

Communication for Safe Care

Helping people with communication support needs get better healthcare

South Western Sydney Local Health
District

Emergency Department

Project Report – Easy Read Version

March 2025



How to use this report



The Communication for Safe Care Project (the project) wrote this report.

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.



This report is a **summary** of our report for South Western Sydney.

A summary only includes the most important ideas.



You can ask for help to read this report.

A friend, family member, or support person may be able to help you.

Acknowledgement of Country



We recognise First Nations peoples as the traditional owners of the land we live on – Australia.



They were the first people to live and use the:

- land
- waters.

Acknowledgement of Lived Experience



We thank people in Australia who know about communication disabilities. Their help is important.

Without their knowledge, we cannot make healthcare fair for everyone. Their voices and experiences are very important to us.

What is the Communication for Safe Care Project?



We wanted to make communication in healthcare better.



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



We worked with the **Emergency Department** to make going to the dentist easier.

An Emergency Department is a place in a hospital where people go when they are very sick or hurt and need help quickly.

What did the project do?



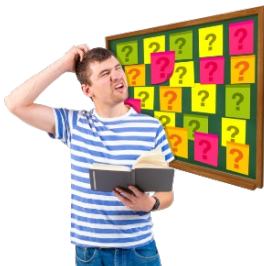
We talked to people with communication disabilities.

They told us about problems they have talking in the hospital.

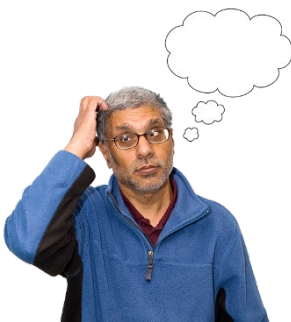


We also talked to healthcare workers like nurses, doctors, and the reception staff.

They told us about the problems they have talking to people with communication disabilities.



We listened to their problems. This helped us decide what problem to work on.



The problem we decided to work on was:

How people think about disability and how the hospital space is not easy for everyone to use.

We wanted to fix this problem to help people communicate better in healthcare.



We had a workshop.

People with communication disabilities and healthcare workers joined the workshop.



They worked together to help us fix the problem.

They came up with lots of ideas.

They decided we could fix the problem by:

- finding out who has communication support needs
- asking people what reasonable adjustments are needed.
- Using pictures to help people communicate



They also decided that we should help healthcare workers know more about disabilities by teaching them.

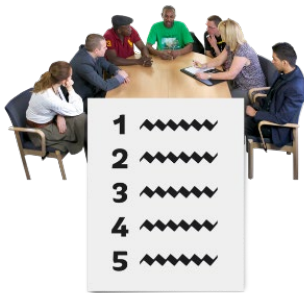




We helped the Emergency Department by making pictures and posters.

The pictures and posters help people to communicate.

They help people to know about communication support needs and reasonable adjustments.



We taught healthcare workers about communication disabilities.



They learnt about:

- disabilities
- how to communicate better

how to make reasonable adjustments



Healthcare workers told us that the training helped them to be more confident.

We learned a lot from this project. Some of the things we learned are:



When people with disabilities and healthcare workers work together, they find better answers.



- Regular training helps healthcare workers to stay confident.



- Listening to healthcare workers and people with disabilities is important.

Thank You



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

Thank you to the people who shared their stories with us.



Thank you to the healthcare workers who helped us.



Thank you to the research team and the project team.

We are grateful for your help.

How to find out more about the project

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



Send us an email.

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



Go to our website.

[SWSLHD - Primary & Community Health](#)