

Redwand Consulting



Communication Access & Inclusion

COMPREHENSION

What can you do to be more easily understood?

Are the consumer's emotions affecting their ability to understand?

EXPRESSION

Have you allowed enough time to wait and listen?

How can you elicit more information?

LITERACY

Does your organization have consumer-friendly documents?

Are your survey forms in plain English?

NON-VERBAL

Do consumers have access to augmentative and alternative methods of communication (i.e. low & high technology)?

NEED MORE INFORMATION?

Please visit us at

www.redwandconsulting.com



The 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.

Speech Pathology Australia has identified that 95% of consumers receiving residential aged care have at least one type of communication impairment. This means that 95% of consumers in aged care accommodation have barriers to understanding their care options as described to them, and exercising their right to express their choices.

We assist organisations to meet their obligations to people with communication impairments under the new standards, in order to deliver consumer-centric care. We support organisations to promote meaningful interchanges between their staff and people with communication disabilities.

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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