Communication Access Network

Communication Access Network Victoria - CAN CRC and 11 Regional Communication Services
Eastern region C.A.N service is:

- A partnership between Yooralla and “each”
- Staffed by myself, Bronwen Jones, Speech Pathologist and based at “each” Bayswater.

Direct: 8720 1143
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Eastern region: Who are we?

Seven Local Government Areas
- Boroondara
- Knox
- Manningham
- Maroondah
- Monash
- Whitehorse
- Yarra Ranges

Communication Accessibility, Staff training, disability consultative committees, strong partnerships and projects particularly with Metroaccess
An eastern region communication service…

To build capacity of communities to support people with communication difficulties by:

• Partnering on community projects to improve community inclusion

• Supporting individuals with communication difficulties in developing leadership roles

• Providing education, training and advocacy
Eastern region C.A.N service

A Communication service designed:

• To promote participation and inclusion for people with limited speech/communication in their communities

• By promoting appropriate access to information so that people can make informed decisions and have genuine input
Eastern region C.A.N services

• People with limited communication (complex communication needs-CCN) and their families/carers.

Broader reach at a community level:

• others with communication access issues (eg: people from CALD background, people with literacy issues)
Eastern region C.A.N service

Activities

• Consult on communication accessibility (strategies and tools)

• Provide education and training

• Promote leadership roles
Rolling out the Communication Access Symbol

Knox Council

Boroondara

Monash Aquatic Recreation Centre

Monash Council
What is communication access?

“Communication Access occurs when people are respectful and responsive to individuals with communication disabilities, and when strategies and resources are used to support successful communication” (draft 2013).
What is communication accessibility

A place where there are people who:

- **talk directly** to the person
- have a **positive attitude** to customers with little or no speech
- have **communication aids** to support communication
- take **time** to communicate
- take some **responsibility** for successful communication
- are **aware** that people use many ways to communicate
- don’t pretend to understand.
Communication Accessible places

A place where there are **people** who:

- **talk directly** to the person
- have a **positive attitude** to customers with little or no speech
- have **communication aids** to support communication
- take **time** to communicate
- take some **responsibility** for successful communication
- are **aware** that people use many ways to communicate
- don’t pretend to understand.
Completing the puzzle
Part of wider access theory
Benefits of becoming communication accessible

- “Good Communication is Good Business”
- Compliance - Human Rights legislation
- Disability Action plans
- Increase customer base
- Tourist market
- Recognition
- Productivity – COM.
Communication Access Assessments

• Completed by paid communication assessors (supported)

• Communication access readiness?

• Mystery customer

• Points of access/critical points

• Nature of business

• Nature of enquiries - phone, email, face to face

• Using NRS, phone enquiry - speech generating devices
Currently……..

• Have 18 trained assessors in Victoria.

• Paid positions - all employed casually.

• Communication access assessments cost $300.
How do I get the Communication Access Symbol?

1. Enquiry

2. Pre-assessment / ready for assessment?

3. Assessment conducted
Who receives services

- Councils, including libraries, leisure centres, sporting clubs etc.
- Shopping centres, local services and traders groups.
- General public: volunteers, groups and organisations
- Neighbourhood houses
- Disability services (day and residential) and families
Good access is good business

City of Monash Postcard for Traders

• **23% of people in the City of Monash are over 60 years of age** (ABS Disability, Ageing and Carers 2009)

• **5.2% of Monash’s population are aged under five** (City of Monash Population forecast 2010)

• **Almost 46% of Australians aged 15 to 74 years have literacy that does not allow them to read newspapers** (ABS Australian Adult Literacy skills survey 2006)

• **1 in 5 people in Australia have a disability** (ABS 2006)

Is your business accessible?
Good access is good business

23% of people in the City of Monash are over 60 years of age
City of Monash Population forecast 2010

Almost 46% of Australians aged 15 to 74 years have literacy that does not allow them to read newspapers
ABS Australian Adult Literacy skills survey 2006

