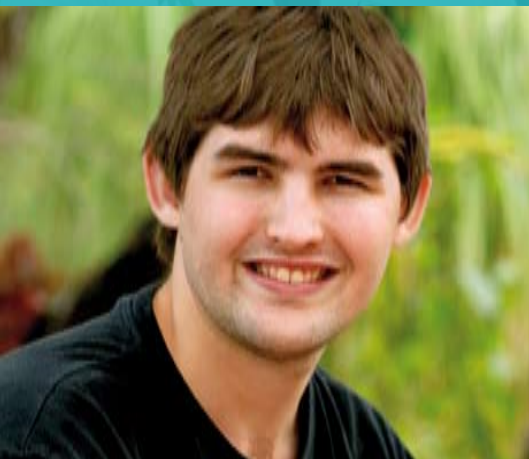




See beyond the disability

Queenslanders with a disability share their ideas for a more inclusive community.



Queensland Government
Disability Services Queensland

See beyond the disability

Queenslanders with a disability share their ideas for a more inclusive community.

Message from the Minister for Disability Services

Disability touches the lives of many Queenslanders in some way — whether it be directly or through experiences with friends, family, colleagues and members of the community.

We've come a long way as a community over recent decades, however we still have some way to go.

Negative attitudes and stereotypes can be more disabling than impairments themselves and can prevent some people with a disability from fully participating in work and community life. Overcoming the barrier of misconception and prejudice is something we can all aspire to.

This publication has been designed to help Queenslanders to see beyond the disability and to change their attitudes and behaviour in a way that will contribute to a more inclusive community. I would like to thank all the individuals and disability organisations who contributed their knowledge and experience to this publication.

The Queenslanders profiled here each have valuable experiences to share and practical advice to offer about how even the smallest change can make the biggest difference to a person's life. Their message is very clear — respecting individual needs and appreciating personal experiences will help us all see beyond the disability and help create a stronger, more supportive and welcoming Queensland community.

Warren Pitt MP
Minister for Disability Services

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The aim of this publication is to promote better understanding and awareness of disability in the community, rather than to provide a definitive guide to disability in Queensland.

While every care has been taken in preparing this publication, the State of Queensland accepts no responsibility for decisions or actions taken as a result of any data, information, statement or advice, expressed or implied, contained in this document.

Queensland and disability

More than one in five Queenslanders have a disability.

What is a disability?

When we think of disability, images such as people using a wheelchair or walking with a guide dog come to mind. However, the types and degree of disability experienced by Queenslanders are far more complex and diverse.

From brain injury as a result of accident to hidden disabilities such as mental illness or autism, the experience of disability is unique and varies greatly from person to person.

The Australian Bureau of Statistics defines disability as *a restriction in the ability to perform a range of tasks, or participate in a range of activities*. The extent of the disability is quantified by the degree to which performance of activities and tasks is restricted (Australian Bureau of Statistics 2003).

The World Health Organisation believes that a person's disability is conceived as a dynamic interaction between health conditions and environmental and personal factors (World Health Organisation 2001). Although some disabilities are present from birth (for example congenital conditions such as Down syndrome), most disabilities are acquired throughout life due to injury or disease.

Negative attitudes and stereotypes are a significant disabling factor in our society. In many cases false assumptions about the capabilities of people with a disability, more than a physical impairment, are responsible for preventing people from undertaking work, study, or participating fully in community life.

Many of the restrictions faced by people with a disability can be overcome by a change in attitudes, a change in our built environment, or a change in the way we provide opportunities and services to make them more accessible.

Even the smallest change can make the biggest difference. For example, providing training to staff about how to be supportive of colleagues with a psychiatric disability can help to build more supportive and inclusive work environments for people with mental illness.

Workplaces can also make small adjustments to accommodate wheelchair users and others with a physical disability, giving employers greater ability to recruit qualified and hard-working employees with a disability.

Seeing beyond the disability

Information and advice

Too often a lack of knowledge about disability, or understanding of how people can manage disability day-to-day, prevents Queenslanders from interacting together in supportive communities.

This publication profiles ten Queenslanders with a disability who share their experiences and importantly their advice on how individuals can change their behaviour and attitudes to make Queensland more inclusive.

