



Communication for Safe Care

Newsletter – Easy Read



Issue 8 – September 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



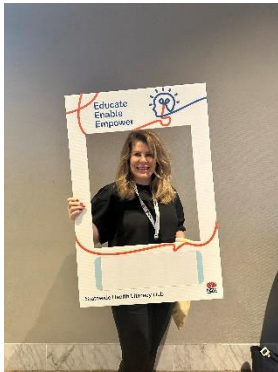
Project Update



We have presented at a lot of **conferences**.

A **conference** is when lots of different people meet to talk about an idea.

We have taught a lot of people about communication for safe care.



This is a photo of Nicole at a conference about **Health Literacy**.

Health Literacy is about making health information easy for everyone to understand.



Dr Katherine Kelly who works on the project also won an award.

She won the Staff Member of the Year Award.



Research Update

We worked with healthcare sites to improve communication.

Some of our sites have started to ask if people need help with communication.



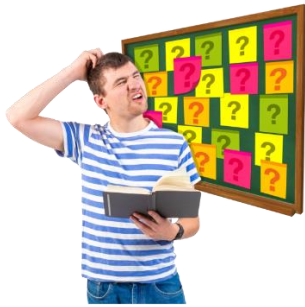
Everyone who calls the healthcare sites are asked this question:

"Do you need help with communicating or understanding information?"



We taught staff about how to ask this question and why it's important.

The answers are written in the patients medical file.



When we ask people if they need help with communication, it helps healthcare sites get ready.

This way they can make changes during appointments to support everyone.

Research update



We taught healthcare workers about communication support needs.



We did some of the education sessions online and some of them in person.



We also recorded the education so all of the healthcare workers could watch.



Student article



Mary and Ria are Speech Pathology students.

They did a placement with the project team.

Mary and Ria did a lot of activities in the project.

They learned about communication in health. They also learned about why doing projects is important to make things better.

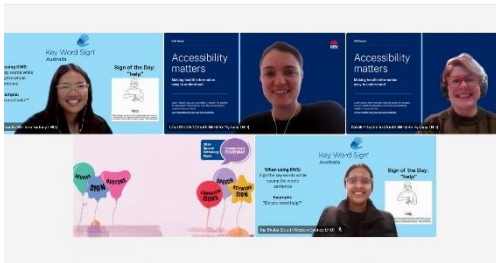


Mary and Ria made a video that tells healthcare staff about how to communicate well.



They worked with a person who has communication support needs to make the video.

Mary and Ria also made posters to celebrate Speech Pathology Australia Week.



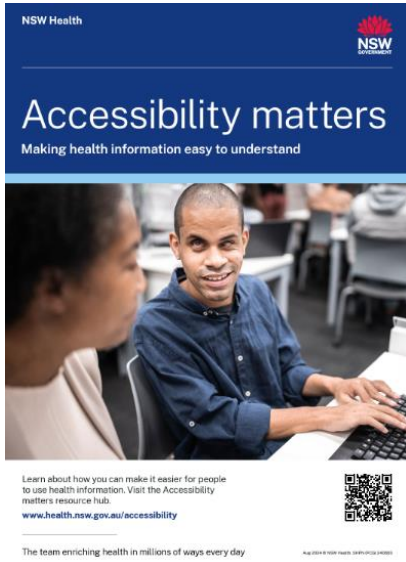
They taught the project team about Key Word Sign.

They had a morning tea with the South Western Sydney team.

This helped to spread our message of good communication.



Project Impact: Resources and Training



NSW Health made a resource called [Accessibility matters.](#)

It helps everyone understand health information easily.



NDIS Quality and Safeguards Commission

NDIS made a course called [Quality, Safety, and You.](#)

It explains NDIS workers' duties.

The course is available in Auslan and screen reader versions.



For more information, please email:

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