5.2% of Monash’s population are aged under five
ABS 2006

1 in 5 people in Australia have a disability
ABS Disability, Ageing and Carers 2009

Is your business accessible?

yooralla you can
Communication Access Network

FOR PEOPLE WITH A DISABILITY

scope
tips for good accessibility

divided into:

physical access
- Have a flat, level entrance
- Ensure aisles are wide enough (preferably 1.2 metres)
- Have goods within reach for someone in a wheelchair
- Avoid obstacles in aisles

customer service
- Focus on the person, not the disability
- Talk to the person and not to their carer
- Be polite, friendly and take the time to listen

signage
- Use clear direct language
- Use minimum 14 point font
- Use dark text on a light background

For more information contact the City of Monash MetroAccess Worker on 9518 3555 or metroaccess@monash.vic.gov.au
Good access is good business

23% of people in the City of Monash are over 60 years of age

Almost 46% of Australians aged 15 to 74 years have literacy that does not allow them to read newspapers

5.2% of Monash's population are aged under five

1 in 5 people in Australia have a disability

Is your business accessible?

Monash 23%的人口超过60歲

在澳洲的15歲至74歲的人口中，將近46%的人缺乏閱讀報紙的識字能力

Monash 5.2%的人口不足5歲

在澳洲每5個人就有1個有某種殘疾

您的生意便於顧客獲得服務嗎？

Un buon accesso è un buon affare

Il 23% degli abitanti del Comune di Monash ha più di 60 anni

Quasi il 46% degli australiani in età tra 15 e 74 anni non sono in grado di leggere il giornale

Il 5.2% della popolazione di Monash è sotto ai cinque anni di età

In Australia 1 persona su 5 è portatore d'invalidità

I vostri locali sono accessibili?

yooralla

you can

CAN

Communication Access Network

scope

FOR PEOPLE WITH A DISABILITY
Good access is good business

Trader’s Draw for Access Prizes for local shops

Credit Line
• Visual access

Hairdresser
• Accessible chair and washbasin

Hotel
• Accessible plain English website

Bronwen Jones and Lyn Hatton draw prize
Disability services in eastern region?

• Day Services and residential
  https://maps.google.com.au/maps/ms?f=q&geocode=&ie=UTF8&t=h&oe=UTF8&msa=0&msid=113623562115352857329.00044c72b5fdb61d04a8

• 40 day services
• Unknown number residential
• 10 adult employment workplaces
• 9 Pre-vocational education and training

➢ Whole of service consultancy, staff training, Communication coordinator training, some individual consultancy
Community Houses in the Eastern region

29 Inner East Neighbourhood houses (NIECH)
http://www.anhlc.asn.au/find/niech

30 Outer East Neighbourhood houses (CHAOS)
http://www.anhlc.asn.au/find/chaos

- Communication access work
- Front of house aids and strategies
- General staff and user communication presentations
- Consultancy regarding individuals with communication difficulties, especially behaviours of concern
Get Me About Finder

- Getmeabout.org.au
- Website funded through eastern LGA’s and Murrindindi and Nillumbik
- Plain English, user friendly website to find activities in your local area or to search for non public transport options
- Design brief was around reducing isolation and aimed at people with basic literacy
Current key projects

• **Communication Coordinator training**: 15 key staff, half day training every 3 weeks, 13 modules

• **Communication Access Training**: Monash Council and Monash Aquatic and Recreation Centre, Knox Council, Knox Leisureworks, Boroondara

• **Good access is good business**

• **Stroke a Chord choir**: Advocacy and education about speech impairment through performance, public education, book and short film. Includes research into benefits of choirs and singing.
Stroke a chord choir

- Improve mood (reduce depression)
- Community inclusion
- Self esteem
- Community education
Stroke a Chord Choir

- Friendship
- Fun
- Sense of Purpose
- Peer support
More information

For more information please contact

Communication Resource Centre

Phone 9843 2000

Email crc@scopevic.org.au