

Communication for Safe Care

2024 in Review

Highlighting a year of collaboration and innovation



A message from the team:

Thank you for following along our journey. Together, we have made meaningful progress toward more inclusive health services for people with communication support needs. We are excited to see what 2025 brings!

Our top 5 achievements:



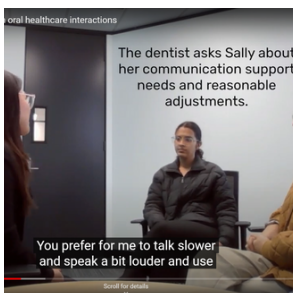
1 Held successful co-design workshops.



2 Influenced statewide changes to Oral Health triage process.



3 Facilitated 10 speech pathology students on placement.



4 Trained health staff about inclusive communication.



5 Shared our work at conferences across Australia.

Our top 3 accessibility tips:

- 1** **Ask the question!** It is always helpful to ask people if they need help communicating and how you can support them.
- 2** **Be patient.** Give people enough time to process information and respond.
- 3** **Keep it simple.** When giving information (spoken or written) make sure it is easy to understand by using Plain English or Easy Read.

Consumer and Healthcare Worker Insights

“This is the first project we’ve been part of that has led to actual change”
- Consumer

“I feel confident that I can provide a better service to my patients now”
- Healthcare Worker

“I’ve started to notice accessibility everywhere”
- Healthcare Worker