Steve from Ipswich thinks that even the smallest change can make a difference, and that it is simply a matter of treating everyone equally. He says people with an intellectual disability in the workforce are just like any new starter. "We are all learning new things every day."

Lachlan from Brisbane also believes basic respect and understanding of individuals will help people with autism spectrum disorders to feel more included.

“I’ve always thought that I’m like everyone else,” he says. “Everyone has their strengths and weaknesses.” Helen from Redcliffe believes that teaching children about disability from a young age is very important, and helps them to understand that just because she is in a wheelchair doesn’t mean she stops working.

“I’m lucky I work in a school,” she says. “The young children are so open-minded and very keen to help.” The following profile pages also provide some basic facts about different types of disability and some practical suggestions on how to remove some of the barriers that people with a disability face in everyday life.

Intellectual disabilities

Steve’s tips for including someone with an intellectual disability in everyday life:

“Always respect individuals by talking directly to them, not their carer or friend.

If you are working with someone with an intellectual disability, remember that all new starters need understanding. We are all learning new things everyday.

Be aware that people with an intellectual disability have the same aims as everyone else to enjoy work, friends and family.

Don’t be afraid to give people with an intellectual disability a challenge. We can take risks, if you can too.”

Managing an intellectual disability — how you can help:

- Take the time to make sure that explanations about work tasks or services being offered are clear. Don’t be afraid to ask if further explanation is needed.
- Always provide an opportunity for questions. People with an intellectual disability sometimes have a tendency to answer ‘yes’ to most questions. Open-ended questions to which ‘yes’ or ‘no’ cannot be given helps to clarify intentions and expectations.
- Be sensitive to individual needs and give everyone the time and opportunity to express them.

Key facts about intellectual disability:

- Intellectual disability is a lifelong disability.
- The range of disability varies greatly, spanning from a mild intellectual disability requiring low support, through to a more profound disability requiring a high level of support on a daily basis.
- Intellectual disability can result from many different conditions including Down syndrome, autism and epilepsy.

Steve

Steve is 29 years old and lives in Ipswich with his wife Anna. He works full-time in the recycling area of Ipswich Waste.

“People just need to get to know me like any other stranger. I’m married, I work and I have many friends.”

Hearing impairments

Sally’s tips for including someone with a hearing impairment in everyday life:

“Try to make an effort to communicate and don’t worry that you’ll offend someone. People with a hearing impairment will really appreciate it if hearing people make the effort to communicate with them.

Some people with a hearing impairment can lip-read, but you can also try using gestures or writing notes in order to communicate.

Remember that Auslan (sign language) does not have a written form, and for many people with a hearing impairment English is a second language.

The Deaf community has a strong cultural identity and its own language — sign language. Inclusion means embracing different cultures.”

Managing hearing impairments — how you can help:

- Ask the person with a hearing impairment how they would prefer to communicate. Although some people can lip-read, most prefer to use an Auslan interpreter, or to write notes. When communicating through an Auslan interpreter, talk directly to the person, not their interpreter.
- Gain the person’s attention before beginning to talk. Tapping a person with a hearing impairment on the upper shoulder is the appropriate way to get their attention.
- In a social setting try to include people with hearing impairments in discussions by using gestures and mime.
- By learning finger-spelling in Auslan you can dramatically improve your ability to communicate with colleagues and customers in the workplace and in social situations.
- Many workshops that teach Auslan and help people learn about the cultural and linguistic aspects of deafness are available.

Key facts about hearing impairments:

- Approximately 10 per cent of Australians have some degree of hearing loss.
- Many people have varying degrees of hearing loss caused by a number of things including genetics, childhood illness, old age and industrial deafness.
- Some people identify as Deaf, while others with limited hearing regard themselves as hearing impaired.
- Not all people with a hearing impairment use sign language. Others lip-read, have hearing aids or communicate via written notes and gestures.
- Hearing aids and cochlear implants will never result in the ability to hear fully.

“We are doing our best to make the future for Deaf children in Queensland better.”

Sally

Sally works as a language assistant for the bi-lingual Auslan-English program at Toowong State School in Brisbane. She is married with three children.

