Communication Access
Principles for best practice in
Aotearoa
New Zealand
Annette Rotherham
New Zealand Speech-language therapists’ Association (NZSTA)

Dean Sutherland
University of Canterbury
NZSTA provided funding
RCSLT - Giving Voice UK campaign
What is Communication Access?

- enablers communication success in all environments with all people
- Communication occurs in all aspects of life!
- It's about relationships and participation
- Central to the UNCRPD
  - Articles 26, 27, 29, 30 – and many others
● ...about creating “Communication Ramps”
● ...ensuring people can participate fully in their communities, workplaces, schools
● ...being fully involved in decisions affecting all aspects of their lives (Article 12).
https://www.youtube.com/watch?v=_YFdxMN9f-I
● 1 in 10 people worldwide.
● not just talking, it is processing spoken and written language, reading and following signs.
● What can be done to facilitate communication access and maintain human rights to effective communication?
1) Time to talk 2) Supportive attitudes 3) Quiet Space 4) Speak slowly 5) Easy read formatting
Development of the 5 Principles:

- Consumer consultation within NZ
- Literature review - Aphasia Friendly, Dementia Friendly
- International Policy review of other Speech language Therapy Association (e.g., RCSLT, ASHA, SPA)
About communication – and it’s many forms
And many supports
Belief that everyone can communicate!

- acknowledge competence and all modes of communication
- be willing to help and give time
Revealing competence
- ask someone what their communication needs are - active listening skills, give time
to respond, use communication tools - support to make decisions - everyone gets the message
information
-
a person’s communication needs are understood and shareable (e.g., Article 25)
Accessible communication opportunities -
- Clear signage - support for face to face communication - communication tools are available - noise levels and lighting are considered.
Are you communication accessible?

https://www.youtube.com/watch?v=egpDZxSDZUc&t=109s
● New Zealand Speech Language Therapist’s Awareness and Advocacy Campaign
● Over 400,000 New Zealanders
● Speech language Therapy makes a critical difference
● Everyone has the right to effective communication.
COMMUNICATION ACCESS, EASY AS!

***
**
***
**
***

*Easy read formatting*

*Speak slowly*

*Supportive attitudes*

*Quiet*

*Space*

*Time to talk*

*Giving Aotearoa*

Speech-Language Therapy-working in partnership to enhance lives