



COMMUNICATION THAT BREAKS DOWN BARRIERS

Communication is a Basic Human Right

Here is how to have respectful interactions with people who have complex communication needs (CCN), and break down barriers to communication.



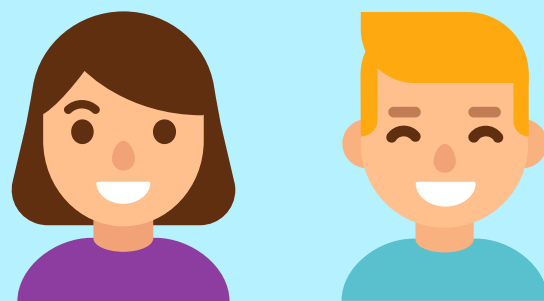
People with communication difficulties may communicate using:

- ✓ Electronic communication devices
- ✓ Word-based or picture-based communication boards or books
- ✓ Sign and gesture
- ✓ Spelling
- ✓ Speech

Tips for Successful Communication

- Always treat the person with dignity and respect
- Ask the person what will help with communication
- Speak directly to the person
- Try asking the person yes or no questions if you are having difficulty understanding them
- Allow the person time to respond, so always be patient
- Make eye contact (Be mindful that there are some people who may not want you to look at them)
- Speak normally, there is no need for you to raise your voice or slow your speech.

“Interact with people the way you would want to be treated. The fundamental principle is to put the person before the disability.”



The ILC offers advice and expertise on Augmentative and Alternative Communication (AAC) options. To make an appointment to see one of our experienced health professionals contact our friendly team on 08 9382 0200 or email refer@ilc.com.au

