

# Working Together For Equality

## Disability Information Card



**Mobility  
Impairment**



**Hearing  
Impairment**



**Visual  
Impairment**



**Speech  
Impairment**

It is fundamental to people with disabilities that disability is recognised as an equality issue. Do not let yourself be a barrier to disability equality



**MINISTRY OF EQUALITY**

HM Government of Gibraltar

**“Gibraltar; everybody different,  
everybody equal”**

October 2019

<b><u>Contents</u></b>	1 – 3
<b><u>Introduction</u></b>	4 – 5
<b><u>Disability symbols and their meaning</u></b>	5 – 7
<b><u>Frequently asked questions</u></b>	7
Who is eligible for a Card?	7 – 8
Is there an age limit to apply?	8
What documentation is required?	8
What type of photo is required?	8
Why is there a need for a photo?	9
What personal information is stated on the Disability Information Card?	9
What is the size of the Disability Information Card?	10
How much does the Disability	10

Information Card cost?	
How long will the Card be valid for?	10
Why is there an expiry date?	10 – 11
What are the personal benefits of having a Disability Information Card?	11 – 12
Are my personal details kept confidential?	12 – 13
Where may I obtain an application form?	13
Where do I submit my application form, valid Gibraltar Identify Card or valid Health Card (E111) and 1 passport size photo?	13 – 14
How long will it take to process my application?	14
How will I know when my Card is ready?	14

Who is authorised to collect the Disability Information Card when ready?	15
What happens if I lose my Disability Information Card?	15 – 16
What happens if I need to update my particulars?	16

Note to readers:

The typeface, font (Arial 14) and left justification applied in this booklet has been used in order for the content to be legible to more readers. In addition, this booklet has been printed on matt paper in order to reduce reflective surfaces. This booklet is also available electronically.

## Introduction

Many people have learning disabilities and/or hidden disabilities which are not immediately apparent to the outside observer, such as autistic spectrum disorders, sensory disorders, etc.

An important time for a person with a disability to disclose the fact that they have a disability is when interacting with first responders and/or service providers i.e. police officers, fire fighters, or emergency medical services.

The Disability Information Card is not a medical alert card or an allergy alert card. It is an information Card which may help de-escalate potentially tense encounters and assist first responders and service providers. This is by simply drawing attention to the fact that the Card holder needs to be approached in a specific manner and/or may need some support.

The Card is personalised, it includes the contact details of 2 people who may be contacted on weekdays **and** weekends at **any** time of the day **or** night (24/7) in case of an emergency, or to assist the applicant in communicating and/or in resolving a situation.








The Card also includes the disability symbols which are applicable to the Card holder, thereby providing information quickly at a glance.

### **Disability symbols and their meaning**




Disability symbols are a quick way of interpreting a person's disability/impairment and specific requirements.

However, it must be noted that not every disability is visible.



<b>Symbol</b>	<b>Meaning</b>
	Mobility impairment.
	Learning impairment.
	Requires Assistance Dog for support.
	Dexterity impairment.
	Visual impairment.
	Requires support of another person.
	Hearing impairment.



	Requires sign language.
	Speech impairment.
	Person may need urgent access to a toilet; this may be an accessible toilet or other.

## **Frequently asked questions**

### **Who is eligible for a Card?**

The Card may be applied by persons with a disability or by their parent, guardian or authorised representative if the applicant is under the age of 18 or is unable to personally apply. The person with a disability must also be resident in Gibraltar and have a valid Gibraltar Identity Card or valid GHA Health Card (E111).

Sections 1 – 5, 7 and 10 of the application form is to be completed by the applicant. If the applicant is under 18 years of age or if unable to personally complete, a parent, guardian or authorised representative may

complete it on their behalf, whilst ensuring that the information stated refers to the applicant.

Section 8 is to be completed by a Gibraltar registered medical practitioner.

### **Is there an age limit to apply?**

No, disabilities affect people of all ages.

### **What documentation is required?**

A valid Gibraltar Identity Card or valid GHA Health Card (E111). Photocopies will be accepted on the proviso that both sides of the document are provided.

1 passport size photo is also required.

### **What type of photo is required?**

The photo needs to be similar to a passport photo. Very young children or children with severe disabilities do not have to have their eyes open but their eyes must be visible and not obscured in any way.

## Why is there a need for a photo?

The photo will provide first responders and/or service providers with easy and discreet identification of the person requiring specific requirements and support.

## What personal information is stated on the Disability Information Card?

- Full name.
- Date of birth.
- Personal disability traits.
- Personal requirements.
- Personal disability symbols.
- Contact details of 2 people who may be contacted on weekdays **and** weekends at **any** time of the day **or** night (24/7) in case of an emergency and/or to assist the applicant in communicating and/or in resolving a situation.

## **What is the size of the Disability Information Card?**

The Card is the same size as a standard business card: 9.5cm x 6cm. The convenience of this size is that it can be easily carried with you at all times. The Disability Information Card consists of 2 of these cards held together by a rivet.

