



Visiting Uniting Communities:  
**Communication Aid**

# How to use this booklet.

- ▷ When a person with a communication difficulty approaches you, greet them in a friendly way. Ask the visitor **‘What can I help you with today?’**.
- ▷ Give them time to use their preferred communication method. Stay present with them and follow their lead with communication.
- ▷ **If you are unable to work out what the visitor is communicating, offer this booklet**
  - If they would like to use it, turn to the Communication page and identify how they will communicate with you and how best to communicate with them.
  - A person may use the book and multiple methods to communicate. e.g. gesture, facial expression and/or a device. It is important to respond to all of these interactions.
  - Turn to the ‘Welcome to Uniting Communities’ page and ask **‘What can I help you with today?’** Remember to pause and give the person time to look at the booklet.
- ▷ **If the person points to a symbol:**
  - Repeat what they selected to clarify their message. E.g **‘Oh, you’re here for an appointment. Is that right?’**
  - Note: The person may use the ‘yes’ and ‘no’ symbols at the top of the page or another method to respond
  - If they point to ‘No’ or indicate ‘No’ in some other way, then ask **‘Can you show me again?’**
  - Note: It may be important to confirm **‘How do you say “Yes”?’** and **‘How do you say “No”?’**
- ▷ **If the person does not point to anything and does not appear to have another method to communicate:**
  - You can point to a symbol on the page and ask a question like **‘Are you here to see someone?’**
- ▷ You will notice some messages in green boxes. These are messages you might say to a visitor.
- ▷ When you identify what the person needs, you can use the information card to write down key points.
- ▷ Always check with the person to confirm that you have understood and always ask **‘Is there anything else?’**

Scan the QR code for our  
Communications video



Yes 

# Help with communication

No 

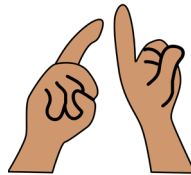
How do you communicate?



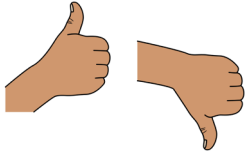
I talk



I sign



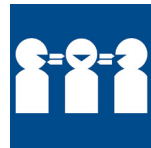
I say yes. I say no



I point



I need an interpreter



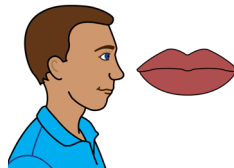
I use a communication tool



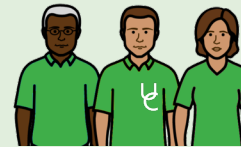
I write. I spell



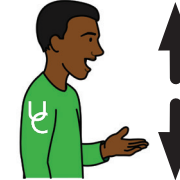
I read lips



How can we help?



talk louder or softer



talk slowly. give me time



ask me yes or no questions



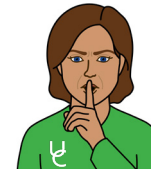
show me pictures



write or draw



go to a quiet place



check I understand



I need a communication assistant

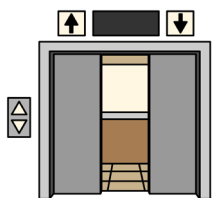


Yes 

# Welcome to Uniting Communities

No 

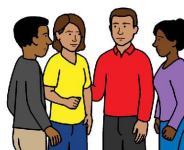
I need help with the lift



Clean Needle Program



I am here for an event/ meeting



I'm looking for work



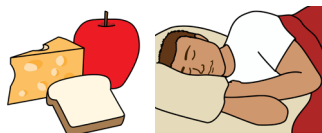
something else



I have an appointment  
(go to page 2)



food and shelter



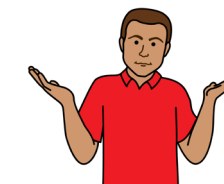
I need directions  
(go to page 2)



U City accommodation  
(go to page 10)



I don't know



where is the toilet?



