

KNOX
your city



People First

Supporting the
inclusion of people
with disability

Your guide to an
inclusive community



This booklet is available in alternative formats on request from Knox City Council.

Please contact:

Municipal Disability
Leadership Team
Tel: 03 9298 8000
Email:
knoxcc@knox.vic.gov.au

Hearing and speech assistance

- TTY users can phone 133 677 & ask for 03 9298 8000
- Speak and Listen (speech-to-speech) users can phone 1300 555 727 and ask for 03 9298 8000
- Call the National Relay Service on 133 677 and ask for 03 9298 8000

Acknowledgements

Knox City Council sincerely thanks everyone who contributed to this booklet, including the Knox Disability Advisory Committee, staff, support workers, volunteers, coaches, families and individuals. Particular thanks go to Jonathon, Lachlan, Margarita, Jordan, Leanne, Meg, Evangelina and Penny for sharing their stories in this booklet.

This booklet, written in 2009 and revised in 2013 and 2020, builds on and acknowledges the work of the Rural and MetroAccess Initiative 2000.

Project:
Knox City Council & MetroAccess, an initiative of the Department of Human Services

Text & images (2019):
Krista Mogensen

Design:
Mono Design

Photography (p32):
Jane Ollerenshaw / Newspix

Contents

Our diverse community	2
Welcome	
Supporting access for all	3
Our access requirements	4
The social model of disability	5
What is disability?	8
Communicate	
People first	9
Autism	12
Intellectual disability	13
Mental illness	16
Acquired Brain Injury	17
Physical disability	20
Vision impairment	21
Hearing impairment	24
Communication impairment	25
Support	
An inclusive community	27
Customer service	30
Support guidelines	31
Frequently asked questions	34
Resources & contacts	38
Access Keys	39
Other resources	40

Our diverse community

We support an inclusive community with universal access for people of all abilities.

In this booklet, eight members of the Knox community share their stories and advice on inclusion. You can read their stories here:



Page 6
Introducing
Evangelina
'Treat people with respect'



Page 22
Introducing
Meg
'It's opened my world'



Page 10
Introducing
Jonathon
He's now in charge of inventory



Page 28
Introducing
Leanne
'I really enjoy contributing'



Page 14
Introducing
Margarita
'I like to do different things'



Page 32
Introducing
Jordan
'Accept people for who they are'



Page 18
Introducing
Lachlan
He strives for his personal best



Page 36
Introducing
Penny
'Just say hello'



Welcome

Welcome

Municipal Disability Leadership Team

Knox City Council's
Municipal Disability
Leadership Team
supports people with
disability to fully
participate in the life
of the local community.

You can contact a member
of the team here
Tel: 03 9298 8000
Email: knoxcc@knox.vic.gov.au
Website: knox.vic.gov.au

Welcome

This booklet provides practical and positive information about how to communicate, work and interact with people with disability.

Supporting access for all

Located 25 kilometres from Melbourne's central business district, Knox is home to more than 152,000 residents. It is one of the most populous municipalities in Victoria.

Around 29,000 people in Knox live with a disability of some kind. That's about one in five of us. This number will increase as our population ages.

Knox City Council is committed to building a strong and socially inclusive community.

We are committed to ensuring that the built environment is accessible — making sure that Council facilities have accessible entrances, meeting rooms and toilets, for example.

We coordinate and provide a wide range of disability support services and community projects.

Through our Municipal Disability Program, we coordinate initiatives such as support programs for parents and carers, leadership programs and information sharing. We also focus on increasing inclusion in early childhood settings, sporting and other clubs.

We support community and disability organisations with opportunities for capacity building and networking.

We support a greater understanding about inclusion, and educating us all to better understand, communicate with and include people with disability.

Knox City Council supports an inclusive community where people of all abilities can participate and contribute with independence, equity and dignity.

Our access requirements

It is against the law to discriminate against people with disability. This means that a person with a disability must not be treated less favourably than a person without a disability.

These rights are protected by the:

- Disability Discrimination Act (1992), a Commonwealth law
- Equal Opportunity Act (1995), a state law
- United Nations Convention on the Rights of Persons with Disabilities
- Victorian Charter of Human Rights.

In Victoria, the state government has put in place a disability framework that sets out how communities and organisations can support inclusion. This includes being able to:

- safely enter and leave a building (including in an emergency)
- get around inside independently
- use the facilities, including tea room and toilet.

All community organisations, businesses and workplaces need to do whatever is reasonable to help support inclusion of people with disability.

The social model of disability

A physical or mental impairment, or other disability, may affect any of us at any time during our lives.

A disability may be temporary or permanent, stable or progressive. We might be born with an impairment, or develop an impairment as we grow older.

Today, we recognise that disability arises from attitudes and barriers in society, rather than from a person's impairment.

It is the social and physical barriers that discriminate

or exclude people from participating that creates the disability.

This is called the social model of disability.

The human rights model of disability recognises disability as a natural part of human diversity. People with disability have the same basic human rights as everyone else.

According to this model, society must respect and support people with disability and not use impairment as a reason or excuse to deny or limit their human rights.

Social
model of
disability

This is not
a problem



This is the
problem





Introducing Evangelina

Evangelina is a mother, Historical European Martial Arts instructor and advocate for people with disabilities.

Right now, she's campaigning for improved disability seating on Melbourne's trains and better disability access at malls, sporting arenas and arts venues across Australia.

"Bathroom facilities can be incredibly difficult for disabled people," she says. Motorised scooters and wheelchairs may not fit, and some doors require two hands to open.

"It seems like a simple thing to most people, but it's a very big deal to the disabled community."

Evangelina uses a motorised wheelchair, and sometimes communicates using sign language. Her son helps translate, she says. "If I am unable to see or hear in a particular situation, he becomes my eyes and ears."

Treating people with respect is crucial, says Evangelina. "Treat a person with disability the way you'd treat anyone," she says. "But do ask them if there is anything specific they require."

In the school holidays, Evangelina and her son are planning to write songs using the sound and electronics lab they've built at home. "He's into electro music and musical engineering, and I like technology and photography," she says.

"I'm really glad I can share my knowledge with him."

What is disability?

Disability means different things to different people.

People with disability might:

- be born with a disability, such as cerebral palsy or Down Syndrome
- acquire a disability through injury, illness or disease, such as a car accident, or stroke
- acquire a disability as a result of deterioration in health, such as vision loss with ageing.

It is also important to understand that:

- most disabilities are not visible
- some people have multiple disabilities
- many people do not necessarily see themselves as having a disability
- many people with disability can feel isolated within their own communities.

‘Putting a name on a disability can be very misleading. It doesn’t relate to the individual’

Anthony, access consultant



Communicate

Communicate

‘People with a disability want the same things everyone wants: friendship, understanding, respect, someone to listen to.’

Kathy, support worker

Communicate

People first

Language is important. When communicating with people with disability, be mindful about the way you speak, your body language, and reflect on attitudes or beliefs you may have.

The key things to remember are:

- behave with respect at all times
- when you speak, put the person first, before the disability. Say: 'a person in a wheelchair' or 'a person with a vision impairment'
- don't stress about getting it wrong. Be natural. Be flexible. Be patient. Ask again if you're not sure what has been said.

Some general tips:

- ask if a person needs help, don't assume
- ensure that you have the person's attention when speaking to them
- address the person, not a carer or assistant
- if you're not sure, ask/ explore the best way to communicate
- some people will not be comfortable making eye contact with you during conversations - they are not being rude.



Introducing Jonathon

Six years ago, Jonathon undertook two weeks of work experience at his local café. It was transformative. He found meaningful work he was good at, and staff valued his contribution and work ethic.

Jonathon worked part-time at the cafe while completing vocational training at TAFE, and then became its full-time kitchen hand.

“Jonathon brings joy to the workplace,” says Jo, the café’s chef. “He is funny and joyful.”

Each day, Jonathon prepares ingredients for salads and vegetable dishes, makes muffin and pudding mixes, pizza dough and pie dough. He washes the dishes and pans, and puts out the bins. “I like everything,” he says.

Initially, Jonathan asked a lot of questions, and step-by-step tasks and instructions were written on a whiteboard in the kitchen. He’s now in charge of inventory.

The café team understands that Jonathon follows instructions literally, so they are specific, asking him to ‘fill the sugar bowl to the lower rim’, for example, rather than ‘fill the sugar bowl’. They check in that Jonathon understands, and the chef will explain any variation to a recipe in full.

Outside work, Jonathon is a huge AFL Hawks supporter, plays basketball and squash, does Pilates, and is training for a half marathon. He loves festivals and is hoping this year to get that selfie with a celebrity.

Autism

Autism affects a person's ability to communicate, to interact socially and to think flexibly. A person with autism may show repetitive patterns of behaviour and be unusually sensitive to sounds, smells, touch, taste or vision.

Some people with autism live independently, while others require varying levels of support.

Some tips and ideas:

- avoid making assumptions about what a person can or cannot do or understand
- use a normal tone of voice, speak slowly, pause and wait to allow for processing time
- simplify your language and use literal language with key words, e.g. 'sit down' (instead of 'would you like to take a seat over here')
- communicate one idea at a time
- present information in the sequence it will happen
- use gestures and other visual prompts to assist the person's understanding (e.g. touch the chair you want them to sit in)
- check in that the person understands by asking them
- be consistent and calm
- don't invade their physical space
- sounds, sights, touch, smells can be triggers for behaviour changes
- a communication board or tablet may be used to assist understanding.

 [amaze.org.au](https://www.amaze.org.au)

'If you're working with a person with autism, don't rush it. It can take some time to enter their world'

Tim, coach

Intellectual disability

People with intellectual disability process information differently. This can affect the way people learn and how they interact with others.

Some tips and ideas:

- speak directly to the person, not to a person who may be assisting them
- let the person set their own pace
- be open to a person's needs
- avoid making assumptions about what a person can or cannot do

- if you haven't understood, don't pretend you have
- instead, ask the person to repeat or try another method, e.g. visual

 [betterhealth.vic.gov.au](https://www.betterhealth.vic.gov.au)





Introducing Margarita

Keeping fit is important to Margarita, inspired by her grandfather's example.

Even as an elderly man, he'd find a way to mow the lawns. "And he rigged up a system to take his rubbish bins to the kerb," says Margarita.

At the local gym Margarita does free weights and water aerobics and uses the rowing machine for a cardio workout. She likes rowing because it exercises three parts of the body but acknowledges, "it's hard work".

Last year, Margarita travelled to the Australian War Memorial to learn more about her grandfather's World War 1 service. When her grandfather was alive, Margarita would attend the dawn service with him. "My grandpa was the last of his brothers to march."

Margarita was inspired to join the local RSL and now volunteers at Anzac Day stalls.

Apart from regular gym workouts, Margarita keeps busy with hobbies and learning new skills. "I like to do different things," she says.

At her local Neighbourhood House, she learns arts and crafts as well as media and communications. "We talk about our community, and how to communicate with people."

If people offer assistance, Margarita is comfortable saying, "I don't need help."

Margarita's advice on inclusion is to treat everyone with respect. "Don't ignore me when I come into your shop."

Mental illness

Around one in five adults develop a mental health issue during their lifetime.

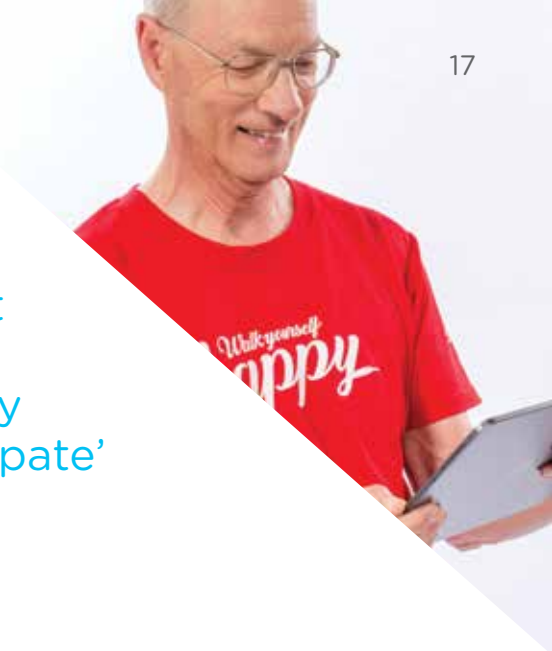
There are many forms of mental illness, many of which are successfully treated with medication, counselling, therapy, and other support.

Mental health issues can cause changes to a person's thinking, perception, feelings and emotional state. These changes can lead to unexpected behaviours. Social interaction may be difficult.

Some people have a mental illness as well as a substance use disorder, known as a 'dual diagnosis'. Drug and alcohol misuse can intensify a person's mental illness.

Some tips and ideas:

- be patient and give the person time, and space
- understand that a person's behaviour may be affected by medication or disturbed sleep
- a person may appear erratic, disorientated, highly anxious or frightened. In these situations, a person may withdraw and want to be left alone
- If a person is distressed, ask how you can help
- you can ask if the person would like you to contact someone—some people carry an emergency contact number of a doctor or family member
- be aware of the person's body language
- you can show understanding and compassion, without necessarily agreeing with what is being said
- see the person, not the symptoms of the illness.



‘People with disability don’t want your sympathy. They want to participate’

Frances, educator

Acquired Brain Injury

An acquired brain injury (ABI) is an injury to a person’s brain that happens after birth. It may be the result of a stroke or an accident. It can result in a loss of physical, sensory, cognitive and emotional functioning.

A person with an ABI can experience changes in behaviour and personality as well as changes in physical and sensory abilities.

Some tips and ideas:

- a quiet environment without distractions is helpful
- use simple and literal language
- present information in the sequence it will happen
- be patient to allow for processing time
- repeat information if necessary
- provide written information to confirm what has been said.



Introducing Lachlan

11 year old Lachlan's achievements are many and varied. With support from his family and friends, his allied health team and caring school, he is making good progress personally and in his education.

Through a social skills program, Lachlan is learning how to identify key social signals such as body language and voice pitch. This program, funded by the National Disability Insurance Scheme (NDIS), also helps him deal with situations that arise with his peers.

At home, Lachlan has saved up his pocket money from his dishwasher and recycling bin chores to buy a new scooter.

Lachlan loves athletics and strives for his personal best. He competes in the all-abilities Knox Little Athletics club and in Special Olympics with the aid of a support worker who assists with his athletics inclusion and social interaction.

Lachlan recently competed as a multi-class athlete at the National School 10-12 years Track and Field Competition where his medley relay team won a silver medal.

Scouts Vic provides Lachlan with another safe environment to take part in fun activities and opportunities in leadership, outdoors and developing life skills.

Because it is a child-driven program, Lachlan has been able to work at his ability to gain the Grey Wolf Badge, the highest award in Cubs.

Asked what he likes best about Scouts, Lachlan says he enjoys the adventures. "It's fun!"



‘I try and treat people as equally as possible and, I know it’s a bit of a cliché, to treat them as you want to be treated. Try to put yourself in their shoes. How would you feel if this was being done?’

Adam, support worker

Physical disability

A physical disability can limit a person’s capacity to be mobile or to walk, climb stairs or lift and carry items unassisted.

Some tips and ideas:

- ask if the person needs any assistance
- if a person uses a wheelchair, sit down so you can communicate at eye level
- only touch or push a wheelchair if you are asked by the wheelchair user
- when crossing a kerb, ask the person in a wheelchair if they prefer to go forwards or backwards
- be patient to allow for the physical limitations.

Vision impairment

Many people with a vision impairment have some degree of sight. Some people use a white cane, or a guide dog or are accompanied by a sighted person.

Some tips and ideas:

- introduce yourself by name, and any other people in the room, at a normal volume
- if you are asked to guide a person, offer your arm—let them stay in control of any movement and ensure your movements are slow and measured
- ensure pathways are clear
- you may need to orientate a person with a visual impairment—let them know what is coming up
- tell the person if you have moved furniture from where it was before
- don't distract the guide dog by patting it or asking its name - the dog is working
- ask if the person requires the lighting to be adjusted, either dimmed or turned up
- if you are providing information, ask what format is preferred—

large print
Arial 18pt
bold,

email, CDs, Braille

 visionaustralia.org.au



Introducing Meg

When Meg first joined classes at The Hut, in Ferntree Gully, she didn't see herself as an artist. Encouraged by a neighbour to volunteer as a portrait model, she then took drawing lessons and joined the still life group.

Today, she attends life drawing, runs the portrait workshop and exhibits regularly. A few years ago, Meg won The Hut's annual prize.

"It's opened my world," she says.

For Meg, art is about challenging the idea of limitations. "The first time I did a pastel, I thought this is awful, but I came home feeling really good. I felt proud of what I did."

"Artist is a scary word to start with," she says. "But once you're with people like at The Hut, it's not scary after all. You learn from them, looking at their work, talking to them — and that's how you get that magic line there, that lovely colour."

