

Gets the Message

A Communication Hub resource

(Gentle upbeat music)

1

00:00:15,610 --> 00:00:17,774

Communication is unique.

2

00:00:17,784 --> 00:00:23,242

We all get our message across in different and diverse ways.

3

00:00:23,252 --> 00:00:26,790

Everyone has the right to communicate.

4

00:00:30,330 --> 00:00:34,188

*Hello. My name is Julie. I am
a speech pathologist.*

5

00:00:35,890 --> 00:00:38,455

My work involves advocating for communication diversity

6

00:00:38,465 --> 00:00:43,022

and supporting those who may need assistance to communicate.

7

00:00:43,032 --> 00:00:47,958

There are things we can all do to make communication accessible.

8

00:00:48,134 --> 00:00:49,970

Let me show you.

9

00:00:52,030 --> 00:00:53,950

Richard is ordering a coffee.

10

00:00:53,970 --> 00:00:57,477

He has aphasia, which means he knows exactly what he wants.

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00:00:57,487 --> 00:01:01,600

But the message gets a little scrambled when it comes out.

12

00:01:01,670 --> 00:01:06,260

To order his coffee, Richard uses a picture card.

13

00:01:11,030 --> 00:01:14,400

*The waitress supports Richard's communication style by
taking his order*

14

00:01:14,470 --> 00:01:18,656

and confirming that she understood the message correctly.

15

00:01:20,430 --> 00:01:22,190

Craig is an indigenous Australian.

16

00:01:22,200 --> 00:01:27,320

His nonverbal language, such as eye contact and body language, reflect his culture and history.

17

00:01:27,790 --> 00:01:35,627

Dr Mitchell respects Craig's communication style by reading his cues and adapting his own communication.

18

00:01:35,637 --> 00:01:40,480

Communication diversity is not just about recognising the different languages we use,

19

00:01:41,020 --> 00:01:44,756

but also our non verbal language styles.

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00:01:44,766 --> 00:01:47,805

Miss Jones is a grade two classroom teacher.

21

00:01:47,815 --> 00:01:53,220

She has a voice disorder, sometimes caused by overuse and strain on the voice.

22

00:01:53,230 --> 00:01:58,241

To help her to communicate effectively, she uses an amplification device

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00:01:58,251 --> 00:02:03,829

which reduces her need to raise her voice even when her classroom is a little rowdy.

24

00:02:04,830 --> 00:02:08,237

Josh has just told his mates about a joke he heard on the weekend.

25

00:02:08,247 --> 00:02:15,881

Using his speech generating device, he uses a programme on his tablet that lets him type out what he wants to say.

26

00:02:15,891 --> 00:02:20,166

Lauren has low literacy and has difficulty reading and writing.

27

00:02:20,358 --> 00:02:26,396

*Here, the bank teller has offered her
a form in an easy-to-read format called Easy English.*

28

00:02:26,406 --> 00:02:32,551

This allows Lauren to do her banking by herself without relying on other people to help her.

29

00:02:32,561 --> 00:02:38,679

Tom has autism spectrum disorder and sometimes has difficulty understanding spoken language.

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00:02:38,689 --> 00:02:44,930

His basketball coach is helping him to understand today's lesson by using a visual timetable.

31

00:02:48,950 --> 00:02:50,802

How we communicate is unique.

32

00:02:50,812 --> 00:02:56,255

The examples we have just seen are just a few ways in which people might communicate.

33

00:02:57,890 --> 00:02:59,671

If someone is communicating in a different way to you

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00:02:59,681 --> 00:03:04,975

find out about how they can and like to communicate so you can interact with them.

35

00:03:04,985 --> 00:03:07,981

After all, communication is a two way process.

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00:03:07,991 --> 00:03:11,238

We all need to be able to listen and to be heard.

37

00:03:11,404 --> 00:03:15,240

By supporting communication access, everyone gets the message.

(Gentle upbeat music)