I would like to see  
someone (go to page 2)



I would like some  
information (go to page 2)



alphabet and number  
board (go to page 11)

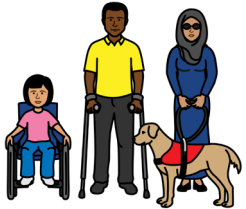
**ABC**  
**123**

Yes 

# Uniting Communities Services

No 

disability services



counselling  
(go to page 3)



LGBTIQA+  
(go to page 9)



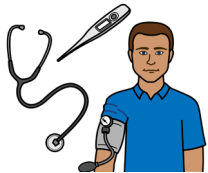
drug and alcohol  
(go to page 8)



something else



health and medical  
(go to page 4)



families and children  
(go to page 5)



Aboriginal services



aged care



I don't know



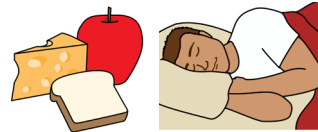
young people  
(go to page 6)



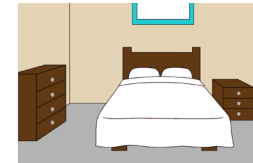
financial and legal  
(go to page 7)



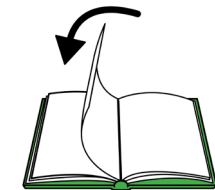
food and shelter



U City accommodation  
(go to page 10)



go back to page 1



Yes 

# Counselling services

No 

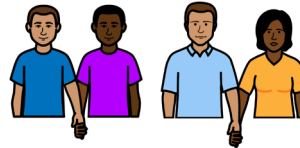
drug and alcohol  
(go to page 8)



family and children  
(go to page 5)



relationship



I can help you



something else



young people  
(go to page 6)



domestic violence



mental health



I will get you a ticket/  
information



I don't know



LGBTIQA+  
(go to page 9)



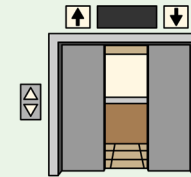
sexual abuse



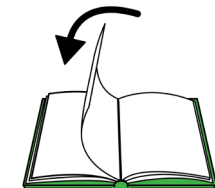
new to Australia



I will help you  
with the lift



go back to page 1



Yes 

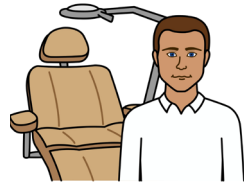
# Health and medical services

No 

doctor  
(Streetlink Youth Health  
Service under 25)



Respect Dental



I can help you



something else



nurse  
(Streetlink Youth Health  
Service under 25)



physiotherapy



I will get you some  
information



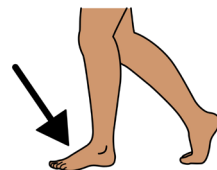
I don't know



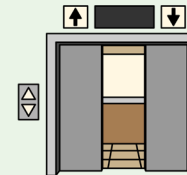
Akkadian Health  
(level 1)



