

Assessing mode of communication

Reliant Healthcare seeks to establish communication via the most appropriate mode for our clients with disabilities. We are aware that some people with language difficulty can benefit from information that is supplemented with pictures, symbols, signs, or text. The use of visual and written prompts is a great way to enhance communication opportunities whilst some people with Complex Communication Support Needs use aided **augmentative and alternative communication** (AAC) resources such as cards, books, boards and electronic devices. Reliant Healthcare will seek and engage the services of a specialist when needed to make available these modes of communication

Our staff are committed to:

Be respectful and recognise that people with communication disability have contributions to make.

Be responsive and recognise a person's communication attempts & respond to these appropriately.

Provide ample opportunities for people with Complex Communication Support Needs to contribute.

Be persistent and troubleshoot communication breakdown.

Support understanding and use plain language and familiar words, speak clearly and at a moderate volume.

Supplement their speech with writing, pictures and sign. Communicate with tone of voice, touch, smells, and sounds.

Support expression and scaffold conversations, provide prompts, and offer alternative modes such as writing, pictures, and gestures.

Be patient and allow time for people to generate and understand messages and manage misinterpretation. Check they have understood someone's message correctly. Clarify the other person's understanding.

Reliant Healthcare will:

- Support alternative communication and will seek and use technology, communication books, boards, devices and signs if identified to be appropriate and supportive of a person's ability to understand.
- Document a person's communication support needs and preferences

- In accordance with our privacy policy may share information with other partners such as other services, new staff, visitors, and communication partners in the community.
- Will seek to establish which of these supports will be most helpful

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Signature of General Manager: S. Tredenick