

Communication for Safe Care Model

Service Improvement

Explore

Ask the question early:
Do you need help communicating or understanding information?

Adjust

Adjust communication for consumer needs:

- Resources in plain English or Easy Read
- Teach back
- Support person
- Allow for more time

Record

- eMR
- Care plans
- Huddles
- Handover



Embed and Strengthen

- Use data to understand consumer needs when accessing the service.
- Co-design services with consumers for continuous improvement.
- Embed accessible communication in everyday practice.



Develop and Enhance

- Training staff in accessible communication.
- Providing tailored resources (Easy Read, visuals, images, patient stories).
- Adapting environments (quiet spaces, improved lighting, fewer interruptions).

