



## Tips for inclusive communication with young people with intellectual disability

### Choose a quiet location

Reduce potential distractions and noise to support better engagement.

### Consider your body language

Be open and relaxed, make eye contact, and have an open posture. Show you are listening.

### Speak directly to the person

Talk to the person with intellectual disability. Address them first, before you talk to their parent/carer. People who are non-verbal may understand what you are saying, even if they are not able to communicate via language.

### Use everyday language

Avoid jargon, big words, and complex terms. Explain their meaning if you need to use them.

### Give the person time to respond

Allow time for the person to process information and formulate a response. Be patient. Give them time to ask questions.

### Discuss one topic at a time

Provide clear information. Talk about one point at a time. Make it clear when you are moving on to a new topic and allow a break for the person to process the information.

### Use communication tools

Find out how the person with intellectual disability communicates. Use communication tools. These may include photos, pictures, videos, gestures, demonstrations on yourself/another person, or something specific the person has brought themselves.

### Check the person understands

Regularly check in with the person and ask them to tell you what they think you have said.

### Repeat new information

If it is important, say it in a few different ways to help the person remember. Ask if the person would like you to write down important information.

### Provide Easy Read information

Easy Read uses clear, everyday language matched with images to make sure everyone understands.

### Ask open questions

Give the person a chance to tell you about themselves.

### Let the person know if you don't understand

Don't pretend to understand what they are saying.

