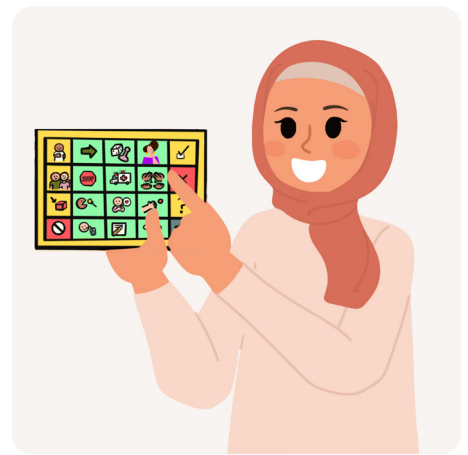


Accessible customer service

Communication beyond speech

Not everyone uses speech to communicate. 'Augmentative and Alternative Communication' or AAC is the word we use to describe different methods of communication. An accessible customer experience means everyone can get their message across, including AAC users.

Three ways to say 'thankyou'

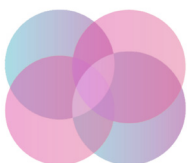


Your customer's rights

In Australia, the Disability Discrimination Act (1992) makes it illegal for businesses to exclude a customer from accessing goods and services because of their disability. Supporting AAC users means more customers are welcome to access and enjoy your products and services.

Give accessible customer service with confidence

Practise using different types of AAC in our customer service training, delivered by people with communication disability and speech pathologists.



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