**Thriving Communities Partnership logo** 

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

 [](https://www.photosymbols.com/collections/research/products/research-report-write-up) [](https://www.photosymbols.com/collections/choices/products/yes)

**Easy English Report**

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| 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** | |
| University of Melbourne logo | We are **researchers**  We work at the University of Melbourne |
| [Mobile Phone](https://www.photosymbols.com/collections/technology/products/mobile-phone) | We worked with a group of **companies** who sell telephone and internet, electricity, gas and water services |
| [Computer Laptop](https://www.photosymbols.com/collections/technology/products/computer-laptop)  power point  tap filling a glass with water | * Telstra * AGL * Energy Australia * Origin Energy * City West Water * South East Water and * Yarra Valley Water |
| [Person with both hands out asking question](https://www.photosymbols.com/collections/people-adults/products/charles-7) | **Companies** are not very good at helping people with **cognitive disabilities** |
| [List with three things on it](https://www.photosymbols.com/collections/meetings/products/list)  [Person with a laptop that says Our Research Project](https://www.photosymbols.com/collections/research/products/research-report-write-up) | We wanted to make a list of ideas  They might help **companies** make things better for people with **cognitive disabilities** |
| [Two women sitting at a desk talking](https://www.photosymbols.com/collections/people-adults/products/idea4) | We also got extra help from   * **lawyers** * people with disabilities |
| **Our list of ideas** | |
| [List with three things on it](https://www.photosymbols.com/collections/meetings/products/list) | We made a list of ideas |
| Two women - one is the support person | Our top five ideas were   1. **Companies** should ask all **customers** if they want someone to help them |
| [A person thinking](https://www.photosymbols.com/collections/choices/products/think-twice1) | 1. **Companies** should help **customers** make their own decisions, if that’s what they want |
| [Two people talking](https://www.photosymbols.com/collections/research/products/market-research) | 1. When a person from a **company** is talking to a **customer**, it is important to speak clearly and don’t rush |
| [Person looking at a computer](https://www.photosymbols.com/collections/people-adults/products/indiana-computer) | 1. **Companies** should ask all **customers** if they use the internet |
| [Classroom with white board and chairs](https://www.photosymbols.com/collections/education/products/classroom-white-board) | 1. **Companies** should teach all their workers how to help **customers** with **cognitive disabilities** |
| **Focus Groups** | |
| Three people saying ideas  [A person thinking right or wrong](https://www.photosymbols.com/collections/research/products/thinking-right-wrong-tony)  [Person with an idea light bulb above her head](https://www.photosymbols.com/collections/people-adults/products/idea4) | 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 |
| Three people saying ideas | We had 2 **focus groups** |
|  |  |
| [Person with arms crossed and frowning](https://www.photosymbols.com/collections/people-adults/products/gavin-4) | Lots of people in the **focus groups** said they had problems with phone, internet, gas, electricity and water **companies** |
| [A person on the phone who looks upset](https://www.photosymbols.com/collections/technology/products/phone-1-upset)  [Person on the phone who looks upset](https://www.photosymbols.com/collections/work/products/james-6)  [Person on phone holding a folder](https://www.photosymbols.com/collections/work/products/james-5) | 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 |
| A phone with a stop sign over it  [Person at computer who is confused](https://www.photosymbols.com/collections/people-adults/products/william-13) | 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 |
| [Red orange yellow green blue and purple colour swatches](https://www.photosymbols.com/collections/graphics/products/colours)  A Mobile Bill that says Please Pay Now. There is a phone next to it. | People in the **focus groups** agreed with our ideas for making bills easier to read by using   * different colours * pictures |
| Two women - one is the support person  [Two people looking at an iPad](https://www.photosymbols.com/collections/technology/products/ipad-help-1) | 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 |
| [A person feeling stress](https://www.photosymbols.com/collections/feelings/products/stress)  Person talking to manager  [Person with thumbs up and a tick in a green circle](https://www.photosymbols.com/collections/choices/products/yes) | 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 |
| [Shops](https://www.photosymbols.com/collections/places/products/shops-2)  [A person reading while another person stands next to them](https://www.photosymbols.com/collections/information/products/share-information-2) | 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** | |
| Report | We changed our list of ideas based on what people said in the **focus groups** |
| [Two women sitting at a desk talking](https://www.photosymbols.com/collections/people-adults/products/idea4) | We also talked to the group of **lawyers** and people with disabilities about our list of ideas |
| [List with three things on it](https://www.photosymbols.com/collections/meetings/products/list) | You can see our final top five tips at the end of the report |
| [Two people looking at the same piece of paper](https://www.photosymbols.com/collections/ideas/products/explain-2) | We then gave our list of ideas to the **companies** |
| [Two people pointing at a poster with graphs on it](https://www.photosymbols.com/collections/research/products/research-presentation-1) | We will now keep working with them to help them make changes |

**Hard words**

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| --- | --- |
| [Confused person reading a book with a question mark behind him](https://www.photosymbols.com/collections/people-adults/products/confused-5)  [Person holding hands out with an empty thought bubble above his head](https://www.photosymbols.com/collections/choices/products/decision) | people with **cognitive disabilities** mean people who sometimes find it hard to   * learn * concentrate * remember * communicate * make decisions |
| Person talking to manager | **company**  A group of people who sell a product or service |
| [A person looking in their wallet](https://www.photosymbols.com/collections/people-adults/products/check-wallet) | **customer**  A person who buys something from a company |
| Three people saying ideas | **focus group**  A group of people who give their ideas on a problem |
| [A man sitting at a desk writing on a piece of paper.](https://www.photosymbols.com/collections/people-adults/products/william-7) | **lawyer**  A person who helps people who have problems with the law |
| [Person with a laptop that says Our Research Project](https://www.photosymbols.com/collections/research/products/research-report-write-up) | **researchers** look for answers to problems |
| Two women - one is the support person | **support person** is someone you trust to help you |

Special thanks to Intellectual Disability Rights Service (‘IDRS’)

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