

## **For Workers - How to use Easy English Resources with Clients**

Everyone has a right to be provided with clear, concise and accurate information when accessing services. This includes people living with intellectual disability. Easy English resources like these, assist people with low literacy and intellectual disability to make informed decisions and provide informed consent in relation to accessing support services, and in relation to broader matters.

These Easy English resources were developed by WWILD Sexual Violence Prevention Association Inc. with Queensland Community Foundation and Building Capacity Funding, Department of Justice and Attorney General Qld. They were co-created with a panel of people with intellectual disability, and with input from violence support services and cultural consultants.

We would like to thank all the lived experience experts and other professionals who contributed to the creation of these resources.

### **What are Easy English Resources?**

Easy English resources are designed to deliver important information to people living with low literacy and/or intellectual impairment. They use a style of

writing that conveys information in a more understandable and concise way for people with low literacy.

A person may have low literacy due to a number of different conditions and life experiences including: -

- intellectual or cognitive disability;
- a learning disorder;
- acquired disability, such as stroke, brain injury or degenerative condition.

People from non-English speaking backgrounds may also experience low English literacy.

### **Tips for supporting your client with Easy English resources**

These documents are designed to introduce general information and basic but important concepts to people living with intellectual disability, in terms of service provision and issues relating to experiences with violence and abuse. It is essential that people have direct support from a worker to read resources and process the information conveyed.

**As a worker you can play a vital role to enhance client's understanding by: -**

1. Going through the resource together. Ask your client if they would like to read the document out to you or whether they would like you to read it to them;
2. Checking your client's understanding of information that has been read;
3. Discuss the general information shared in the resource in terms of the client's specific situation. Transforming abstract concepts into specific concrete examples helps people with intellectual disability understand information and how it applies to them;
4. Provide further specific information. Concepts addressed in these documents are relatively basic and clients may need more specific information;
5. Providing the client with emotional support when reading and processing information within the resources. Information which might appear to be quite ordinary may be triggering for clients due to previous adverse experiences. Your client's ability to understand and retain information will be enhanced if they feel safe and supported.