

NO

Communication Board

YES

Please ask me
Yes or No questions

yes / no

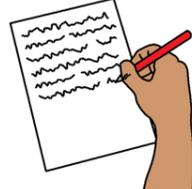
I want information
about my application



I want help



Can you write
it down?



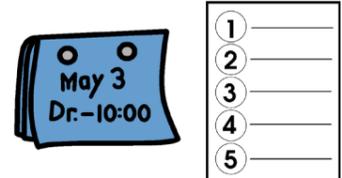
Where is the toilet?



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.



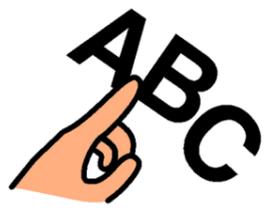
I have an appointment



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 your 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?*

NO

Sentence Board

YES

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
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I need claim
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I don't
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It's not on
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Spelling Board

1	2	3	4	5	6	7	8	9	0
Q	W	E	R	T	Y	U	I	O	P
A	S	D	F	G	H	J	K	L	
Z	X	C	V	B	N	M	?		

Ask me
Yes or No questions

yes / no

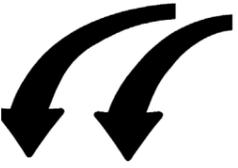
Can you write
it down?



I need some
help



I'll start again



I made a
mistake



Next word



NO

YES

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.

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A	B	C	D	E	F	G	H	I	J
K	L	M	N	O	P	Q	R	S	
T	U	V	W	X	Y	Z	?		

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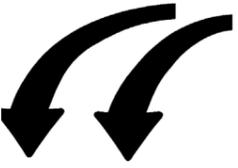
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NO

Becoming a participant

YES

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
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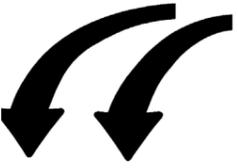
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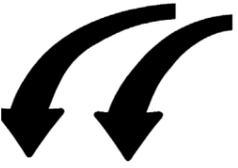
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