

# Relational and Attitudinal Barriers

Text-only diagram resource for accessibility

**Purpose:** This resource explains how people's behaviour can create barriers to participation, and how respectful communication can reduce those barriers.

**Core idea:** Respect, patience and inclusion remove barriers and build stronger communities. Everyone benefits when people are treated with dignity.

## Plain-text diagram pathway

Relational or attitudinal barrier -> Better way to support -> Participation becomes easier

## Examples of barriers and better supports

Barrier	What this can look like	Better support	Why it helps
Speaking over someone	Not giving the person time or space to speak.	Listen and wait.	People have time to speak, respond and be heard.
Ignoring AAC users	Not acknowledging the person, not waiting for AAC, or only speaking to a support person.	Include and respond.	Look at the person, give time, and respond to their AAC communication.
Rushing people	Pressuring people to be faster or make quick decisions.	Allow time and flexibility.	People can understand, process and respond without pressure.
Assuming someone cannot understand	Making decisions for someone or speaking about them without checking.	Check and include.	Ask, listen and do not make assumptions about capacity.
Using patronising language	Talking down, using baby talk, or using overly simplified words in an infantilising way.	Use respectful language.	Speak in a natural, adult, inclusive and respectful way.
Treating access requests as a burden	Acting like access is extra, inconvenient, or unreasonable.	Value access.	See access as a right and a normal part of participation.

## Quick check

- Are people given enough time to communicate?
- Are AAC users included directly, not spoken around?
- Is the tone respectful, adult and non-patronising?
- Are access requests treated as normal and reasonable?

- Are people asked what support would help?

## **Accessible description**

A text-only diagram titled Relational and Attitudinal Barriers. It explains that people's behaviour can create barriers. Examples include speaking over someone, ignoring AAC users, rushing people, assuming someone cannot understand, using patronising language, and treating access requests as a burden. Each barrier is paired with a better support, such as listening and waiting, including and responding, allowing time and flexibility, checking and including, using respectful language, and valuing access.

## **Suggested web alt text**

A diagram titled Relational and Attitudinal Barriers. The left column shows barriers such as speaking over someone, ignoring AAC users, rushing people, assuming someone cannot understand, using patronising language, and treating access requests as a burden. Arrows point to better supports on the right, including listening and waiting, including and responding, allowing time and flexibility, checking and including, using respectful language, and valuing access.