The design may also assist persons who are partially sighted to easily identify the Card amongst other cards they may carry in their purse/wallet.

## **How much does the Disability Information Card cost?**

There is no fee.

## **How long will the Card be valid for?**

The Card will be valid for 3 years from issue date.

## **Why is there an expiry date?**

A validity period of 3 years will ensure that the personal information, traits and requirements stated on the Card are up to date. This will, in-turn, ensure that first-

responders/service providers such as emergency medical services, law enforcement officers and fire fighters have up to date information of the specific manner and support the Card holder requires.

A more recent photo will make easier identification by emergency services, first responders and service providers, should there be a need to do so.

### **What are the personal benefits of having a Disability Information Card?**

The Card does not confer any legal rights to the Card holder or entitle them to benefits, it has other benefits:

- Disclosure of a disability, in particular a hidden disability in a discrete manner.
- A means of communication for people with certain impairments.
- Boost the confidence of people with disabilities so as to join more in social and cultural activities.
- Provide some peace of mind for parents and guardians.

- Inform service providers of specific requirements of the Card holder.
- Assist in certain circumstances by the provision of contact details of 2 people who may be contacted on weekdays **and** weekends at **any** time of the day **or** night (24/7) in case of an emergency, or to assist the applicant in communicating and/or in resolving a situation.
- Possibly reduce misunderstandings.

### **Are my personal details kept confidential?**

It is advisable that prior to completing an application form, that you read the Privacy Notice in reference to how the Department of Equality collates information about you, what we do with that information, why we do it and how we protect your privacy.

The information collated may be used to produce statistics solely for the purposes of developing policies and improving the lives of people in Gibraltar. This information will be anonymised and will not be able to identify the Card holder in any way.

Please see our privacy notice for more information on the use of statistics,

<https://www.gibraltar.gov.gi/department-equality>.

A hard copy may also be requested via e-mail [equality@gibraltar.gov.gi](mailto:equality@gibraltar.gov.gi) or by calling 20046253.

## **Where may I obtain an application form?**

Application forms are available:

- Upon request via the email of the Department of Equality [equality@gibraltar.gov.gi](mailto:equality@gibraltar.gov.gi)
- At the reception of the Department of Equality, 14 Governor's Parade.

## **Where do I submit my application form, valid Gibraltar Identity Card or valid GHA Health Card (E111) and 1 passport size photo?**

At the Department of Equality, 14 Governor's Parade.

Photocopies of the valid Gibraltar Identity Card or valid

GHA Health Card (E111) will be accepted on the proviso that both sides of the document are provided.

If providing originals of the valid Gibraltar Identity Card or valid GHA Health Card (E111), the Department will make photocopies and return originals to the applicant.

### **How long will it take to process my application?**

The Department of Equality will do its utmost to process applications within 28 working days from date of receipt.

### **How will I know when my Card is ready?**

The applicant is able to state their preference as to the collection or delivery of the Card:

- a) Posted to the applicant's address via registered post.
- b) Collected by the applicant from 14 Governor's Parade.
- c) The applicant may be contacted via e-mail when ready for collection.
- d) The applicant may be contacted on their mobile when ready for collections.



## **Who is authorised to collect the Disability Information Card when ready?**

The Card may only be posted to or collected by the person who signed the Declaration of the application form, in their capacity as applicant or parent or guardian or authorised representative.

## **What happens if I lose my Disability Information Card?**

A Disability Information Card may be replaced.

A Disability Information Card Application Form Request for Duplicate needs to be completed and submitted with a Police Lost Property Report to the Department of Equality, 14 Governor's Parade.

The Disability Information Card Application Form Request for Duplicate is available:

- Upon request via the email of the Department of Equality [equality@gibraltar.gov.gi](mailto:equality@gibraltar.gov.gi)
- At the reception of the Department of Equality, 14 Governor's Parade.

Duplicate cards may only be posted to or collected by the person who signed the Declaration in their capacity as applicant or parent or guardian or authorised representative.

### **What happens if I need to update my particulars?**

A Disability Information Card Application Form on Change of Particulars is to be completed.

There will only be a need to consult a Gibraltar registered medical practitioner if the change of the applicant's particulars is in reference to sections 2 and/or 3 and/or 4 of the application form.

This application form is available:

- Upon request via the email of the Department of Equality [equality@gibraltar.gov.gi](mailto:equality@gibraltar.gov.gi)
- At the reception of the Department of Equality, 14 Governor's Parade.

Completed application forms are to be submitted to the Department of Equality, 14 Governor's Parade.





# MINISTRY OF EQUALITY

---

HM Government of Gibraltar

Ministry of Equality • HM Government of Gibraltar

• 14 Governor's Parade • Gibraltar GX11 1AA

**t** +350 20046253   **e** [equality@gibraltar.gov.gi](mailto:equality@gibraltar.gov.gi)

**w** [gibraltar.gov.gi](http://gibraltar.gov.gi)