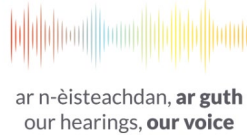


# What Young People from Our Hearing Our Voice Said About Communi-crate



## Overall Reflections

- Young people said Communi-crate is a **good idea**.
- It can **support communication before, during and after the hearing**.
- Tools must be used **consistently and sensitively** by SCRA staff and other professionals in the hearing.

### **Jamie:**

“It’s a good distraction from all the horrible things they’re talking about in your hearing. I think it’s a good way for children to communicate without actually talking about difficult things. It’s hard to get your point across when you’re seen as a child who doesn’t know what they’re talking about.”

### **Andrew:**

“It’s a great resource for children who haven’t fully developed their communication style. Having a wide variety of options helps young children get their point across to the people they need to. With many young children going through hearings, having ample options allows their voices to be heard — which is critical.”

## Emotional Experience & Overwhelm

“No, the amount of tools available in the hearing centre will not overwhelm, you’re already overwhelmed because you’re at a hearing.”

This feedback underlines how tools that *reduce stress, offer distraction, or help children express themselves without speaking* may be particularly valuable.



## Feedback in relation to specific tools



### Conversation Cubes

- Help break the ice in the waiting room — “the most awkward thing ever.”
- Could support conversations with parents or carers children don’t often see.
- Could be used as an ice breaker with the panel members



### Worry Monster

- Child-friendly way to talk about difficult subjects.
- Comforting to hold before or during a hearing.
- Staff must explain clearly how it will be used, so children don’t fear their “worries” being read out unexpectedly.



### Whiteboard

- Open-ended tool for writing, drawing, note-taking and asking questions.
- Helps children articulate wishes independently (e.g., “I’d like to speak”, “Can I take 5 minutes?”).



## What we have changed

Lots of the young people liked the **bear cards** but one young person said there were too many cards, and said some of them could be removed.

*Agree, too many cards can be overwhelming and we can look at the cards and consider which are the most important ones to keep and which might be less relevant and can be removed.*

Quite a few of the young people stated that they didn’t like the idea of the ‘**change wand**’ as it reminded them of ‘making a wish’, which doesn’t reflect the reality of a child’s life: “you can wish for what you want – it’s not going to come true though. Kids are set up for disappointment. They’ll lose hope” – Ab.M

*This has been removed from the tool kit.*

It was suggested that a photo of the resources should be stuck to each box so that staff could make sure none of the resources were missing.

*Great idea – this will be put in place*