



# Communication for Safe Care

Helping people with communication support needs get better healthcare

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## South Western Sydney and Western NSW Local Health Districts

### Executive Report – Easy Read Version

March 2025



# About this document



This document is a **summary** our report for the Communication for Safe Care Project.

A **summary** means the most important ideas.



The Communication for Safe Care project wrote this **summary**.

When you see the word **we** it means the project.



We wrote this report in an easy to read way.

We use pictures to explain some ideas



You can ask for help to read this report.

A friend, family member, or support person can help you.

# Acknowledgements

We thank the First Nations people of the land with live on – Australia.



They were the first people to look after the:

- land
- waters



We also thank everyone who helped us with the project.

We thank people with communication support needs for telling us their stories.

# About the project



People who have communication support needs often get worse healthcare.



There are laws that say everyone must get good healthcare, but this does not always happen.



We wanted to make communication in healthcare better.



We wanted to make it easier and safer for people with communication support needs to talk about their health.



We wanted to make healthcare workers feel more confident to help people with communication support needs.



The project followed important healthcare rules.



We made sure people with communication support needs were included in the project.



People who helped us with the project were paid for their time and effort.

# Our goals

## We wanted to:



- Improve healthcare workers skills
- Make them more confident to help people with communication support needs



- Make tools to help communication in healthcare



- Help healthcare services meet different people's needs

# Working together

The project used **co-design** to make communication in healthcare better.



**Co-design** means working together with:

- Consumers, carers, families
- Healthcare workers
- Senior leaders

The project had **five** steps.



First, we found healthcare sites who wanted to be in the project.

Next we talked to healthcare workers and people with communication support needs.



We asked them about the problems they have communicating in healthcare.

Then we worked together to make **solutions** for healthcare sites.



A **solution** means a way to fix a problem.

After that we tried our solutions in healthcare sites to see if they worked.





Lastly we told our healthcare sites if the solutions had worked.

We made reports for each healthcare sites.



The reports tell you about the solution.

You can read the reports here:

INSERT LINK

The reports are written in Easy Read.

# What we learned

We found **five** important things to make communication in healthcare better.



1. We need to teach staff about communication support needs.



2. We need to ask people what help they need to communicate early.



3. We need to use easy words and pictures to make things easy to understand.



4. We need to make good communication part of the rules.

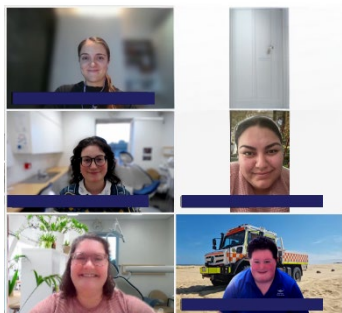


5. We need to work together with healthcare workers and people who have communication support needs.

# Thank you



We want to say thank you to the people who helped us with our project.



Thank you to the people who shared their stories.



Thank you to the healthcare workers.



Thank you to the research team.

## Find out more

If you want to know more about the project you can:

Send us an email



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communicationforsafecare@health.nsw.gov.au](mailto:swslhd-communicationforsafecare@health.nsw.gov.au)

Go to our website



[SWSLHD - Primary & Community Health](#)