Looking Beyond Appearances

Disability is not always visible, and someone's needs may change over time.
Use these questions to notice assumptions without judging individual experiences.

Which assumptions have you encountered or noticed at work?

- [ ] Someone who looks well cannot be experiencing difficulties.
- [ ] Managing one task means someone can manage every task.
- [ ] Support needs should be the same every day.
- [ ] A disability is always immediately noticeable.
- [ ] Someone must disclose their condition to deserve understanding.
- [ ] Another assumption I have noticed.

Why might appearance not reflect someone's support needs?

What could help us avoid assumptions about colleagues?

Understanding Different Experiences

Individual needs can vary from person to person and from day to day.
Consider the environment and expectations rather than guessing a diagnosis.

What might influence someone’s experience at work?

- [ ] Fatigue, energy levels or pain
- [ ] Sensory surroundings and noise
- [ ] Communication or information processing demands
- [ ] Fluctuating symptoms or changing capacity
- [ ] Physical and digital accessibility
- [ ] Workplace expectations and individual circumstances

How could workplace expectations create hidden barriers?

What could make workplace support more flexible?

My Inclusive Workplace Reflection

Use this page to turn awareness into respectful, practical action.

What assumptions would I like to challenge?

How can I communicate without making assumptions?

How can I respect someone’s privacy?

How could I respond when support needs fluctuate?

What is one inclusive change I could encourage at work?

You do not need to know every detail of someone’s disability to respect their experience, listen to their needs and support accessibility.