

# Accessible customer service

## Defining communication

Communication includes how we get our message across, and how we understand others. It includes speaking, reading, writing, thinking, attention, memory, hearing and vision.

## Three examples of communication disability

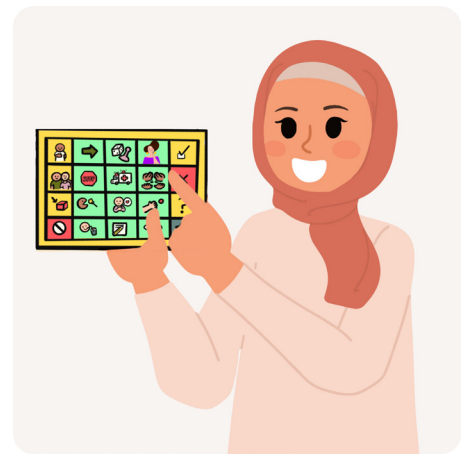
Communication disability is an impairment in one — or many — aspects of communication.



A person whose cerebral palsy impacts motor speech uses a voice-generating device instead.



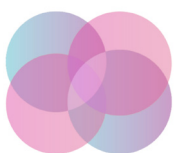
An autistic person who is selectively non-verbal uses Key Word Sign to communicate.



A person with intellectual disability points to pictures to make basic requests.

Want to master accessible communication?

Flexible and responsive customer service benefits all customers, including people with different communication access needs. In Australia, 1 in 7 people will experience communication disability at some stage in their lives. Get confident using accessible communication in our customer service training, delivered by trainers with communication disability and speech pathologists.



Embrace **Access**

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