Communication Board

- Please ask me Yes or No questions
- I want information about my application
- I want help
- Can you write it down?
- Where is the toilet?
- I want information about the NDIS
- When is my planning appointment?
- I have a question
- Thank you
- Please call me a taxi
- I want to become an NDIS participant
- I need claim forms
- I don’t understand
- I have a compliment
- It’s not on this board. It’s something different.
- I have an appointment
- I don’t know
- I will spell it
- I have a complaint
- Please get my communication system

© Produced by Scope’s Communication & Inclusion Resource Centre 2016 www.scopevic.org.au
Mayer-Johnson LLC a Tobii Dynavox company. All Rights Reserved Worldwide. Used with permission. Boardmaker™ is a trademark of Mayer-Johnson LLC. ClipArt © Inspired Services, UK. www.inspiredservices.org.uk
How to use a communication board

Communication boards can help people who cannot talk or have speech that is difficult to understand.

1. **Introduce yourself**
   
   Ask: *Do you need help? How can I help you?*
   
   If someone has a communication difficulty and you don’t understand their message – offer a communication board.

2. **Ask the person to show you how they say Yes and No**
   
   You can say: *Can you show me how you say yes?* Look for a response. Then ask, *Can you show me how you say no?* And clarify with the person that you have understood correctly.

3. **Choose the right board**
   
   Show the picture board, word board and spelling board.
   
   Say: *Would you like to use a board? Which one would you like to use?*
   
   Place the chosen communication board on a stable surface in front of the person so they can easily see it and reach it.

4. **Instructions for using a picture board or word board**

   - **If the person can point to the board**
     1. Ask the person if they would like you to read out the messages to them. Look for a *Yes* or *No* response.
     2. Ask the person to point to what he or she wants to say.
     3. Check you have understood the message, e.g. *Are you asking about....?*
     4. Look for a *Yes* or *No* response.

   - **If the person can’t point, but can look at what they want to say**
     1. Ask the person if they would like you to read out the messages to them. Look for a *Yes* or *No* response.
     2. Say to the person: *Look around the board and find your message.*
     3. Say to the person: *Let me know you’re ready to talk by looking at my eyes.*
     4. When the person looks at your eyes, say to them: *You’ve looked at my eyes to tell me you are ready. Now, look at what you want to say.*
     5. Watch the person’s eyes to see where they look. Touch that message and ask if that is what they want to say. Look for a *Yes* or *No* response.

   - **If the person can’t point or use eye gaze independently, you may want to scan through the messages and wait for their yes/no response**
     1. Ask the person if they would like you to read out the messages on the board. Look for a *Yes* or *No* response.
     2. Read the messages in the first column, pointing to each message as you say them.
     3. Ask the person: *Is what you want to say in that column?*
     4. If the person says *Yes*, read each message again, but this time pause between each message and look for a *Yes* or *No* response.
     5. If the person says *No*, read all messages in the second column, pointing to each message as you say them and ask: *Is what you want to say in that column?*
Sentence Board

**NO**

- Please ask me Yes or No questions
- I want information about my application
- I want help
- Can you write it down?
- Where is the toilet?
- I want information about the NDIS
- When is my planning appointment
- I have a question
- Thank you
- Please call me a taxi
- I want to become an NDIS participant
- I need claim forms
- I don’t understand
- I have a compliment
- It’s not on this board. It’s something different.
- I have an appointment
- I don’t know
- I will spell it
- I have a complaint
- Please get my communication system
How to use a communication board

Communication boards can help people who cannot talk or have speech that is difficult to understand.

1. **Introduce yourself**
   Ask: *Do you need help? How can I help you?*
   If someone has a communication difficulty and you don’t understand their message – offer a communication board.

2. **Ask the person to show you how they say Yes and No**
   You can say: *Can you show me how you say yes?* Look for a response. Then ask, *Can you show me how you say no?* And clarify with the person that you have understood correctly.

3. **Choose the right board**
   Show the picture board, word board and spelling board.
   Say: *Would you like to use a board? Which one would you like to use?*
   Place the chosen communication board on a stable surface in front of the person so they can easily see it and reach it.

4. **Instructions for using a picture board or word board**
   - **If the person can point to the board**
     1. Ask the person if they would like you to read out the messages to them. Look for a *Yes* or *No* response.
     2. Ask the person to point to what he or she wants to say.
     3. Check you have understood the message, e.g. *Are you asking about....?*
     4. Look for a *Yes* or *No* response.
   - **If the person can’t point, but can look at what they want to say**
     1. Ask the person if they would like you to read out the messages to them. Look for a *Yes* or *No* response.
     2. Say to the person: *Look around the board and find your message.*
     3. Say to the person: *Let me know you’re ready to talk by looking at my eyes.*
     4. When the person looks at your eyes, say to them: *You’ve looked at my eyes to tell me you are ready. Now, look at what you want to say.*
     5. Watch the person’s eyes to see where they look. Touch that message and ask if that is what they want to say. Look for a *Yes* or *No* response.
   - **If the person can’t point or use eye gaze independently, you may want to scan through the messages and wait for their yes/no response**
     1. Ask the person if they would like you to read out the messages on the board. Look for a *Yes* or *No* response.
     2. Read the messages in the first column, pointing to each message as you say them.
     3. Ask the person: *Is what you want to say in that column?*
     4. If the person says *Yes*, read each message again, but this time pause between each message and look for a *Yes* or *No* response.
     5. If the person says *No*, read all messages in the second column, pointing to each message as you say them and ask: *Is what you want to say in that column?*
Can you write it down?

