

TIPS FOR EFFECTIVE COMMUNICATION

Useful tips for communicating with Deaf or hard of hearing people:

- Face, and speak directly to, the deaf or hard of hearing person (not their hearing aid).
- Speak and articulate clearly but at a normal level. Shouting is not beneficial.
- Ensure the environment is well – lit and your face is not silhouetted by bright lighting.
- Ensure a clear view of your mouth by keeping hands and other objects away.
- If the deaf or hard of hearing person does not understand a question or comment, rephrase it.
- Talk in short sentences to less room for error.
- Eliminate background noises as much as possible.
- If you need to get the attention of a deaf or hard of hearing person, approach them and tap them on the shoulder. Ensure you have their attention before you start speaking.
- Be aware that not all deaf or hard of hearing people wear hearing aids.
- Be aware hearing aids do not enable a deaf or hard of hearing person to hear everything that is said.



Useful tips for communicating with a deaf person through an interpreter:

- Talk directly to the deaf person. The interpreter is there only to facilitate communication. When the interpreter says “I” or “me” they are speaking for the deaf person, not themselves.
- Talk at a normal speed. If the interpreter needs you to slow down, they will ask.
- Allow time for the interpretation. Auslan does not follow English word order so the interpreter will listen for the meaning begin interpreting when it is suitable to do so. As such, you may be speaking but the interpreter not signing or the Deaf person signing but the interpreter not speaking .
- Sit opposite the deaf person. Generally the interpreter will sit next to you so the Deaf person can see both the interpreter and you at the same time.
- Provide the interpreter with relevant background material ahead of time.
- Allow for 10–15 minute breaks every hour if the interpreter is working on their own.everything that is said.

Deaf Awareness Training

Deaf Connect can provide Deaf Awareness Training to organisations. Deaf Awareness Training gives you and our workplace or organisation information and practical tips to improve your everyday communication and interactions with deaf and hard of hearing people. To book or find out more please contact us.

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