



# Quarterly Newsletter

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HEAD OFFICE  
PARKDALE - COMMUNITY  
HEALTH SERVICES  
335 Nepean Highway  
Parkdale 3195  
T. 8587 0200 F. 8587 0210

CHELSEA - COMMUNITY  
HEALTH SERVICES  
23 Bath St Chelsea 3196  
T. 9781 9333

CLARINDA - COMMUNITY  
HEALTH SERVICES  
58 Viney St Clarinda 3169  
T. 9552 4333

PLANNED ACTIVITY GROUPS  
Day Programs For The Aged  
31 Venice St Mentone 3194  
T. 9583 6970

ADULT COMMUNITY OPTIONS  
Day Programs For People  
With An Intellectual Disability  
335 Nepean Highway  
Parkdale 3195  
T. 8587 0250



Welcome to the latest edition of the CBCHS Quarterly Newsletter! This edition features an article about communicating with people who have complex communication needs. I hope you find this newsletter informative and of assistance in the future. If you have any suggestions regarding content of future articles, please let me know. I would like to thank the author of this article Andrea McQueen for her time and effort.

Warmest regards and look after your own health.

Chris Fox CEO

## Communicating with People who have Complex Communication Needs

Communication is an integral part of life, so much so that we take it for granted; but for the one in 500 people with Complex Communication Needs, communication is a daily challenge.

People with Complex Communication Needs may use speech, communication aids, or a combination of speech and communication aids.

People with Complex Communication Needs either cannot speak or have speech which is difficult to understand.

There is a variety of communication aids that people may use. Some are electronic with a voice output, others may require you to look at a book or boards with words and images.

This includes:

1. People with congenital disabilities, such as autism, cerebral palsy and down syndrome.
2. People who have sustained a stroke (CVA) or head injury.
3. People with progressive neurological conditions, such as motor neurone disease.

*If you would like to know more about Complex Communication Needs, please contact the Inner South Communication Service on **8587 0258***

## YOU CAN HELP

Central Bayside Community Health Services Inc. appreciates the gifts of supporters to help meet the ever-increasing needs of its community. If you can help, simply fill out this form and send it, along with your donation, to the address below.

*YES I would like to help*

Name \_\_\_\_\_

Address \_\_\_\_\_

Post code \_\_\_\_\_

Tel (H) \_\_\_\_\_

(W) \_\_\_\_\_

Enclosed is my donation of

\$25  \$50  \$75  \$100

other \$ \_\_\_\_\_

Enclosed is my cheque/money order payable to

Central Bayside Community Health Services Inc.

or please charge my

Visa  B/Card  M/Card

Card No

\_\_\_\_\_

Name on card

\_\_\_\_\_

Signature

\_\_\_\_\_

Expiry Date

or you can make your credit card donation over the phone by calling 8587 0301

All donations of \$2 or more to CBCHS are tax deductible. Donations will be acknowledged and a receipt provided for taxation purposes.

### Further information

If you require any other information, please tick the appropriate boxes below and send this form to us.

Please send me information on how to include CBCHS in my Will

I would like to talk to someone, in strict confidence, about including CBCHS in my Will

**Return your completed form to:**

CEO  
Central Bayside Community Health Services Inc.  
335 Nepean Highway  
Parkdale 3195

For people with Complex Communication Needs, going to the shops can be a challenge. So can a visit to the GP or a trip to the bank.

However, there are a few simple things we can all do to help ensure that communication is successful.

### Here are a few ideas:

Where possible, find a quiet environment to talk in and minimise distractions

- Make eye contact with the person (not with their carer)

- If necessary, ask the person how they communicate, e.g. how they say 'yes' and 'no'

- If you don't understand what the person is saying ask them to repeat it

- Speak at a normal conversational volume.

- Take time to communicate as it may take longer for the person to participate in a conversation

- If appropriate, ask the person if they are happy for you to finish sentences for them. Be aware that some people find this offensive and will want to complete sentences themselves.

- Don't cut in or talk over the top of a person when they are generating a message on with their communication device

- Listen to the **message** of what the person is saying, not how they say it

- Treat adults as adults

- Don't make assumptions

- Above all, treat people with courtesy and respect.

The Inner South Communication Service is a service for adults with Complex Communication Needs, which is based at Central Bayside Community Health Services. The Inner South Communication Service aims to support the participation of people with Complex Communication Needs in their local communities through:

- Consultation to community organizations

- Training

- Resource development

- Community development project

- Provision of Speech Pathology services

### CBCHS WEBSITE

For further information about CBCHS, including services offered, events, publications, health promotion, please have a look at our website:

[www.cbchs.org.au](http://www.cbchs.org.au)