsc@dsc.wa.gov.au

Disclaimer

The content of this brochure is provided for information purposes only. While reasonable efforts have been made to ensure its accuracy at the time of publication, Maroondah City Council does not warrant its accuracy or completeness and readers should verify all information before relying upon it. Maroondah City Council does not accept any liability to any person or organisation for the information or use of such information, which is provided in this publication.

©Copyright Maroondah City Council 2011.

This publication is copyright. No part may be reproduced in any manner or form except in accordance with the Copyright Act 1968. If you wish to reproduce any part of this booklet, inquiries should be directed to Maroondah City Council's Communications & Marketing unit on 1300 88 22 33. Council encourages the not-for-profit reproduction of the text in this brochure provided Council's copyright is acknowledged.

At your service

Council's Service Centre staff are happy to help you with any Council business.

City Offices Service Centre

Braeside Avenue, Ringwood

Eastland Service Centre

Level 2, Eastland Shopping Centre, Ringwood

Croydon Service Centre

Civic Square, Croydon

Translating and Interpreting Service (TIS)

131 450



National Relay Service (NRS)

133 677

1300 88 22 33

www.maroondah.vic.gov.au