“We are doing our best to make the future for Deaf children in Queensland better.”

Spinal injuries

Scott’s tips for including someone with a spinal injury in everyday life:

“Just because a person uses a wheelchair doesn’t mean that the only difficulty they face is that they cannot walk. I have no feeling or movement from below my upper chest.

Remember that everyone, including people without disabilities, have many different needs. We are not asking for anything special or different to anybody else. We just want to partake in and have the same opportunities to live in our community.

Don't treat a person with a spinal injury any differently. Many people don't realise it, but they sometimes speak and act in a patronising way to a person with a disability."

Managing spinal injuries — how you can help:

- Anything over three millimetres is essentially a step and will pose difficulties to wheelchair users.
- To a wheelchair user, their wheelchair is part of their personal space and should be treated as such. Do not rest your foot on their wheelchair, or touch their wheelchair unless you have been asked to.
- Do not move a person's wheelchair unless you have been asked to, or slap a person in a wheelchair on the back or thigh as a goodwill gesture as this can cause the person to lose their balance, or trigger muscle spasms.
- When talking to a person in a wheelchair do not worry about using language like "I must be running along." These expressions are part of everyday language.

Key facts about spinal injuries:

- Almost 100 people in Queensland experience spinal cord injuries every year. That's one injury every four days. Approximately half of these injuries result in paraplegia and half in quadriplegia.
- Men are four times more likely than women to experience a spinal cord injury.
- Almost 80 per cent of spinal cord injuries occur through road accidents, water-related activities, falls and crushes, and sporting injuries. They can also be caused by non-traumatic events including transverse myelitis (spinal cord inflammation), tumours, and surgical complications.

Scott

Scott lives in Ayr with his wife. He teaches school students about spinal injuries, is involved in many volunteer initiatives and enjoys boating and fishing.

"Lots of knowledge and advice is available, people just need to be willing to listen."

Fluctuating conditions (for example — multiple sclerosis)

Helen's tips for including someone with multiple sclerosis in everyday life:

"A flexible attitude is very important as some days can be worse than others for people with fluctuating conditions.

Employers need to be aware of the impact of fatigue for people with conditions like multiple sclerosis (MS). When a person with a disability highlights a problem, it's important to listen to their suggestions. We've probably thought through the solution to the problem.

Venues and service providers must be careful about saying they are 'fully accessible'. Always consult wheelchair users and others to ensure that areas really are accessible to all."

Managing fluctuating conditions — how you can help:

- If the person is in a wheelchair, make an effort to speak to them on their level.
- It is important to remember that the severity of some conditions fluctuate. Someone may be able to perform tasks easily one day, but have difficulty the next. Flexibility and understanding is important.
- Occupational therapy can help people with conditions like multiple sclerosis to simplify work tasks.

- MS-related fatigue can be aggravated by heat and humidity. Try to ensure cool environments and be understanding about the individual needs of people.

Key facts about multiple sclerosis:

- Multiple sclerosis (MS) is a chronic, often disabling disease that randomly attacks the central nervous system (brain and spinal cord).
- Twice as many women as men have MS, with the onset of symptoms occurring most often between the ages of 20 and 40.
- Approximately 15 000 Australians have MS.
- The majority of people with MS do not have a profound disability. Studies show that approximately 50 per cent of people with MS are still independently mobile after 15 years.

Helen

Helen Emery is a former primary school teacher, and now works as a teacher's aide in Redcliffe. Her husband Graham is her full-time carer.

"It's important for the children to see that I don't stop working just because I use a wheelchair."

Vision impairments

John's tips for including someone with a vision impairment in everyday life:

"We are usually capable of doing things by ourselves, but offers of help can decrease the anxiety level considerably.

Don't be offended if offers of assistance are rejected, they are certainly appreciated.

Be aware that two-thirds of communication is non-verbal. Try to be expressive in your speech.

Do not be afraid to use language such as 'look' and 'see'. These words are part of the English vocabulary and have meaning for everyone.

Remember that just because we have one disability doesn't mean we have a range of them."

