Access Arts Inc Interacting with People with Disabilities Handbook

Foreword

Access Arts commenced operations in 1983. We run creative and innovative arts projects involving people of all abilities in Brisbane and regional Queensland. Over the years, members, through their Management Committee and staff, have developed policies, which protect and enhance their rights that have enabled them to be provided with appropriate support to pursue their ambitions in the arts.

The results of this creativity can be found in galleries, parks, newspaper articles and the collective memories of the participants and their audiences over the years. Perhaps the one key element, which can be found in each project, is the sense of humor and an integrity of expression in creating their own art. Not a diluted "hobby" approach to art, but a professional and artistic approach to the arts. This is the tradition of Access Arts' arts practice, a tradition that has been fostered by members, artists and support workers over the years.

We are proud to present this program to you as a demonstration of the practical ways to meet the needs of people experiencing disabilities. Just a tap on the shoulder can make all the difference. Advocacy is an important part of Access Arts' work. We developed this training program in response to the experiences of cast members during a National tour of an Access Arts performance. Cast members often found themselves in situations where they were discriminated against or did not receive appropriate service. I congratulate your company for taking the initiative to adopt this program, thereby creating disability awareness and better service provision to the general public.

Neal Price Executive Director

Introduction

Welcome to the Access Arts 'Interacting with People with Disabilities Training Program'. The training course has been designed to facilitate and enhance service provision to your customers. The program targets employers and employees who assist customers with different abilities (not disabilities). Not only does the program advocate the rights of people with different abilities, it will also benefit customers from non-English speaking backgrounds, families and the elderly.

The program facilitates hands-on experience where, as a participant you will become aware of the challenges that a person with a disability encounters while accessing an everyday lifestyle. We believe that while this presentation will be somewhat challenging, it will also be a fun, informative and rewarding experience. We have found that a major barrier to the integration of people with different abilities has been the lack of knowledge. Appropriate and confident service can be provided with this awareness and understanding.

Principles:

The following principles, which underpin the Queensland Disability Services Act (1992) and are as laid down in the United Nations Declaration on the Rights of the Disabled Persons.

1. People with disabilities are individuals who have an inherent right to respect for their human worth and dignity.

2. People with disabilities whatever the origin, nature or type of their disability, have the same fundamental rights as all members of Australian society.

3. Every person with a disability has the same right as other members of Australian society to realize their individual capacity for physical, social, emotional and intellectual development.

4. People with disabilities have the same right as other members of Australian society to services that will support their attaining an acceptable quality of life.

5. People with disabilities have the same right as other members of Australian society to participate in the decisions that affect their lives.

6. People with disabilities have the same right as other members of Australian society to the least restrictive alternative in services they receive.

7. People with disabilities have the same right of grievance as other members of Australian society in relation to the services that they receive.

Anti-discrimination Act 1991 An Act to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity and from sexual harassment and certain associated objectionable conduct.

Parliament's reasons for enacting this Act are—

- The international community has long recognised the need to protect and preserve the principles of dignity and equality for everyone.
- This is reflected in a number of international human rights instruments that the Commonwealth has ratified, including-

 the International Convention on the Elimination of All Forms of Racial Discrimination

 the Convention on the Elimination of All Forms of Discrimination Against Women

the International Labour Organisation Convention No.111
 Discrimination

(Employment and Occupation)

the International Labour Organisation Convention No. 156
 Workers with Family Responsibilities

- the International Covenant on Civil and Political Rights
- the Convention on the Rights of the Child

• the Declaration on the Rights of Mentally Retarded Persons

• the Declaration on the Rights of Disabled Persons.

The Parliament considers that -

- a) everyone should be equal before and under the law and have the right to equal protection and equal benefit of the law without discrimination; and
- b) the protection of fragile freedoms is best effected by legislation that reflects the aspirations and needs of contemporary society; and
- c) the quality of democratic life is improved by an educated community appreciative and respectful of the dignity and worth of everyone.

It is, therefore, the intention of the Parliament to make provision, by the special measures enacted by the Act, for the promotion of equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity and from sexual harassment and certain associated objectionable conduct.

Discrimination in goods and services area

46. (1) A person who supplies goods or services (whether or not for reward or profit) must not discriminate against another person -

- a) by failing to supply the goods or services; or
- b) in the terms on which goods or services are supplied; or
- c) in the way in which goods or services are supplied; or
- d) by treating the other person unfavorably in any way in connection with the supply of goods and services.

DISABILITY DISCRIMINATION ACT 1992 An Act relating to discrimination on the ground of disability Objects:

The objects of this Act are:

a) to eliminate as far as possible, discrimination against persons on the ground of disability in the areas of:

- (i) work, accommodation, education, access to premises, clubs and sports; and
- (ii) the provision of goods facilities, services and land; and
- (iii) existing laws, and
- (iv) the administration of Commonwealth laws and programs; and

(b) to ensure, as far as practicable, that persons with disabilities have the same rights to equality before the law as the rest of the community; and

c) to promote recognition and acceptance within the community of the principle that persons with disabilities have the same fundamental rights as the rest of the community.

