

Ideas for companies to make things better for people with cognitive disabilities



Easy English Report



This is a report with information about the project we did

Who wrote this report?

- Yvette Maker
- Alex Callahan
- Bernadette McSherry
- Jeannie Marie Paterson
- Lisa Brophy
- Anna Arstein-Kerslake

In this report **hard words** are in **bold**

You can find the meaning of hard words at the end of the report

About the project



We are **researchers**

We work at the University of Melbourne



We worked with a group of **companies** who sell telephone and internet, electricity, gas and water services



- Telstra
- AGL
- Energy Australia
- Origin Energy

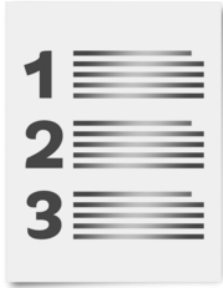


- City West Water
- South East Water and
- Yarra Valley Water





Companies are not very good at helping people with **cognitive disabilities**



We wanted to make a list of ideas



They might help **companies** make things better for people with **cognitive disabilities**



We also got extra help from

- **lawyers**
- people with disabilities

Our list of ideas



We made a list of ideas

Our top five ideas were



1. **Companies** should ask all **customers** if they want someone to help them



2. **Companies** should help **customers** make their own decisions, if that's what they want



3. When a person from a **company** is talking to a **customer**, it is important to speak clearly and don't rush

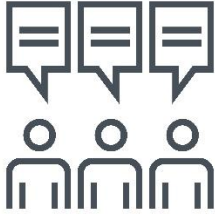


4. **Companies** should ask all **customers** if they use the internet



5. **Companies** should teach all their workers how to help **customers** with **cognitive disabilities**

Focus Groups



We wanted to find out what some people with **cognitive disabilities** thought about our ideas

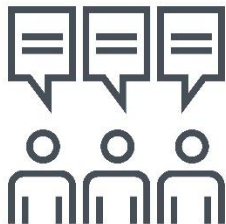
We wanted to know



- if they thought our ideas were good or bad



- if they had any other ideas



We had 2 **focus groups**



Lots of people in the **focus groups** said they had problems with phone, internet, gas, electricity and water **companies**



They said they get phone calls that they don't want



People on the phone are confusing or pushy



Some people said it is also hard to get help when you call **companies** on the phone



People in the **focus groups** said **companies** should remember that some people don't have a mobile phone or internet



Some people don't like using the internet to pay their bills

People in the **focus groups** agreed with our ideas for making bills easier to read by using



- different colours



- pictures



They liked our idea to ask everyone if they want to list a **support person** on their account



The **support person** can ring up to ask questions or pay bills for you



Some people did not like telling a **company** they have a disability



We told everyone our idea that **companies** should ask every **customer** if they want some help or support



The people in the **focus groups** said this would be better than asking about someone's disability

Some people liked it better if they could deal with **companies** in person, by



- going into a shop



- going to a 'Bring Your Bills' day

After the focus groups



We changed our list of ideas based on what people said in the **focus groups**



We also talked to the group of **lawyers** and people with disabilities about our list of ideas



You can see our final top five tips at the end of the report



We then gave our list of ideas to the **companies**



We will now keep working with them to help them make changes

Hard words

people with **cognitive disabilities** mean people who sometimes find it hard to



- learn
- concentrate
- remember



- communicate
- make decisions



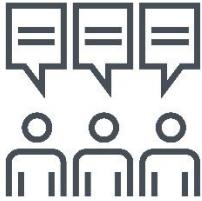
company

A group of people who sell a product or service



customer

A person who buys something from a company



focus group

A group of people who give their ideas on a problem



lawyer

A person who helps people who have problems with the law



researchers look for answers to problems

support person is someone you trust to help you



Special thanks to Intellectual Disability Rights Service ('IDRS')

Made with photosymbols