I'll start again

I made a mistake

Next word

Ask me Yes or No questions

Can you write it down?

I need some help

Can you write it down?
How to use a communication board

Communication boards can help people who cannot talk or have speech that is difficult to understand.

1. **Introduce yourself**
   Ask: *Do you need help? How can I help you?*
   If someone has a communication difficulty and you don’t understand their message – offer a communication board.

2. **Choose the right board**
   Show the picture board, word board and spelling board.
   Say: *I'm having difficulty understanding you. Would you like to use a board? Which one would you like to use?*

3. **Instructions for using a spelling board**
   - Place the communication board on a stable surface in front of the person so they can easily see it and reach it.
   - When using the spelling board
     - Ask the person to spell out the message.
     - Check you understand by saying each letter or word.
     - Give the person time to finish spelling out their full message. Don’t guess or finish the sentence, unless the person indicates that this is okay.
     - Repeat the full sentence as you have understood it.
     - Look for a Yes or No response.
   - If the person has difficulty using the spelling board, offer the word board or picture board as an alternative.
How to use a communication board

Communication boards can help people who cannot talk or have speech that is difficult to understand.

1. Introduce yourself

Ask: Do you need help? How can I help you?

If someone has a communication difficulty and you don’t understand their message – offer a communication board.

2. Choose the right board

Show the picture board, word board and spelling board.

Say: I’m having difficulty understanding you. Would you like to use a board? Which one would you like to use?

3. Instructions for using a spelling board

- Place the communication board on a stable surface in front of the person so they can easily see it and reach it.

- When using the spelling board
  - Ask the person to spell out the message.
  - Check you understand by saying each letter or word.
  - Give the person time to finish spelling out their full message. Don’t guess or finish the sentence, unless the person indicates that this is okay.
  - Repeat the full sentence as you have understood it.
  - Look for a Yes or No response.

- If the person has difficulty using the spelling board, offer the word board or picture board as an alternative.
Becoming a participant

Please ask me Yes or No questions

When will you tell me if I can become a participant?

I don’t know

I understand

Where is the toilet?

Please explain more about the forms

When is my planning appointment?

I have a question

I will spell it

It’s not on this board. It’s something different.

Please help me with the Access Request Form

Can you explain that again?

I don’t understand

Thank you

Please get my communication system
How to use a communication board

Communication boards can help people who cannot talk or have speech that is difficult to understand.

1. **Introduce yourself**
   *Ask: Do you need help? How can I help you?*
   If someone has a communication difficulty and you don’t understand their message – offer a communication board.

2. **Ask the person to show you how they say Yes and No**
   You can say: *Can you show me how you say yes?* Look for a response. Then ask, *Can you show me how you say no?* And clarify with the person that you have understood correctly.

3. **Choose the right board**
   Show the picture board, word board and spelling board.
   *Say: Would you like to use a board? Which one would you like to use?*
   Place the chosen communication board on a stable surface in front of the person so they can easily see it and reach it.

4. **Instructions for using a picture board or word board**
   - **If the person can point to the board**
     1. Ask the person if they would like you to read out the messages to them. Look for a Yes or No response.
     2. Ask the person to point to what he or she wants to say.
     3. Check you have understood the message, e.g. *Are you asking about....?*
     4. Look for a Yes or No response.
   - **If the person can’t point, but can look at what they want to say**
     1. Ask the person if they would like you to read out the messages to them. Look for a Yes or No response.
     2. Say to the person: *Look around the board and find your message.*
     3. Say to the person: *Let me know you’re ready to talk by looking at my eyes.*
     4. When the person looks at your eyes, say to them: *You’ve looked at my eyes to tell me you are ready. Now, look at what you want to say.*
     5. Watch the person’s eyes to see where they look. Touch that message and ask if that is what they want to say. Look for a Yes or No response.
   - **If the person can’t point or use eye gaze independently, you may want to scan through the messages and wait for their yes/no response**
     1. Ask the person if they would like you to read out the messages on the board. Look for a Yes or No response.
     2. Read the messages in the first column, pointing to each message as you say them.
     3. Ask the person: *Is what you want to say in that column?*
     4. If the person says Yes, read each message again, but this time pause between each message and look for a Yes or No response.
     5. If the person says No, read all messages in the second column, pointing to each message as you say them and ask: *Is what you want to say in that column?*
Becoming a participant

NO

Please ask me Yes or No questions

When will you tell me if I can become a participant?

