Communication

It is integral that a culture of positive communication is fostered within services that support people with communication support needs, as poor communication can often lead to poorer inclusion, engagement, and empowerment of people. Supporting communication must occur at an individual level and at a whole of service level.

Individuals need to be supported using communication aids that suit their unique needs, and the aids must be updated and maintained regularly to ensure that they continue to be relevant to that person. Without appropriate support, any communication aid could be rendered useless, for this reason, support staff must be trained to support the use of the aids.

At a service level, an organisation must work to ensure that their staff are equipped with the basic knowledge needed to recognise and support communication needs, and to provide staff with resources to assist them to support clients/residents to understand their rights, and changes in their world. Supports to enable supported decision making must also be in place to facilitate a person-centred approach to this issue.

The five good communication standards:

Standard 1: There is a detailed description of how best to communicate with individuals.

Standard 2: Services demonstrate how they support individuals with communication needs to be involved with decisions about their care and their services.

Standard 3: Staff value and use competently the best approaches to communication with each individual they support.

Standard 4: Services create opportunities, relationships and environments that make individuals want to communicate.

Standard 5: Individuals are supported to understand and express their needs in relation to their health and wellbeing.

Resources:

5 Good Communication Standards RCSLT:

[Microsoft Word - RCSLT Good standards v 8 Nov 13](#)

5 Good Communication Standards RCSLT:

Easy read version

[5-good-comms-standards-easy-read.pdf (rcslt.org)](#)

Accessing Communication Aids & training (face-to-face, online or eLearning)

Email: necas@scopeaust.org.au

Supported Decision making for workers guide:

[Scope-Decision-making-SupportWorkers_web.pdf (scopeaust.org.au)](#)

Easy English translations:

https://www.scopeaust.org.au/services-for-organisations/access-and-inclusion-for-businesses/accessible-information/

Accessing support to design, create and implement communication aids:

https://www.scopeaust.org.au/wp-content/uploads/2021/02/Customised-communication-aids-catalogue-new.pdf

Information and a range of communication aids, including baseline templates (Connecting Me Toolkit)

Part 1:

https://www.scopeaust.org.au/wp-content/uploads/2020/03/Toolkit-Part-1.pdf

Part 2:

https://www.scopeaust.org.au/wp-content/uploads/2020/03/Toolkit-Part-2.pdf

The Triple C: Checklist of Communicative Competencies (Communication Assessment)

https://www.scopeaust.org.au/wp-content/uploads/2015/05/5.Triple-C.pdf

Acknowledgement: We would like to thank the Communication Resource Centre from SCOPE

for providing information for this Tip Sheet.