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Communication
Access Service*

General Tips For Successful Communication

Be welcoming and friendly

- Be respectful.
- Be relaxed.
- Speak naturally. You don't have to talk loudly or slowly.
- Speak directly to the person not to a companion.

Help with communication

- Ask the person what will help them with communication.
- Respond to the many different ways people communicate, including when they speak with their own communication tools.
- Ask if they want to use communication tools at the business.
- Be patient and give the person time to communicate.
- Listen carefully.
- Don't pretend to understand.

When you don't understand

- Let them know you are having difficulty.
- Ask questions that the person can answer with a yes or no.
- Ask the person to repeat or try another way if you don't understand.

Help the person understand

- Summarise key pieces of information at appropriate moments.
- Talk in short, clear sentences.
- Pause between sentences.
- Ask one question at a time and wait for a reply.
- Talk about one thing at a time.
- Use simple words.
- Use the communication tools that are available.
- Repeat what you have said or say it a different way.

Change the space

- Find a quiet place.
- Turn off the radio or television.
- Come out from high counters to face the person.
- Sit down so you are at eye level.
- Use a table for communication tools.
- Make sure the lighting is right.

If you would like to know more about communication access, please contact Scope's Communication and Inclusion Resource Centre

Phone: 1300 4 72673

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