

Improving communication accessibility

Goal

Improving healthcare access for people with communication support needs.

Outcomes

- ✓ **Co-designed service improvements** - Developed and implemented solutions tailored to service needs with consumers and healthcare staff.
- ✓ **Improved communication access** – Introduced service-specific solutions, including triage processes, visual aids, and training programs.
- ✓ **Supported consumers and carers** – Improved safety, care, and communication experiences in healthcare settings through co-designed solutions.
- ✓ **Driving systemic change** – Embedded communication access principles in everyday practice and influencing local and statewide processes.
- ✓ **Enhanced staff capacity** – Delivered targeted training to improve confidence and skills in inclusive communication.
- ✓ **Building future workforce capacity** – Facilitated 24 “service level” student placements.

Top 5 recommendations for communication accessibility

- 1 **Build staff capacity**
Provide ongoing training in inclusive communication, establish disability champions, and engage students to build a skilled workforce.
- 2 **Explore communication support needs early**
Introduce triage questions to identify communication support needs early, establish clear support pathways, implement reasonable adjustments and improve interpreter access.
- 3 **Enhance patient resources and environments**
Develop Plain English, Easy Read, and visual materials, use signage and communication aids, and create quiet zones in high-pressure areas.
- 4 **Embed inclusive communication in policy**
Align practices with NSQHS standards, integrate inclusive strategies into policies, and promote Teach-Back and accessible communication.
- 5 **Strengthen co-design and consumer engagement**
Collaborate with consumers and staff to refine solutions, gather feedback, and drive innovation in communication accessibility.