

We would like to ask you questions about when you went to hospital.

This project is about understanding what good communication at hospital looks like and ways that healthcare workers, (like doctors, nurses, domestic support staff, social, and allied health workers) can communicate better with you and your supporters.

These questions will help us understand things that have happened when you went to hospital. We would like to know what worked and things that can be done better.

By completing the survey below, you're providing your consent for your responses to be used as part of the project. Feel free to respond anonymously.

Survey

It will take about 15 minutes to complete these questions. If there are any questions you do not want to answer that is okay you can choose to skip that question.

Q1. Your Full Name (If you wish your response to remain anonymous, please leave this blank)

Tell us about your disability. Remember you can leave any question blank that you don't want to answer.

Q2. I have:

- Intellectual disability,
- Autism,
- Acquired brain injury,
- Down syndrome,
- Other:

Q3. Please tell us in your own words about your disability and how it impacts your communication:

Q4. How well do you speak to other people?

- I can speak well,
- I can speak but it's hard sometimes to talk to people,
- I can't speak at all.

Q5. Please choose all the ways that you like to communicate with people. (Select as many answers as you wish)

- I like to use a communication device or aid,
- I like to see and point to pictures or photos,
- I use gestures or signs to show people what I want and need,
- I like of people can explain by using drawings or pointing to objects,
- I need people to use easy word,
- Other:

Q6. Is there anything else you want to add about how you like to communicate?

Q7. Do you find it hard to talk to people who work at the hospital?

- Yes, Sometimes, No, (If no, skip to Question 10)

Q8. Tell us why it was hard for you to talk to people who worked at the hospital. Please choose all the things you agree with.

- They could not understand me,
 They talked to my support person instead of me,
 They ignored me,
 They used words that were hard for me to understand,
 They were too busy to talk or listen to me,
 They didn't talk to me about my feelings,
 They didn't know how to communicate with me or read my communication plan,
 They didn't have information that I could understand like easy read, pictorials, objects, signs or an interpreter,
 Other:

Q9. Is there anything else you want to add about why it was hard to talk to people at the hospital?

Q10. Will any of these things help people working at the hospital to communicate with you better? Please choose all the things you agree with.

- Treat me with respect, talk to me first and make sure I have a choice in what's going to happen,
 Take time to listen to me and let me use my communication aids,
 Show me photos of what will happen,
 Use objects to show me what will happen,
 Use words that are easy to understand,
 Have easy read information to tell me what I can expect before I go to hospital,
 Include me in conversations with my support people,
 Make a plan with hospital staff that includes details on what help I need and how I like to communicate,
 Offer access to quiet safe spaces when I need it,
 My disability might not be why I am in hospital. Do not ignore my symptoms,
 Understand that I might need medication to help me communicate and enable me to make choices,
 Do not assume that my behaviour is part of my disability. Talk to me about my health and if my behaviour is communicating a need,
 Other:

Q11. Is there anything else you want to add about what hospital staff can do to communicate with you better?

Q12. Tell us about things that were good for you when you went to hospital: