



# COMMUNICATION CHALLENGES

## OF Deaf and hard of hearing

A short study on technology use and communication barriers for Deaf and hard of hearing communities

[View in Auslan](#)

### STUDY METHODS



### STUDY GOALS

- UNDERSTAND** the communication **needs** for our communities
- EXPLORE** how they use **technology** to communicate
- IDENTIFY** opportunities to help overcome **barriers**

## YOU TOLD US...

# GREATEST CHALLENGES

The **3** main communication barriers in everyday life

- #1** Attending social events
- #2** Going to movies or theatre
- #3** Interacting with banks or government departments

# WHAT ELSE?

## THE NEED: CENTRALISED INFORMATION ON COMMUNICATION TECHNOLOGIES

Nearly **50%** of respondents **LACKED** information or access to **COMMUNICATION TECHNOLOGY**

**COMMON FRUSTRATION**  
Training & financial access to existing services

**GOOGLE & WORD OF MOUTH** are the **main sources** of information

## THE NEED: GREATER AWARENESS OF OUR COMMUNITIES

**AUSTRALIA'S** Deaf & hard of hearing population set to reach nearly **8 MILLION** or **1 IN 4\*** Australians by 2050

"I would like to see more awareness in the public; to improve communication between a hearing individual and a deaf/hearing impaired individual."

**ABOUT 66%** of respondents **OVER THE AGE OF 65** USE communication technology

## THE NEED: GREATER ACCESS TO TECHNOLOGIES WHICH CAN HELP

# TECHNOLOGY

has a part to play in **ensuring equity** IN **SOCIAL PARTICIPATION**

## A SOCIAL DIVIDE

**46%** OF RESPONDENTS **felt SUPPORTED WITH TECHNOLOGY AT WORK**

**31%** DID NOT PARTICIPATE IN **WORK-RELATED social functions** BECAUSE OF **COMMUNICATION CHALLENGES**

## THE NEED: FAST & MAINSTREAM SOLUTIONS TO ADDRESS EVERYDAY BARRIERS

**SMART DEVICES ARE USED DAILY WITH HIGH SATISFACTION RATINGS**

# THANKS!

- VicDeaf
  - Better Hearing Australia
  - CICADA Qld
  - Hear For You
  - Deafness Forum of Australia
  - Deaf Australia
  - Conexu Consumer Advisory Group
  - Deaf Children Australia
  - Deaf Victoria
  - Victorian College for the Deaf
  - Victorian Deaf Education
  - Better Hearing Australia (Vic)
- And many more!

Conexu uses research as the foundation for work that we do and we'll be busy bridging these gaps in 2015. Subscribe to be involved in future research!

Conexu is a not for profit organisation ensuring advances in communication technology to improve the connectedness of Deaf, Hard of Hearing and speech impaired Australians. Conexu focuses on providing inspiration, information and education about existing or emerging technologies, research for unmet needs, and supporting peak bodies advocating for equal communication access for everyone.

Please note, due to low response rate for communication impaired, this survey was unfortunately statically invalid for this community group.

\*Access economics research, and following ABS's most conservative population projection

