

# Capricorn Citizen Advocacy

## COMMUNICATING IN LANGUAGE THAT IS EASILY UNDERSTOOD POLICY

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|----------------------------|--------------------|--|--------------------------------|
| <b>Policy number:</b>      | <b>2.4.0</b>       | <b>Approved by Management Committee:</b> | 28 <sup>th</sup> February 2024 |
| <b>Version:</b>            | <b>4.0</b>         | <b>Signed off by Executive:</b>          | 28 <sup>th</sup> February 2024 |
| <b>Responsible person:</b> | <b>Coordinator</b> | <b>Scheduled Review Date:</b>            | 28 <sup>th</sup> February 2027 |

### Purpose

This policy sets out Capricorn Citizen Advocacy's position on the right of people with disabilities to communicate in language that is easily understood.

### Policy

- Capricorn Citizen Advocacy recognises the principle that people with disabilities have a right to make decisions that affect their lives.
- To exercise that right, people with disabilities must be given information in such a manner that they can understand it; and they must have the opportunity to express their views by the best means of communication that they can manage.
- Some people with disabilities may have problems of comprehension and communication. For Capricorn Citizen Advocacy's endeavours to be valid or have meaning for people with a disability, every effort by members of the Management Committee, the staff and Advocates should be taken to make themselves understood and to understand the people with whom and for whom they are working.

### How we Write our Policies and Procedures

1. Capricorn Citizen Advocacy will write its policies and any other matter that must be brought to the attention of a person with disability in language that is easily understood. Specialised language and jargon will be avoided.
2. If necessary, documents will be translated or otherwise explained in language that is easily understood, or explained by any other means of communication.

3. Capricorn Citizen Advocacy recognises that, where information is written in the English language, people from non-English speaking backgrounds have a right to receive and to give information. Capricorn Citizen Advocacy will, whenever necessary, use the services of an interpreter.
4. Capricorn Citizen Advocacy recognises that some people cannot communicate by the spoken word alone. Where a person is not able to communicate by the spoken word, an interpreter may be used, or the communication with the person may be by writing if that is sufficient and appropriate, or it may be by gestures or by any other means that will facilitate successful communication e.g. using apps designed to facilitate communication.
5. Capricorn Citizen Advocacy recognises that some people with disability require someone who knows them well and who is able to interpret their gestures or words. Capricorn Citizen Advocacy will ensure that, whenever this is required, a person able to interpret will be sought.
6. Capricorn Citizen Advocacy realises that those who cannot read and write, and that those who cannot use the telephone, may be neglected or socially isolated. Hence, Capricorn Citizen Advocacy recognises the importance of face-to-face communication.
7. If required, Capricorn Citizen Advocacy will record its policies and any other matter that must be brought to the attention of a person with a disability in a language and format that is easily understood. Specialised language and jargon will be avoided.

**Related Documents**

Not Applicable

**References**

Not Applicable

**Ratification**

**This policy was adopted by Capricorn Citizen Advocacy’s Management Committee at its meeting held on 27 / 03 / 2024.**



**SIGNED:** .....  
**President**

**27 / 03 / 2024**  
**(Date)**



**SIGNED:** .....  
**Secretary**

**27 / 03 / 2024**  
**(Date)**