Goods, services and facilities

24.(1) It is unlawful for a person who, whether for payment or not, provides goods and services, or makes facilities available, to discriminate against another person on the ground of the other person's disability or a person or any of that other person's associates:

a) by refusing to provide the other person with those goods or services or to make those facilities available to the other person; or

b) in the terms or conditions on which the firstmentioned person provides the other person with those goods or services or makes those facilities available to the other person; or

c) in the manner in which the first-mentioned person provides the other person with those goods or services or makes those facilities available to the other person.

GENERAL INFORMATION ABOUT DISABILITY

Table 1: General Information About Disability (Department of Families, Youth and Community care)

DISABILITY	DEFINITIONS	
Hearing Impairment	Lack of residual hearing which prevents a person from successfully understanding speech, even with a hearing aid.	
Intellectual Impairment	Intellectual impairment which limits an individual's cognitive (thinking) process. It usually affects all or most aspects of a person's life and it is life long.	
Learning Difficulties	Specific disorder of one or more of the processes of speech, language, perception, behaviour, reading, spelling, writing of arithmetic.	
Physical Impairment	 Neurologically impaired (Cerebral Palsy, epilepsy). Orthopedically impaired (Spina Bifida, amputee). Other health impairment (Heart Disease, Asthma). 	
Vision Impairment	Central vision acuity of less than 6/60 in the better eye after maximum correction.	

SPECIFIC INFORMATION ABOUT DISABILITY

Table 2: Specific Information about Disabilities

DISABILITY	DEFINITIONS
Amputation	Surgical removal of diseased limb. Congenital limb missing from birth.
Arthritis	Inflammation of a joint
Arthrogryosis	Persistent contracture of a joint

Cerebral Palsy	Paralysis, weakness, or general incoordination due to brain damage
Congenital anomalies	The term given to a divergency which is present at birth.
Cystic Fibrosis	Respiratory and digestive system malfunction.
Diabetes Mellitus	Metabolic inability to metabolise Carbohydrates.
Down Syndrome	A genetic defect that causes intellectual impairment and various physical defects.
Encephalitis	Inflammation of the brain.
Erythroblastosis (RH Disease)	Blood disease: destruction of red blood cells. A common cause of intellectual Impairment.
Haemophilla	Blood disease: poor clotting ability.
Hydrocephalus	Increased accumulation of cerebrospinal fluid within the ventricles of the brain.
Legg-Pethese Disease	Degeneration of the hip joint.
Multiple Sclerosis	Gradual degeneration of nerve pathways to muscles.
Muscular Dystrophy	Progressive degeneration of voluntary muscular function.
Osteogenesis Imperfecta	Brittle Bones.
Shunt	Anomalous passage, artificially constructed to divert flow from one main area to another.
Spina Bifida	Incompletely formed spinal cord.
Spinal cord Injury	Trauma to spinal cord

Language: A Practical Guide

*It is important that neither attitude nor terminology used by industry is a barrier to the inclusion of people with disabilities.

- *A person with a disability is a person not a disability.
- *Avoid the terms 'suffers from' and 'victim of. A disability is not an illness and therefore these terms are inappropriate.

*As always if in doubt consult.

Specific Terms

Appropriate Language	Inappropriate Language
Accessible toilet	Disabled toilet
Accessible program	Special needs program
Born with a disability	Born with a birth defect
Guide dog	Seeing eye dog
Person of short stature	Dwarf or little person
People with disabilities	Disabled people or handicapped people
Person with Downs Syndrome	Mongol or subnormal
Person with epilepsy	Epileptic
Person who is blind or has a vision impairment	Visually handicapped
Person who is deaf or has a hearing impairment	Deaf person
Person who is deaf or non-verbal	Deaf and dumb
Person who is non-verbal	Mute
Person with a mobility impairment	Cripple
Person with a psychiatric impairment	Insane, lunatic, mental patient,
Person with an intellectual impairment	Psycho, mad
Person with a learning impairment or difficulty	Mentally retarded, slow
Person with cerebral palsy	Spastic
Person with 'specific	Defective, deformed, abnormal,
impairment'	afflicted
A person has a seizure	Person has a fit
Sign language interpreter	Signer
Specific needs	Special needs

AUSTRALIAN STANDARDS

Australian standards for buildings are available through:

Standards Australia (Standards Association of Australia) 67 St. Pauls Tce Spring Hill, 4000 PH: 3831 8605

State Government

Disability Services Act 1992: Act No. 24 of 1992,

QUEENSLAND STATE GOVERNMENT, Government Printer, 1992.

Anti-discrimination Act, 1991

- available through any Government bookshop.



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Solo positional news



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