I don’t know

I understand

Where is the toilet?

Please explain more about the forms

When is my planning appointment?

I have a question

I will spell it

It’s not on this board. It’s something different.

Please help me with the Access Request Form

Can you explain that again?

I don’t understand

Thank you

Please get my communication system
How to use a communication board

Communication boards can help people who cannot talk or have speech that is difficult to understand.

1. **Introduce yourself**
   Ask: *Do you need help? How can I help you?*
   If someone has a communication difficulty and you don’t understand their message – offer a communication board.

2. **Ask the person to show you how they say Yes and No**
   You can say: *Can you show me how you say yes?* Look for a response. Then ask, *Can you show me how you say no?* And clarify with the person that you have understood correctly.

3. **Choose the right board**
   Show the picture board, word board and spelling board.
   Say: *Would you like to use a board? Which one would you like to use?*
   Place the chosen communication board on a stable surface in front of the person so they can easily see it and reach it.

4. **Instructions for using a picture board or word board**
   - **If the person can point to the board**
     1. Ask the person if they would like you to read out the messages to them. Look for a *Yes or No* response.
     2. Ask the person to point to what he or she wants to say.
     3. Check you have understood the message, e.g. *Are you asking about....?*
     4. Look for a *Yes or No* response.
   - **If the person can’t point, but can look at what they want to say**
     1. Ask the person if they would like you to read out the messages to them. Look for a *Yes or No* response.
     2. Say to the person: *Look around the board and find your message.*
     3. Say to the person: *Let me know you’re ready to talk by looking at my eyes.*
     4. When the person looks at your eyes, say to them: *You’ve looked at my eyes to tell me you are ready. Now, look at what you want to say.*
     5. Watch the person’s eyes to see where they look. Touch that message and ask if that is what they want to say. Look for a *Yes or No* response.
   - **If the person can’t point or use eye gaze independently, you may want to scan through the messages and wait for their yes/no response**
     1. Ask the person if they would like you to read out the messages on the board. Look for a *Yes or No* response.
     2. Read the messages in the first column, pointing to each message as you say them.
     3. Ask the person: *Is what you want to say in that column?*
     4. If the person says *Yes*, read each message again, but this time pause between each message and look for a *Yes or No* response.
     5. If the person says *No*, read all messages in the second column, pointing to each message as you say them and ask: *Is what you want to say in that column?*
Spelling Board

Can you write it down?
I'll start again
I made a mistake
Next word

Ask me Yes or No questions
Can you write it down?
I need some help

yes
/no

© Produced by Scope’s Communication & Inclusion Resource Centre 2016 www.scopevic.org.au
Mayer-Johnson LLC a Tobii Dynavox company. All Rights Reserved Worldwide. Used with permission. Boardmaker™ is a trademark of Mayer-Johnson LLC. ClipArt © Inspired Services, UK. www.inspiredservices.org.uk
1. **Introduce yourself**  
Ask: *Do you need help? How can I help you?*  
If someone has a communication difficulty and you don’t understand their message – offer a communication board.

2. **Choose the right board**  
Show the picture board, word board and spelling board.  
Say: *I’m having difficulty understanding you. Would you like to use a board? Which one would you like to use?*

3. **Instructions for using a spelling board**  
- Place the communication board on a stable surface in front of the person so they can easily see it and reach it.
- When using the spelling board  
  - Ask the person to spell out the message.  
  - Check you understand by saying each letter or word.  
  - Give the person time to finish spelling out their full message. Don’t guess or finish the sentence, unless the person indicates that this is okay.  
  - Repeat the full sentence as you have understood it.  
  - Look for a Yes or No response.
- If the person has difficulty using the spelling board, offer the word board or picture board as an alternative.
How to use a communication board

Communication boards can help people who cannot talk or have speech that is difficult to understand.

1. **Introduce yourself**
   Ask: *Do you need help? How can I help you?*
   If someone has a communication difficulty and you don’t understand their message – offer a communication board.

2. **Choose the right board**
   Show the picture board, word board and spelling board.
   Say: *I’m having difficulty understanding you. Would you like to use a board? Which one would you like to use?*

3. **Instructions for using a spelling board**
   - Place the communication board on a stable surface in front of the person so they can easily see it and reach it.
   - When using the spelling board
     - Ask the person to spell out the message.
     - Check you understand by saying each letter or word.
     - Give the person time to finish spelling out their full message. Don’t guess or finish the sentence, unless the person indicates that this is okay.
     - Repeat the full sentence as you have understood it.
     - Look for a Yes or No response.
   - If the person has difficulty using the spelling board, offer the word board or picture board as an alternative.