

HOTEL ETICO
A U S T R A L I A

SPEAK UP

SPEAK OUT

**COMMUNICATION STRATEGIES
FOR AN INCLUSIVE
WORKPLACE**

www.hoteletico.com.au

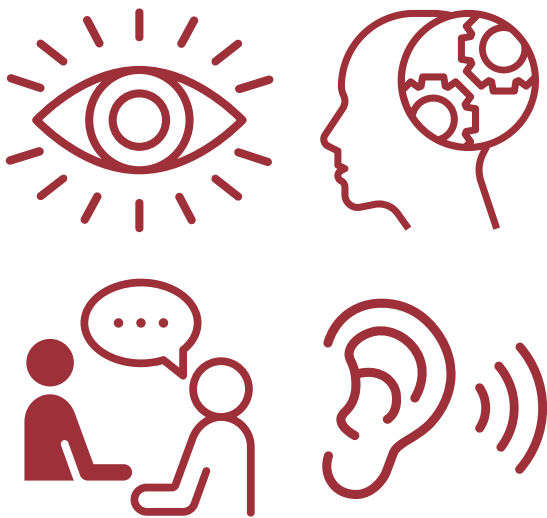


CONNECTING WITH EVERYONE

Communication is the lifeblood of human connection. Yet, for individuals with disabilities, communication barriers can create isolation and hinder participation in all aspects of life. By understanding different needs and implementing simple strategies, we can build bridges, not barriers, and create a world where everyone can connect and thrive.

UNDERSTANDING COMMUNICATION BARRIERS

Communication disabilities encompass a wide range of challenges, from hearing and speech impairments to cognitive and learning disabilities. Each individual has unique needs and preferred communication methods. Recognising this diversity is the first step towards creating accessible environments.



DIFFERENT COMMUNICATION NEEDS

HEARING

Individuals with hearing loss may benefit from clear speech, captioning on videos, and amplified sound systems.

VISION

People with visual impairments may require Braille, screen readers, and audio descriptions of images.

SPEECH

Individuals with speech disabilities may use augmentative and alternative communication devices or sign language.

COGNITIVE

Those with cognitive disabilities may need simplified language, clear instructions, and visual cues.



ACCESSIBLE COMMUNICATION STRATEGIES

VISUALS

Provide alt text for images, use descriptive captions for videos, and offer handouts in different formats.

LANGUAGE

Use clear, concise language, avoid jargon, and explain acronyms.

TECHNOLOGY

Utilise assistive technology like screen readers, captioning tools, and alternative communication devices.

LISTENING

Practice active listening, give people time to respond, and avoid interrupting.

PATIENCE

Be patient, understanding, and respectful of individuals' communication styles and needs.

TIP

Ask the individual what communication methods work best for them!

FURTHER RESOURCES AT YOUR FINGERTIPS

- Disability Employment Services, NDIS and Workforce Australia
- Job Access and the Employment Assistance Fund
- Australian Human Rights Commission, Includability, Australian Network on Disability, Australian Federation of Disability Organisations, Diversity Council Australia and Hotel Etico



Includability



AUSTRALIAN NETWORK
ON DISABILITY



Australian Government



Job Access

Driving disability employment



DIVERSITY
COUNCIL
AUSTRALIA

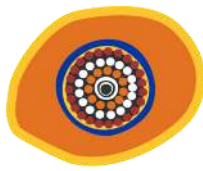


Australian Government

Workforce
Australia



Australian
Human Rights
Commission



HOTEL ETICO
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Australian Government
Department of Social Services

Hotel Etico, is one of 12 organisations that have been awarded by the Department of Social Services to run the Tourism Navigator Pilot.

We are your one-stop guide to help build a more inclusive and accessible workplace across the Blue Mountains, Hawkesbury and Nepean region.



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