Managing a vision impairment — how you can help:

- If you are guiding a person with a vision impairment, a child can hold onto two of your fingers, or your wrist. Older children or adults will hold onto the upper arm of the sighted person.
- Do not distract or pat a guide dog when it is wearing its harness as the dog is working and must focus on the requirements and instructions of its handler.
- Make sure you look people with a vision impairment directly in the eyes when speaking to them, especially in groups, as this directs your voice towards them.
- Be aware of the access needs of people with a vision impairment and consider installing tactile indicators when designing premises.

Key facts about vision impairment:

- Not everyone who is blind is completely without vision. Many people have partial or residual vision.

- The five main causes of vision loss are age-related macular degeneration, glaucoma, cataract, diabetic eye disease and refractive error.
- More than 9.7 million Australians report diseases of the eye.
- Nearly two out of three Australians will eventually develop age-related macular degeneration and one in four will lose some degree of vision.
- Some people with a vision impairment use guide dogs to assist them and others will use canes that help them to use tactile indicators on pathways, and avoid obstacles. The ultracane is an electronic mobility aid that gives people information about obstacles at both path and head height.

John is a retired associate professor of paediatrics. He has some residual vision and uses an ultracane to get around. He is a member of The Queensland Lawn Bowls for the Blind team.

“I was a university teacher and I know that knowledge and understanding is power both for the person with a disability and the community at large.”

Complex communication needs

Peter’s tips for including someone with complex communication needs in everyday life:

“Greater awareness about communication disabilities is important. If people learnt more about disability they would understand.

People need to be patient because sometimes it is difficult to understand questions. Sometimes I feel angry and frustrated when trying to communicate with people.

Respecting people is something everyone should do. Some people have the patience to understand me and respect me.”

Complex communication needs — how you can help:

- Identify the methods currently used by the person to communicate. These may include speech, signs, gesture, using pictures, facial expression, the alphabet or a communication device.
- People who know the person well will have suggestions for what you can do to assist the person to understand you and also communicate successfully with you.
- Recognise, acknowledge, respect and respond appropriately to communication attempts regardless of the method of communication.
- If you do not understand a communication attempt, inform the person that you haven’t understood and try to clarify their message — sometimes it will help to use multiple communication methods.
- People with complex communication needs may require more time to communicate.
- Using visual representations such as pictures, objects in the environment or gestures may be helpful.

Key facts about complex communication needs:

- One in seven Australians have complex communication needs.
- People with complex communication needs are those for whom gesturing, speech or written communication is temporarily or permanently inadequate to meet all of their communication needs.
- Intellectual disabilities, stroke, damaged vocal cords, brain injuries and hearing impairments can cause an individual to have complex communication needs.

Peter

Peter was born on Thursday Island but has lived most of his life in Mt Isa. He enjoys writing and playing football and cricket.

“I like playing football and watching it on TV. If people learnt more about disability they would understand.”

Psychiatric disability

Anne’s tips on including someone with a psychiatric disability

“Breaking the silence about mental health is extremely important. Too many people shy away from it as a topic because they think it is taboo. Talking openly about mental illness will help people feel less isolated from their communities.

Do not write people off if they have a mental illness. With the right support, people can learn to manage their symptoms in a positive and effective way.

Try to see mental illness as any other illness that can come and go and sometimes requires treatment, and especially understanding.

I am a normal person, I just happen to get sick sometimes.”

Managing a psychiatric disability — how can you help?

- For some people, mental illness can come and go. Flexible attitudes are essential.
- Do not make assumptions about what people with a mental illness can and cannot do. When treated appropriately and early, many people recover fully from mental illness. For people with a permanent psychiatric disability, ongoing treatment and support can assist them to participate more fully in everyday life.
- Try to be aware of the issues associated with mental illness. The understanding of friends, family, colleagues and the community have a significant impact on the quality of life of people with a mental illness.
- Talk openly about mental illness in a positive way. A surprising number of people have dealt with mental illness and will feel more comfortable if it is discussed freely without negative stereotypes.

Key facts about psychiatric disability

- One in five Australians will experience a mental illness at some stage in their lives. When a person’s mental illness has progressed to the point that it significantly impacts on their day-to-day activities, it is considered a psychiatric disability.
- Mental illnesses can be separated into two categories: psychotic illnesses (including schizophrenia and some types of depression) and non-psychotic (including phobias, some forms of depression, anxiety, and obsessive compulsive disorder).
- Mental illness is not usually passed on within families, though with some disorders like schizophrenia, a pre-disposition to the illness may be inherited.

Anne

Anne is a former police officer who is now a member of the Australian triathlon team. She speaks to many organisations, including the police force, about mental illness.

“Mental illness is no barrier to achieving goals and dreams.”

Cerebral palsy

Mary's tips for including someone with cerebral palsy in everyday life:

"There's no need to act differently towards people with a disability. People sometimes over-think things. Just say hello.

Don't give children quick answers about disability. Talk to them openly and honestly and they will grow up to be more understanding and inclusive.

Sometimes people with cerebral palsy have a speech impairment, but everyone should still make the effort to say hello and talk to them normally.

Remember that people with cerebral palsy still achieve the same milestones in life as everyone else. We have a lot in common."

Managing cerebral palsy — how you can help:

- Make every effort to communicate with a person with cerebral palsy. Do not feel bad if you have difficulty understanding what he or she is saying. It is okay to ask someone to repeat what they have said.
- Respectfully allow an individual with cerebral palsy more time to undertake tasks, communicate and move about.
- Remember that the effects of cerebral palsy differ greatly from one individual to another. Do not make assumptions about what people can and can't do. Work collaboratively to find the most appropriate ways you can support people.

Key facts about cerebral palsy:

- Cerebral palsy is a condition that affects the way the brain controls the muscles of the body. This results in difficulties with movement and posture.
- The condition is caused by injuries to the developing brain from infections such as rubella, reduced oxygen supply to babies during or after birth, and exposure to infection or accidents early in life.
- Sometimes cerebral palsy can also cause intellectual disability, but it is important to note that cerebral palsy affects individuals in different ways. Not everyone with the condition will have an intellectual disability.
- Cerebral palsy is the most common physical disability in childhood. A child is born with cerebral palsy every 18 hours in Australia.
- It is estimated that two to three Australians out of every 1 000 will have cerebral palsy.

Mary

Mary works part-time as an administrative assistant and plans to study for a degree in social work.

"My colleagues at work identify what my strengths and abilities are and make the most of them. I'm married, I'm working, I've got friends, I'm happy."

Acquired brain injury

Pamela's tips for including someone with an acquired brain injury in everyday life:

"It can sometimes be frustrating when people have expectations of me that I cannot fulfil. Try to be understanding when people with an acquired brain injury say they can't remember how to do something.

Respect for all people is vital, particularly for people with an acquired brain injury as it is a hidden disability and there are no outwardly obvious signs.

Do not use offensive terms. See the person as a whole being, not a 'freak'.

Knowledge is important. Do some research and get more information about the condition, as many people are experiencing it."

Managing an acquired brain injury — how you can help:

- Make an effort to learn about the specific disability so that you can more effectively assist a person. If someone with a brain injury displays irritability in the workplace, this may be due to impaired anger management, a reduced tolerance for frustration, cognitive fatigue or difficulty coping with multiple streams of information at once.
- Adjust your behaviour to meet the specific needs of the person with the brain injury by, for example, reducing workplace noise for someone who has difficulty with concentration, or using written communication more for someone who has difficulty processing auditory information.
- Be careful not to make assumptions about a person's disability. A brain injury can result in very specific areas of disability. Be aware that one effect, for example a poor short-term memory, does not mean that the person's intelligence is affected.

Key facts about acquired brain injury:

- As many as 11 000 Queenslanders each year acquire a brain injury.
- Two-thirds of all brain injuries are caused by motor vehicle accidents. Assault, sports-related and work-related injuries are also common. Non-traumatic causes of brain injury include stroke, viral or bacterial infections, brain tumours, genetic disorders and abuse of alcohol and drugs.
- Young men between the ages of 15 and 25 and older people over the age of 65 are the most likely to experience a traumatic brain injury.

Pamela

Pamela lives in Toowoomba and has two children. Last year she completed her Diploma of Community Welfare Work.

