

How You Can Support the Sunflower Initiative

Hidden Disabilities Sunflower is a globally recognised symbol used to communicate that someone may need extra time, support, or understanding due to a non-visible disability.

This initiative is one of the ways we can demonstrate our commitment to dignity, access, and inclusion for all.

Below are some practical ways people can support the initiative and help build an inclusive environment for patrons and for staff:

I am a **MANAGER / SUPERVISOR**

As a leader, you play a vital role in fostering an inclusive workplace.

How you can support:

- Watch the awareness training video and have a discussion with staff about what it means.
 - Provide staff with the white 'I support the Sunflower' after completing training.
 - Be respectful and supportive of staff in your team who choose to wear the green 'wearer' Sunflower lanyard/wristband.
 - Talk about the initiative at team meetings or planning days and encourage staff to use the resources available to learn about hidden disabilities.
 - Share where staff can access a 'wearer' and 'supporter' lanyard or wristband.
 - Include Sunflower information in onboarding materials for new staff.
 - Display posters, email signatures, or provide supporter badges for your area.
 - Proactively apply universal design and flexibility in team workflows and planning and aim to create an [accessible and inclusive workplace](#).
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I am a **STAFF MEMBER**

You play a vital role in creating an accessible environment which can make a meaningful difference to our culture.

How you can support:

- Recognise that people with non-visible disabilities may wear a lanyard, or pin to raise your awareness that they may require flexibility or additional support.
- Wear a lanyard/wristband if you have a hidden disability and may need additional support - it is your choice, and support is available.
- Model empathy and understanding - small gestures build trust.
- Ask if there is anything you can do to assist them at work.

I am a 'CUSTOMER FACING' STAFF MEMBER

Everyone has a role to play in creating a respectful and inclusive environment - where people of all abilities can enjoy their experience.

People choose to wear the Green Sunflower 'wearer' lanyard, to discreetly indicate that they have an invisible disability (one that might not be immediately apparent to you).

How you can support:

Be mindful that a person wearing a lanyard/wristband may require some additional support.

Proudly wear your 'Supporter' lanyard or pin, so a Sunflower wearer can identify you as a person they can approach (if they need to).

1. If you see someone with a lanyard/wristband politely ask "Can I help you?"
2. Be kind
3. Listen closely
4. Have patience
5. Do not judge
6. Show respect

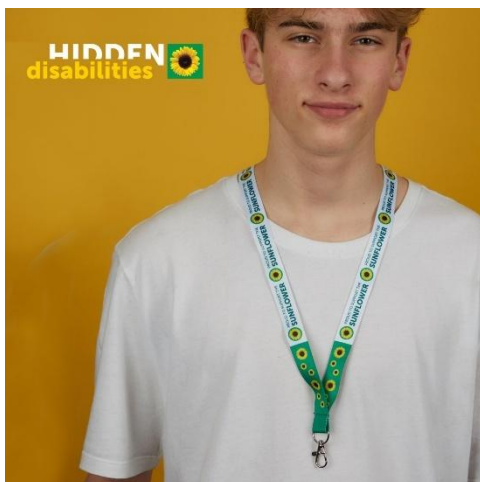
Be calm, speak clearly, check for understanding and do not ask someone what their disability is.

Respect someone's wishes if they decline your help.

Avoid making assumptions – let the person guide how they would like to be supported.

Know where to direct people for >lanyards/wristbands< or accessibility support.

Sunflower Supporter (White)



Sunflower Wearer (Green)



Learn more about the various types of [hidden disabilities](#).