

1. Be approachable and listen.
2. You have a duty of care to support all staff but a disabled member of staff may need changes to their job role. There is then a duty of care to them, to support them if any other staff do not understand this.
3. Respect for the confidentiality of disabled employees goes hand-in-hand with this. It's a balancing act.
4. Find out about Access to Work and pass on the information; it could save the company money if they are contacted within the first 6 weeks for a new employee.
5. Use supervisions or appraisals as they're done 1-1 to ask if any reasonable adjustments or changes are required.
6. Don't just presume that if or when any changes occur to a disabled person's job role that they will not be able to cope with them. Always ask the disabled person how they think they will cope with the changes and if they have any suggestions on how to make it work for both parties. Don't just presume they are incapable.
7. Always consider reasonable adjustments which will be different for every individual.
8. When writing or reviewing your policies and procedures, check that they do not unfairly disadvantage any disabled employees.
9. Effective reasonable adjustments and support, flexible working etc. may reduce absences and maximise the potential of many disabled employees.
10. If in doubt about whether something will work, give it a trial - don't just block it, work with it, changing things as you go.