



# Communication for Safe Care Newsletter – Easy Read



**Issue 6 – March 2024**



We are aiming to improve communication between people with disability and health care workers.



People with disability can have trouble communicating about their health needs.



We want to:

- Make it easier to talk about your health
- Make it safer



## Project Update



There are lots of things happening in this project.

We hope you like this update.



We had meetings to talk about the next steps of the project.



Alyssa and Arianne are the new Project Officers.

They work in Western NSW.



We thank Molly for her work in the project.

She has a new job.



## Research Update



We interviewed and surveyed lots of people.



We talked to:

- people with communication support needs
- support workers or families
- health care workers



They told us about problems they have in health services.



Some problems include:



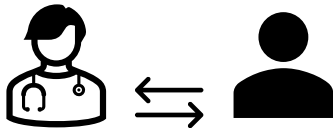
- People with disability are treated differently



- Health care workers do not ask if a person has communication support needs



- Noise, lights, and space around the room make it hard to communicate



- Important information is not communicated well



- Health care workers do not have enough training about disability



We are asking people which problems are most important.



Then we will talk about how to fix the problem.



## Learning about Co-design



This is Jade and Angela.

They are speech pathology students from The University of Sydney.



Jade and Angela practised using **co-design** with the project team.

**Co-design** is when we work with different people to make decisions together.



They talked about making **placements** better for students in the project.

A **placement** is when students go to a workplace to learn.



Jade, Angela, and the team talked about problems that happen on placements.



The team decided the most important problem is:

Students and **supervisors** have trouble getting to know each other when they are in different places.

A **supervisor** is someone that helps students learn.



The team talked about how to solve the problem.



They decided to make a welcome video.

This will help students feel comfortable when they start placement.



Jade and Angela understand **co-design** now.

They know it is important for all voices to be heard.





## Project Impact: Resources and Training



The Council for Intellectual Disability made a training pack for healthcare workers.

It is called Just Include Me.



It will help healthcare workers communicate better with people who have communication support needs.



You can click here for more information:

<https://cid.org.au/resource/just-include-me-health-elearning/>



We use new words when talking about people with a communication disability.

Communication disability = **“people with communication support needs”**

Speech Pathology Australia

**Communication  
Access and Inclusion  
Terminology Report**

Ways to support communication = **“inclusive communication”**

February 2023



Click here to download the report:

<https://tinyurl.com/y6y57h3t>



If you have questions about the project

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