



# A-Z of All Abilities

**A**sk before making assumptions – about someone’s abilities or about the assistance they require.



**B**e patient and don’t jump to conclusions when talking to someone with a communication difficulty.

**C**elebrate your simcha with us. Consider asking for donations to Maccabi All Abilities in lieu of gifts



**D**on’t pat assistance dogs without asking. Distracting them can be very dangerous for the owner.



**E**xplain what is going on – especially if someone seems stressed because they’re not sure what’s happening.

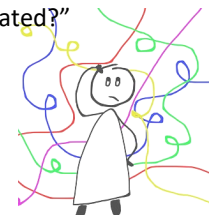


**F**ocus on the person, not their disability. Don’t mention it unless it’s relevant.

**G**et involved with a program. We’re always looking for coaches, volunteers, donors and other assistance.



Not sure what to do? Just ask yourself “**H**ow would I want to be treated?”



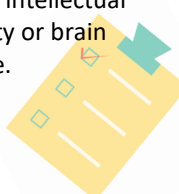
**I**nclude everyone and make sure no one is being left out.



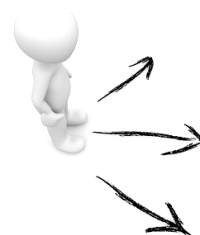
Everyone is **J**ust like you – look for the similarities, not the differences.



**K**eep it simple – don’t overcomplicate instructions for people with an intellectual disability or brain damage.



**L**et people make their own decisions.



**M**obility devices (such as wheelchairs, scooters and crutches) are personal space, so don’t touch them unless you’ve been given permission.

**N**ormal behaviour is the way to go - shake hands, high 5 – treat someone with a disability just like anyone else.



Keep an eye out for **O**bstacles which make it hard for someone with a disability to move around.



Use **P**erson-first language (*a person with a disability*, not *a disabled person*) unless you’re told otherwise.

It’s okay to ask **Q**uestions – but make sure they’re appropriate and know when to stop asking.



**R**espect everyone equally.



**S**tand up for what you believe in, and speak up if you think someone is using offensive language or behaviours.



**T**alk to the person, not their carer.



**U**nderstand by being a creative listener. Paying attention to body language, tone, gestures and speed will all help you understand someone who has difficulty communicating.

**V**olunteer your time to improve someone’s quality of life.



**W**ords matter – watch your language and don’t use outdated (and often offensive) words like ‘retarded’, ‘handicapped’ or ‘crippled’.



**R**elaX. Just be yourself.



**Y**elling not required – unless you’re asked to speak louder, just speak at a normal volume.



Keep track of who’s who in the **Z**oo with the Jewish Disability Service Directory (which you can download from our website).

**For more information:**

Website: [maccabi.com.au/VIC/All-Abilities/](http://maccabi.com.au/VIC/All-Abilities/)

Facebook: [/maccabivictoriaallabilities/](https://www.facebook.com/maccabivictoriaallabilities/)

Email: [allabilities@macvic.com.au](mailto:allabilities@macvic.com.au)

Phone: 9563 5885 / 0405 619 219