The Hut's warm welcome is special to Meg, whether it's sorting through problems in artwork or socialising after the session. "Everyone's like family," she says.

Seeing her work framed gives her enormous satisfaction and she wants to encourage others to paint. "You're an artist no matter what level you are on."

Hearing impairment

Most people with a hearing impairment can lip read, speak, read and write. Some people with residual hearing use hearing aids.

Some tips and ideas:

- face the person — make sure your mouth is clearly visible to help the person lip read
- if you need to get a person's attention, tap them gently on the shoulder or signal with a wave
- use a normal level of voice
- good lighting and low background noise helps
- if a person with a hearing impairment is accompanied by a sign language interpreter, speak directly to the person, not the interpreter
- if in a group situation, one speaker at a time
- consider using pen and paper to communicate if needed
- some people identify themselves as members of the Deaf community and use Australian Sign Language. Auslan is a complete, living language.

Knox City Council provides hearing & speech assistance:

- TTY users can phone 133 677 & ask for 03 9298 8000
- Speak and Listen (speech-to-speech) users can phone 1300 555 727 and ask for 03 9298 8000
- Call the National Relay Service relayservice.gov.au on 133 677 and ask for 03 9298 8000

 vicdeaf.com.au

'It's the obstacles in society that make the disability'

George, educator

Communication impairment

People may have difficulty speaking or being understood for many reasons. It may be the result of an injury, a hearing or cognitive impairment, autism, or they may have speech, language and communication difficulties.

Some tips and ideas:

- a quiet environment helps
- before communicating, ensure you have their attention
- when you are speaking, use a natural voice at normal volume
- if a person does not use speech, ask the person how they say 'yes' and 'no'
- consider using visual prompts such as gestures, pointing to items and showing how to do something
- ask if the person uses a communication aid (a book of pictures, diagrams, alphabet boards or talking devices, for example). Smartphones and tablets have free apps to assist with this.

Communication impairment (cont.)

- some people who have difficulty speaking often understand speech well
- some people can express themselves well on topics of interest but have a much lower understanding of general language
- if you haven't understood, don't pretend to have understood
- it's okay to ask for clues or suggestions to help you understand
- check in with the person that they have understood by asking them
- allow processing time after a communication—try counting silently to 20 while waiting for a response
- under stress, usual language ability can drop.

 [yooralla.com.au/
services/
communication-and-
assistive-technology](https://www.yooralla.com.au/services/communication-and-assistive-technology)



Support

Support

Support

An inclusive community

It's good practice to meet and/or talk to a person, or group, who is using your services, joining your organisation, enrolling in a community-based course, or attending an event.

This is the time to establish if a person has any particular needs to help them participate. Ask: 'Is there anything I need to know to support you?'

In many cases, a person will disclose if they have a particular need—especially if the person feels comfortable talking to you—but they are not required to disclose a disability.

i **Download our Guide to Disability & Aged Services in Knox or contact Knox City Council for a copy.**





Introducing Leanne

Enrolling at university, Leanne is fulfilling a long-held wish to continue her studies, now that she has more time. “I’ve wanted to go to university for 20-odd years,” she says.

Diagnosed with a rare, progressive disease ten years ago, Leanne now uses a wheelchair. She loves being on campus and with support from the university’s disability resource centre and her NDIS package, attends lectures and tutorials several days a week. “It’s good to talk to different people and be involved,” she says.

A few years ago, Leanne started a blog called **Leanne’s Wheel Life**, sharing information and accessibility ideas and helping break down barriers about ableism and disability.

She has clear advice about communications and supporting inclusion. “As you would when dealing with anyone, be aware and polite,” she says. “And don’t be afraid to offer help.”

“It can be frustrating to have your back to the conversation”, she says, so make sure you stand in front of the person in a wheelchair to talk with them.

Leanne is now a member of Knox’s Disability Advisory Committee, sharing her perspective on footpath design and play equipment for young children. “I really enjoy contributing and learning more about the community and how council works.”

“We need to be a more inclusive society, a kinder world, and for our community to understand that people with disabilities are contributing in many positive ways.”

Customer service

Good customer service is about welcoming customers or clients and helping to meet their needs and the needs of your organisation.

Consider having a communication aid with pictures or icons at reception to help communicate with a

person who does not speak English as a first language, is non-verbal or has a speech impairment. Ensure this aid is within clear view of all visitors.

