

# Inclusive Communication Checklist

Talking Respectfully with People with Disabilities

Si No.	Use These Phrases	<input checked="" type="checkbox"/>
1.	Can I support you in any way?	
2.	It's great to see you doing what you enjoy.	
3.	They live with..." or "They have..."	
4.	Person with a disability	
5.	Wheelchair user	
6.	People with disabilities	
7.	Non-disabled person	
8.	Deaf person / Person who is hard of hearing	
9.	Support needs or Additional needs	
10.	Let me know if you'd like any assistance.	
11.	Speak directly to the person, not through their carer	
12.	It's okay to take your time-I'm here to listen.	

Si No.	Avoid These Phrases	<input checked="" type="checkbox"/>
1.	What's wrong with you?	
2.	You're so brave/inspiring for doing that!	
3.	They suffer from...	
4.	Handicapped" or "Crippled	
5.	Confined to a wheelchair	
6.	The disabled	
7.	Normal person	
8.	You don't look disabled	
9.	Deaf and dumb	
10.	Special needs	
11.	Are you sure you can do this?	

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| 12. | Ignoring the person and speaking to their support worker instead |
| 13. | That's not a real disability.                                    |

Si No.	Bonus Tips	<input checked="" type="checkbox"/>
1.	Always ask for their preferred way of communication.	
2.	Don't assume - every person's experience is different.	
3.	Use respectful tone and body language.	
4.	Treat adults as adults - avoid baby talk or overly simplified language.	
5.	Respect personal space and assistive devices	
6.	Ask before offering help-don't assume it's needed.	
7.	Avoid interrupting or finishing someone's sentences	