"All my friends are learning from me which is a great result from such an horrific experience."

Autism spectrum disorders

Lachlan's tips for including someone with an autism spectrum disorder (ASD) in everyday life:

"Avoid using offensive terms because they do hurt and it's easy enough not to use them.

Encourage your children to get to know people who are different to them as friends so that they can learn about disabilities with an open mind.

Do ask for advice and input. We have good ideas too and like to be involved."

Managing autism spectrum disorders —how you can help:

- Euphemisms can be difficult for people with ASD to fully understand, so when communicating try to use concrete language, provide choice where possible and offer one instruction or question at a time.
- Visual representations are helpful as many people with autism spectrum disorders are visual learners.
- Only touch someone with their permission. Many people with autism spectrum disorders are quite sensitive to sensory input and do not like being touched.
- Inform the person with an autism spectrum disorder of the social expectations of a particular setting as they might find it difficult to interpret social cues.
- Try to remain calm as many people with autism spectrum disorders can become stressed easily. By remaining calm you help them to also remain calm.

Key facts about autism spectrum disorders:

- Autism spectrum disorders are a lifelong developmental disability and are now recognised as a neuro-developmental disorder affecting the central nervous system that impacts on the way a person processes and stores information.
- Autism is one of many hidden disabilities that are considered to be an autism spectrum disorder. Asperger's syndrome is also a common disorder that has no obvious physical manifestation.
- There is a higher incidence of autism spectrum disorders in males compared with females — approximately four to one.
- While autism is a lifelong disability, people with the disorder still learn and develop, especially when the right support is in place.

Lachlan

Lachlan has recently finished high school and is working as a groundsman and gardener. He enjoys karaoke, salsa dancing and spending time with his friends.

"I've always thought that I'm like everyone else. Everyone has their strengths and weaknesses."

Ethnicity, culture and disability

People with a disability from Aboriginal and Torres Strait Islander or culturally and linguistically diverse backgrounds often face different barriers to accessing services and participating actively in community life.

Understanding the cultural context and background of Queenslanders with a disability is critical to addressing their needs and to building inclusive communities.

Barriers to participation

Some of the barriers faced by people with a disability may be structural, linguistic, cultural and historical. Language barriers can limit the understanding some people with a disability have of what services are available and how they can access them, and many services provided are not well equipped to be sensitive to different cultures. Physical access to services can also be a challenge, particularly for Indigenous communities in remote and rural areas of Queensland.

Understanding experiences

The experiences of Indigenous people with a disability and those from culturally and linguistically diverse backgrounds will often differ from that of other Australians.

Some immigrants have experiences of torture and trauma that relate to their disability, and their previous interactions with governments and service providers may not have been positive.

Negative experiences such as the historical legacy of the protection era and mistrust of government institutions may also affect Aboriginal and Torres Strait Islander peoples' willingness to use services.

Making an effort to learn about these experiences and appreciating cultural differences is a first step to understanding and including individuals.

Traditional support structures, such as extended families or a family member who is able to act as a carer, may be unavailable to new immigrants and some Aboriginal and Torres Strait Islander peoples, particularly those who are from 'the Stolen Generation'.

The stigma of disability within some culturally and linguistically diverse communities may also be a barrier. Some Aboriginal and Torres Strait Islander communities in Australia do not have a word for disability and the way in which Indigenous people with a disability are part of their local community may differ to that of the wider community. While this can often create more inclusive environments, it can also mean that many service providers are not aware of the ways in which people with a disability are part of their communities.

Building cultural understanding

Understanding the cultural context and background of Queenslanders with a disability is critical to addressing their needs and to building inclusive communities.

Services and workplaces across Australia are working to overcome these barriers and improve their cultural competence by building a better understanding of cultural differences, ensuring that information is provided in languages other than English, and that their workforce is more culturally diverse.

Respect, understanding, and a flexible approach to communication can assist in overcoming many of these barriers to participation for people with a disability.

Employment and disability

Access to the workplace is not a reality for all Australians and remains one of the key barriers in our community to full participation of people with a disability.

Evidence shows that unemployment rates for people with a disability are still twice the rate of unemployment for the population as a whole.

