

Can't talk - CAN communicate!

Roger's story - Being included at Knox Leisureworks

In the past, Roger had difficulty accessing his local leisure centre, Knox Leisureworks (KLW). One staff member was able to chat to Roger, however, if this staff member was not there, no one was able to help Roger because they were unsure of how to communicate with him.

The manager of KLW spoke with Scope about how the centre could support Roger. Roger's house coordinator met with the managers at KLW to discuss this. The house coordinator also provided a page on ways to communicate with Roger and questions to ask him.

After the meeting, the managers felt confident in speaking with Roger and passed on the information to centre staff. KLW are now working on a communication board which will be at the front desk.

They also want to train all staff to communicate with people who don't use speech.

All of these inclusive changes are due to Roger's persistence of wanting to be included in his community leisure centre.

People made this place communication accessible by:

- understanding there are different ways to communicate
- speaking directly to Roger
- getting to know Roger and learning from others who know Roger well
- knowing and using Roger's communication method
- making an effort when they can't understand Roger
- staff sharing information about how Roger communicates.



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

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