Consider having some Braille tactile signage, large print options and good lighting at the reception.

Some general guidelines:

Greeting the public

Please let staff know if you require assistance



For the customer service officer

- Face the person
- Speak directly with the person
- Ask 'Can I help you?' (e.g. guiding a person to a toilet; making a phone call)
- Ask closed questions, e.g. – Would you like to make an appointment?
- If you don't understand, don't pretend you have
- Clarify if need be

Reproduced with permission from Access Audits Australia accessauditsaustralia.com.au

Support guidelines

In any interactions with people, issues do arise from time to time that need to be managed sensitively.

In interactions with people with disability, some particular guidelines apply:

- It is against the law to ask a person if they have a disability
- A person is not required to disclose this personal information. A person may choose to tell you but that's up to them. It is okay to ask: 'Is there something you would like from us to support you?'
- It is not appropriate for staff or volunteers to provide personal care
- If an individual needs personal care such as support to eat or go to the toilet this must be provided by a support worker, carer or other assistant
- Personal care needs must be established at the beginning when enrolling or enquiring about programs. This is because of legal and workplace health and safety obligations that protect the client and the staff member/volunteer
- If an individual becomes distressed, abusive or threatening, use your records to contact a responsible person to assist
- Communicate expectations of behaviour and service to students, clients and staff. Accentuate the positive
- Educate and communicate with staff, volunteers and students and commit your organisation to the benefits of inclusion and access for all.



Introducing Jordan

Jordan is very keen on football and is a talented all-rounder. He plays with the local all abilities team, and has been twice selected to play for Victoria. He also plays for the club's Under 19 junior team.

“I started playing Aussie Rules when I was little, then I stopped because I got picked on,” says Jordan. The launch of an all abilities team meant he could play again. “We have people in our club with all kinds of disabilities. They're a nice bunch of kids ... and we have fun,” he says. “Winning is a bonus.”

Jordan trains and plays several times a week, and attends all the club's matches to support his teammates. “I've made heaps of friends.”

The club walks the talk on inclusion. “If I've got a problem or I've seen a fight, I can report it to people I can trust,” he says. “I want them to sort it out and make sure it doesn't happen again. I feel safe.”

Jordan has a job lined up for when he finishes school and he plans to do more IT study to complement his paid work. His experiences on and off the football field have proven the importance of inclusion.

“I just accept people for who they are.”

Frequently asked questions

Q: Is inclusion just about making buildings and facilities accessible?

A: Having an accessible built environment is important. But inclusion is bigger than that. It is about welcoming and accepting that all people have the right to participate in every aspect of our community life.

It is about making sure our attitudes and practices do not discriminate against people with a disability. And it is about learning how to interact and communicate.

This is the social model of disability: a person may have an impairment; it is society that creates the barriers that makes this a disability.

Q: I've got some questions about inclusion. Who can I talk to?

A: Inclusion and access for all is not new, and there are many people and organisations with information and experience to help you. Check out the

websites included in this booklet (and listed on page 40) and contact an inclusive club or organisation and ask to visit. See how inclusion works, don't rush it: observe, ask questions and take it slowly to start with.

Q: If our organisation, business or club wants to be more inclusive, how do we go about it?

A: Introducing inclusion needs top down support in your organisation. This means that the board or committee and management understand what is wanted and how it can be introduced. Professional development is important, and understanding that it takes time to introduce inclusion properly.

Seek advice from any of the contacts and services listed on pages 38-40.

Develop an Access and Inclusion plan to identify and put in place changes that remove barriers to access for people with

disability. Challenge your existing structures to ensure that everyone is treated equally. If you're a sporting club, consider introducing a most valuable player award, rather than just a best & fairest award, and ensure that all players are recognised for participating.

Have a code of conduct (accessible to all is best, e.g. use simple language) that specifically sets out what behaviour is expected from the organisation and the public, and the consequences of any breach, making sure that a person is not singled out. Sporting clubs can promote fair play and the idea of what can you do to help your mates?

Q: What are some of the practical issues we need to think about?

A: Public facilities must be accessible to all people. It's unlawful, under the Disability Discrimination Act, to discriminate on the

grounds of disability in providing access to facilities that the public use.

Transport can be an issue. While many people will have access to private transport, some organisations look into providing group transport.

Q: Would a person with a disability make a good employee or volunteer? If so, how would I go about this?