This is despite the fact that many employers around Australia have removed barriers to employment, both physical and attitudinal, in order to benefit from a more diverse workforce.

Widening the workforce

Employing people with a disability provides significant benefits for employers and enables them to recruit from a wider pool of qualified and talented people and more accurately reflect Queensland's population in their workforce.

Disability Works Australia, an organisation promoting employment opportunities for people with a disability, has found that many employers are beginning to reap the benefits of seeing beyond the disability when it comes to hiring staff.

A study of more than 600 Australian employers who had employed a person with a disability shows that employees with a disability are often just as if not more loyal, dependable and productive than their colleagues.

The study also found that more than 80 per cent of staff with a disability rate average or better on attendance, and well over 90 per cent of staff with a disability rate average or better in work safety than their colleagues.

Queensland legislation and disability

The Anti-Discrimination Act Queensland 1991

This Act upholds the rights of all Queenslanders and protects Queenslanders with a disability against discrimination. The Act protects people from both direct and indirect discrimination based on their disability and aims to promote a society based on equal opportunity and respect.

The Anti-Discrimination Commission Queensland deals with complaints of discrimination under the Act and works to inform Queenslanders about discrimination issues.

The Disability Services Act 2006

This Act is designed to strengthen and safeguard the rights of people with a disability and support continuous improvement in the quality of services they receive.

The *Disability Services Act 2006* states:

“People with a disability have the same human rights as other members of society and should be empowered to exercise their rights.”

The Act recognises that all Queenslanders have a role to play in supporting and promoting the rights of people with a disability. People with a disability have the right to:

- respect for their human worth and dignity as individuals
- realise their individual capacity for physical, social, emotional, cultural, religious and intellectual development
- live lives free from abuse, neglect or exploitation
- participate actively in decisions affecting their lives, including the development of disability policies, programs and services.

Contacts

General contacts

Disability Services Queensland

www.disability.qld.gov.au

Freecall: 1800 177 120*

TTY: 1800 010 222

Anti-Discrimination Commission Queensland

www.adcq.qld.gov.au

Phone: 1300 130 670

TTY: 1300 130 680

Human Rights and Equal Opportunity Commission

www.hreoc.gov.au

Phone: 02 9284 9600

Further assistance

- The National Relay Service (NRS) is available on freecall 1800 555 677.
- The Translating and Interpreting Service is available by calling 13 14 50. Ask to be connected to the Disability Information Service.

This document is available in alternative formats (including large print) on request.

Freecall 1800 177 120* or email

disabilityinfo@disability.qld.gov.au

*Calls from mobile phones are charged at applicable rates.

Departmental resources

Disability Services Queensland produces a number of resources to support Queenslanders to embrace inclusive attitudes and build supportive communities.

- Better Communication postcards
- Children's activity book
- A way with words (guide to language and disability)
- Connect magazine

These publications can be ordered by contacting:

Disability Information Service

Freecall: 1800 177 120*

TTY: 1800 010 222

Email: disabilityinfo@disability.qld.gov.au

We would like to thank the following organisations for their contributions to this publication:

A Place to Belong

www.aplacetobelong.org.au

Phone: 3217 2522

Autism Queensland

www.autismqld.com.au

Phone: 3273 0000

Brain Injury Association of Queensland

www.biaq.com.au

Phone: 3367 1049

Cerebral Palsy League of Queensland

www.cplqld.org.au

Phone: 3358 8011

Deaf Services Queensland

www.deafservicesqueensland.org.au

Phone: 3892 8500

Disability Works Australia

www.dwa.org.au

Phone: 3395 8777

Down Syndrome Association of Queensland

www.dsaq.org.au

Phone: 3356 6655

Guide Dogs Queensland

www.guidedogsqld.com.au

Phone: 1800 810 122

MS Society of Queensland

www.msaustralia.org.au

Phone: 3840 0888

Pioneer Employment Service

Phone: 4953 2292

Queensland Alliance

www.qldalliance.org.au

Phone: 3832 2600

Spinal Injuries Association

www.spinal.com.au

Phone: 3391 2044

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delivering quality services and building supportive communities