Ways people understand and express themselves and ways organisations should respond

Communication Inclusion People

Ways of communicating	People included	Organisations should
Written word	Harder so fewer people	• Use writing and alternative formats such as, braille, large print and easy read • Require as little writing as possible
Speech / **Sign language**		• Use speech and signing • Respond to people using speech and signing to express themselves
Photographs / **Drawings, cartoons** / **Symbols, icons**		• Use pictures • Respond to people using pictures to express themselves
Objects / **Look, eye point, eye contact** / **Facial expressions** / **Gestures**	Easier so more people	• Demonstrate things with movements and objects • Respond to people using movement and objects to express themselves
Routine / **Touch** / **Body movements** / **Natural human sounds** / **Place**		• Lead people through activities in familiar places in similar ways each time • Respond to people using touch, movements, sounds and location to express themselves