A: Yes, people with disabilities generally are outstanding employees and volunteers. In general, they take less sick leave, are loyal and engaged in their work and often make the best employees. Having a diverse organisation and workforce is great for morale and is appreciated by the community. You can find plenty of advice and support at: jobaccess.gov.au



Introducing Penny

Each week Penny attends Enable classes at Knox LeisureWorks for boxing, weights and cardio workouts. 'I do everything', she says.

It's fitness for an essential reason—keeping independent, with only minimal help needed at the supported home she shares with four others. "Doing weight training, and being able to weight bear means I can be at home by myself," says Penny. "It makes me stronger. I love it."

It's a social time too. "Most of the staff know me now. We have a good laugh."

With social inclusion and more people with disabilities participating in the community, attitudes are shifting. But progress is slow, says Penny. "A lot of people need to be re-educated. They think disabled people are different and they don't know what to say to them."

Don't ignore the person in the wheelchair and talk only to the support person, she says. "I'm lucky because I can speak up. Not everyone can."

"Smile, don't be a grump. Just say hello. I won't bite you!"

Penny travels every few years and especially likes the friendly people and warmth of Bali and Thailand. "They're lovely people and, because you're in a wheelchair, they know you by the time you leave."

More information

Resources & contacts

- A Guide to Disability and Aged Services in Knox
- People First — Your guide to an inclusive community to ensure quality and accuracy of information
- Missed Business — how to attract customers by providing better access to your business
- Accessibility is good for your business
- Accessing Knox e-newsletter – disability news, events, and commentary. Email knoxcc@knox.vic.gov.au to subscribe.

View online

or download your copy at knox.vic.gov.au/disability

Request a printed copy

contact Knox City Council on 9298 8000 or email knoxcc@knox.vic.gov.au

‘It’s not our
disabilities,
it’s our
abilities
that count’

Chris Bourke

Access Keys

Knox City Council has developed disability **Access Keys** for the Knox Civic Centre, Knox libraries and Neighbourhood Houses, Early Years Hubs, Community Arts Centres, main sporting facilities and each of our major festivals.

These customised accessibility guides provide detailed information about accessing venues and events and include photographs, supportive text, key sensory information, maps and visual communication boards. They are universally designed to help a range of people understand what to expect when visiting venues and events in Knox.

This may include people with autism, anxiety, intellectual and/or physical disability, dementia, Alzheimers, parents/carers, seniors and service providers. They are developed in conjunction with qualified healthcare professionals to ensure quality and accuracy.

 [knox.vic.gov.au/
accesskeys](http://knox.vic.gov.au/accesskeys)



Other resources

- **Victorian Government, Office for Disability**
dhhs.vic.gov.au
- **Clubs**
clubhelp.org.au/club-people/welcoming-everyone
- **Sport & recreation**
aaavic.org.au
- **Arts inclusion**
Community and Public Arts Officer
Knox City Council
9298 8000 or email
knoxcc@knox.vic.gov.au
- **Community inclusion**
Municipal Disability Leadership Team
Knox City Council
9298 8000 or email
knoxcc@knox.vic.gov.au
- **Employment**
jobaccess.gov.au
- **Vision Australia**
visionaustralia.org.au
- **Expression Australia**
expression.com.au
- **Better Health Channel**
betterhealth.vic.gov.au
- **Amaze**
amaze.org.au
- **Head to Health**
headtohealth.gov.au
- **Beyond Blue**
beyondblue.org.au
- **Brain Injury Australia**
braininjuryaustralia.org.au
- **Carer information**
carersvictoria.org.au
- **Council on the Ageing**
cota.org.au
- **Youth Disability Advocacy Service (YDAS)**
yacvic.org.au/ydas
- **Australian Human Rights Commission**
humanrights.gov.au



KNOX

your city



Knox City Council
511 Burwood Highway
Wantirna South, VIC 3152
knox.vic.gov.au

T 9298 8000

E knoxcc@knox.vic.gov.au

 [knoxccouncil](https://www.facebook.com/knoxccouncil)

 [knoxcc](https://twitter.com/knoxcc)

 [knoxccouncil](https://www.instagram.com/knoxccouncil)

 Interpreter
131 450

National Relay Service
133 677

Knox City Council acknowledges the traditional custodians of the city of Knox, the Wurundjeri and Bunurong people of the Kulin Nation.