



# NEWSLETTER

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## What's Inclusion?

BY LENDA ALMAJID

Inclusion defines the practices and policies that surround increasing resources for people who may be marginalised, such as people with disabilities, and providing them with equal opportunities and access to use said resources.

As an active member of society, it is important to participate in the improvement of your community. To be inclusive is a lot less expensive than you may think. It is possible to make noticeable changes with minimal effort. For example, you can show interest and strive to better understand what life is like for people with a disability; you can also recognise their right to equal participation in society. Offering assistance can be as easy as walking their groceries to their vehicle.

Workplaces that offer disability awareness training and have disability inclusion policies may find that service delivery of their employees is improved. Disability inclusion within the workplace can help your business thrive, creating a supportive and accepting atmosphere that increases customer and employee growth.

Disability inclusion ensures that we are reducing barriers that interfere with the goals that people with disability have set to thrive in life and participate in society fully. A positive change can start with you.

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“

I wish for a world that views disability, mental or physical, not as a hindrance but as unique attributes that can be seen as powerful assets if given the right opportunities.”

~ Oliver Sacks,  
neurologist and author

## Rare Disease Day 2022

Since 2008, Rare Disease Day has brought together millions of people worldwide in solidarity with the 300 million people living with a rare disease. Rare Disease Day is working towards equity in social opportunity, healthcare, and access to diagnosis and therapies for people living with a rare disease. It is celebrated on 28 February (or 29 in leap years) every year.

People are encouraged to show their support by joining the campaign. You can do this by:

- organising your own event and posting it on the Rare Disease Day website at [rarediseaseday.org](https://rarediseaseday.org)
- participating in the #LightUpforRare campaign by illuminating your home,
- download the Rare Disease Day social media toolkits, resources, and webinars

You can also share the Rare Disease Day 2022 video on Facebook and Twitter using the hashtag #RareDiseaseDay to raise awareness. Find the video at [www.rarediseaseday.org/what-is-rare-disease-day/](https://www.rarediseaseday.org/what-is-rare-disease-day/)

## Community Voice

SARAH,  
STUDENT AND MUM



### Do you prefer people acknowledging your disability?

"Not necessarily. Be aware, ask questions about my disability if you must. But treat me like a human."

### What are some of the obstacles you have faced when using businesses?

"No wheelchair access. Items not in reach grocery shopping. Needing to rely on people to help."

### Please share a positive experience when using a local business.

"Christine's Hair Design. My hairdresser talks to me and tells me how to position my wheelchair so she can rinse my hair in the sink and then tilt my wheelchair back so I don't hurt my neck and I can relax."

### Can you mention a business that is disability inclusive?

"Belmont Lakeside Holiday Park. It has a fully accessible cabin. The kitchen sink and bench move up and down so you can reach by pressing a button and the blinds and doors are controlled by a program put on an Ipad."



# Zero Barriers Business Spotlight:

## BEAN CENTRAL CAFE

111 Monaro St, Queanbeyan NSW

"At Bean Central we believe in building an environment that ensures everyone is provided with an equal opportunity. This means we employ staff with disabilities, encourage learning and training of new skills and we love to see our community bloom. We are committed to creating a welcoming and positive environment for everyone that comes into our cafe, whether they are an employee or a guest."

- Matt Morrissey, owner



## INCLUSIVE SERVICE 101

There are many 'invisible' barriers that people with disability encounter when accessing businesses and services. These have nothing to do with the physical obstacles to access and everything to do with the service delivery provided at these businesses. Time and again, people with disability are saying that the biggest obstacles they encounter are people's attitudes. These attitudes often stem from a lack of knowledge and understanding of how to communicate appropriately to make the customer feel welcome and included. So we have compiled a list of some simple tips to improve communication and make your business service delivery more disability-friendly:

1. When approaching a customer, be polite, smile and maintain positive body language.
2. Talk directly to the person with disability, not to other people who may be with them.
3. Use clear, simple language, avoid complex words or jargon, and use your natural tone of voice.
4. Don't patronise or speak down to a person with disability.
5. If a person is deaf or hard of hearing, make sure you face the person when you speak. Having a pen and paper on hand could be helpful.
6. If a person is blind or has low vision, identify yourself by name to them, ask for their name so you can address them directly and so they know you are talking to them.
7. Ask if the person wants help first before providing assistance. Respectfully accept if your assistance is declined.
8. Be considerate of the extra time it may take some customers to say and do things.
9. Some disabilities are not visible. Take time to get to know the customer's needs.
10. Be respectfully accepting of requests or suggestions from customers with disability, such as removing a chair or allowing wheelchair access to a table.

*For more tips and suggestions, please refer to the Zero Barriers Accessibility Guide on our website.*