



## About the law

The Equality Act (2010) requires changes to be made to accommodate the needs of people with disabilities; these are called reasonable adjustments. These adjustments level the playing field for people who would otherwise face an unfair uphill struggle to get the services that other people may take for granted.

Examples of reasonable adjustments include:

- ▶ Arranging support to understand information and communicate feelings and decisions;
- ▶ Allowing more time for appointments;
- ▶ Changing the places and times where appointments happen.

The United Nations Convention on the Rights of Persons with Disabilities (UNCPRD) also requires public organisations to take measures to ensure people with disabilities have:

- ▶ freedom from exploitation, violence, and abuse;
- ▶ equal access, to the physical environment, to information and communications, and to other facilities and services open or provided to the public;
- ▶ support to make their own decisions;
- ▶ their family life respected;
- ▶ equality before the law without discrimination.