

Communication Access

Stories from our community



What makes customer service brilliant for me!

Daniel's story of communication access around the town.

As a young person on the Autism Spectrum, I value customer service where I am easily understood and my needs are well catered for.

In particular, I appreciate communication where:

- customer service staff take the time to understand my needs
- various methods of communication are accepted, including written notes
- where I am treated in the same manner as any other customer
- where customer service staff communicate effectively and go the extra mile!

I have my own business called Speaking Insights and I travel all over Australia.

This story illustrates some examples of good customer service I've had with three businesses in the town where I live: a travel centre, a bank and the local club.

Accessible Travel

I often fly interstate to talk about my experience of living with Autism. Whenever I book my own flights or organise travel insurance, I can rely on Flight Centre to do the job.

Staff are always friendly and confirm with me exactly what flight I wish to take.

Some of the keys towards their successful customer service have been helping me feel like "just another customer" and taking their time to listen to me.

Most recently, they were even brilliant over the phone when I wanted to make a seating request for my flight and to follow up on my flight ticket. They looked up who my consultant was and got her to phone me to make adjustments to my booking.



Accessible Banking

Recently, I had cash to deposit at Bendigo Bank, so I went to my local branch to make the deposit. Staff made banking very easy. They were friendly, welcoming and courteous.

The teller supported me by taking the cash and debit card and completing my deposit. I did not have to worry about completing a deposit slip. The process of writing a deposit slip would have been very time consuming for me to do. Whenever I need to make a withdrawal, the staff also help by completing a withdrawal slip for me. They always allow me to ensure the withdrawal slip is accurate. I don't have to agonise about filling in the account details accurately.

Accessible Hospitality

I'm a regular customer at the Bendigo Club and have found not only the quality of their meals, but also the quality of their customer service to be of a consistently high standard.

The staff always take time to listen to me, especially when I am indecisive about what I would like to eat.

As a customer requiring gluten free food, I appreciate being able to easily choose what food I would like. Gluten free items are highlighted on the standard menu to make it easy to decide on the meals.

There are also quieter spots where I can sit and eat at the Bendigo Club that are far away from the noise of the gaming machines, which I prefer.

Overall, I really appreciate the friendliness of the staff and being treated as a valued customer.

People made these places communication accessible by:

- being friendly and welcoming
- checking that they understood Daniel's request
- giving excellent customer service
- treated Daniel like 'just another customer'
- giving Daniel time to communicate his message
- making the menu accessible
- having quiet spots available.

**To find out more about Communication Access, please contact
Scope's Communication and Inclusion Resource Centre:**



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