



Complex Communication v 1.0

EITR will make sure people using our services can exercise their rights about communication, including the right to:

- ❖ Communicate and be listened to
- ❖ Understand what is being communicated to them
- ❖ Have access to the aids, services and resources they need to communicate
- ❖ Be respected as an equal partner in conversation
- ❖ Choose how they want to communicate
- ❖ Make decisions in all areas of their life
- ❖ Express their feelings
- ❖ Ask for or reject information, objects or actions
- ❖ Be included in social interactions
- ❖ Live and work in environments that promote communication and support their needs
- ❖ Be communicated with in ways that are meaningful, respectful and culturally and linguistically appropriate.

EITR staff will take practical steps to help make sure people using services can communicate effectively with other people, and can achieve as much independence as possible, including:





1. Providing professional assessment of the communication skills and making recommendations.
2. Providing augmentative and alternative communication strategies and resources
3. Ensuring the participant, and members of their natural support network, are involved in the assessment and selection of communication strategies
4. Actively promoting the use of these strategies for the participant to communicate day to day choices as well as major decisions, and to promote better access to community activities and relationships
5. Discussing how effective the strategies are with the person using the service and people in their support network.

Augmentative and alternative communication (AAC)

Augmentative and Alternative Communication (AAC) includes all forms of communication (other than oral speech) that are used to express thoughts, needs, wants, and ideas.

People with severe speech or language problems rely on AAC to supplement existing speech or replace speech that is not functional. Special augmentative aids, such as picture and symbol communication boards and electronic devices, are available to help people express themselves. This may increase social interaction, and feelings of self-worth.