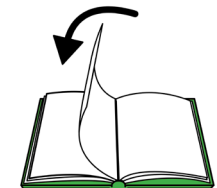
podiatry



I can help you  
with the lift



go back to page 1



Yes 

# Families and children

No 

counselling



mediation



I can help you



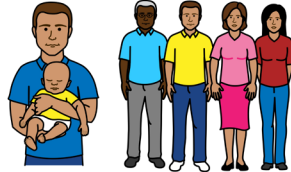
something else



foster care



parenting groups



I will get you some information



I don't know



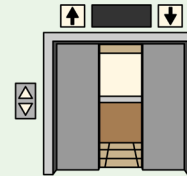
new to Australia



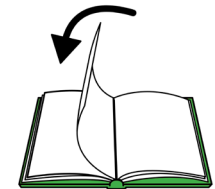
mental health



I can help you with the lift



go back to page 1



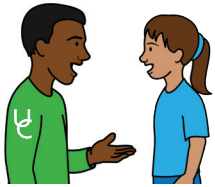


Yes 

# Services for young people

No 

counselling



drug and alcohol



Bfriend  
LGBTIQA+



I can help you



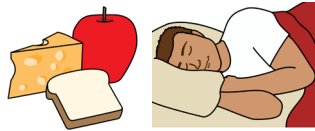
something else



doctor



food and  
a place to live



Clean Needle  
Program



I will get you some  
information



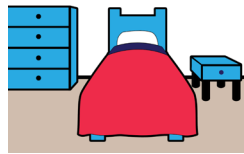
I don't know



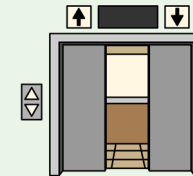
nurse



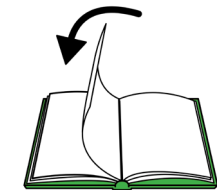
Ruby's residential  
program



I can help you  
with the lift



go back to page 1



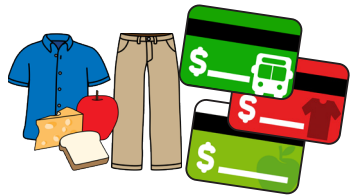
Yes 

# Financial and legal

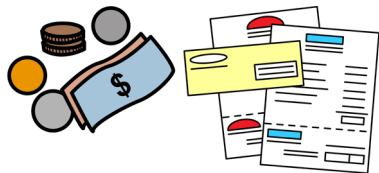
No 

## Financial Assistance

emergency assistance



financial support



financial counselling



## Law Services

Uniting Communities  
Law Centre (Level 3)



Finlaysons Lawyers  
(Level 6)



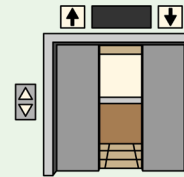
I can help you



I will get you some  
information



I can help you  
with the lift



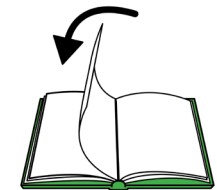
something else



I don't know



go back to page 1



Yes 

# Drug and alcohol

No 

Clean Needle Program



core worker



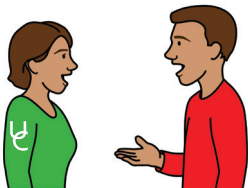
I can help you



something else



counselling



family support



I will get you some information



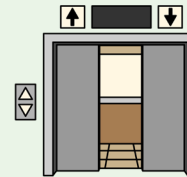
I don't know



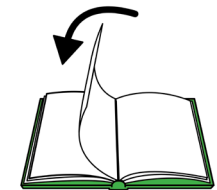
residential program



I can help you with the lift



go back to page 1



Yes 

# LGBTIQA+ services

No 

LGBTIQA+



family support



I can help you



something else



peer support - Bfriend



appointment



I will get you some information



I don't know



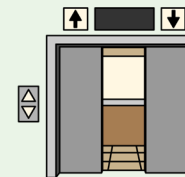
social group



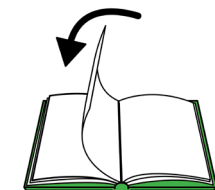
information



I can help you with the lift



go back to page 1

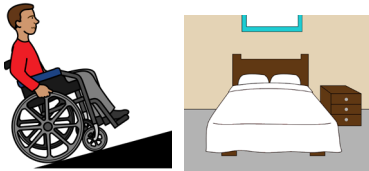


Yes 

# U City accommodation

No 

short term accessible accommodation



information



checking in



something else



specialist disability accommodation



appointment



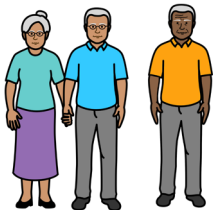
I can help you



I don't know



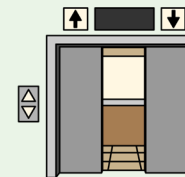
retirement residences



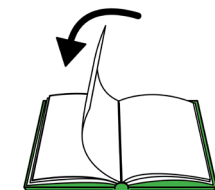
moving in



I can help you with the lift



go back to page 1





1 2 3 4 5 6 7 8 9 0



it starts with...

Q W E R T Y U I O P

I'm not sure

new word

A S D F G H J K L

I made a mistake I'll start again

I'd like to ask you something

Z X C V B N M ?

thank you

11/23 CA-004

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