



BARRIERS TO COMMUNICATION

- environmental factors such as lighting, noise
- being ignored
- having their competence underestimated
- provided with insufficient time to communicate
- not being understood
- not getting information in a meaningful way
- provided with insufficient supports to understand others and/or express themselves in
 - conversations
 - group situations
 - public forums
- not having sufficient systems and supports to understand and communicate an informed choice
- not having alternative arrangements in place for health care, emergency situations & legal/justice settings

Standard 1 – when communication barriers exist

This foundation aged care standard (Standard 1, Consumer Dignity and Choice) requires organisations to effectively communicate information, taking into account health status, cognitive or sensory ability (hearing, seeing) and language. Consumers are to be supported to exercise choice and independence. This includes communicating their decisions.

Redwand Consulting supports organisations to meet their obligations to people with communication impairments in order to deliver consumer-centric care. We support organisations to promote meaningful interchanges between their staff and consumers with communication disabilities, so that providers can demonstrate that consumers have been provided opportunity to understand their options and exercise their choices.

Types of communication difficulties

Older people may have communication problems with:

- speech (articulation)
- comprehension or expression of language (including spoken language, reading, spelling and written expression)
- voice
- fluency (stuttering)
- pragmatics (use of language to meet needs, e.g. environmental, physical, emotional, social, cultural and spiritual)

They may relate to:

- age-related sensory loss (e.g. hearing, vision)
- acute medical events (e.g. stroke)
- progressive neurological conditions (e.g. Parkinson's Disease, dementia)
- cancer
- trauma

Communication problems range from mild to profound, and can be chronic or degenerative.

They can result in:

- difficulty in understanding information relevant to decision-making
- social isolation and loss of relationships
- decreased independence, safety and wellbeing.

We offer

- organizational communication audits, including risk-related assessments
- organizational-specific programs for communicating with people with communication disabilities
- staff training and education on communication rights, access and inclusion
- development of communication support networks.

Our team has speech pathologists with expertise in:

- communication disabilities
- communication optimization
- augmentative and alternative communication (AAC)

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