**Perception of disabled people as the problem:**

- "unable to get up steps"
- "unable to use their hands"
- "unable to see"
- "unable to hear"
- "ill and in need of a cure"

**Realisation that societal barriers need tackling through:**

- well-designed buildings
- assistive technology
- alternative formats
- sign language interpreters
- inclusive workplaces
- independent living
- inclusive methods of assessment
- positive and non-discriminatory attitudes
- accessible environments