



Disability Guidelines

Supporting disabled people in health settings to improve communication and accessibility

- Put the person before the impairment.
- Ask before you help, don't assume they need it.
- Think before you speak.
- Don't make assumptions.
- Respond graciously to requests.
- Speak directly to the person initially, not their support person if they have one.
- Always include the person in decision-making.
- Be patient, supportive, flexible.
- Ensure that whānau and support people are aware of any decisions made.

