

MELLAN TVÅ VÄRLDAR

Authorities and socially
important organisations



Linnéa

Linnéa has just stepped into the large brick building where the Public Health Agency of Sweden has its offices. She is about to take part in the “Consultation with the Disability Advocacy Groups”. The agency wants to know what young people and adults with various disabilities need to make their lives in society easier. Linnéa is looking forward to the meeting. She feels she can be involved and have an impact. She didn’t hesitate to say yes to being part of the consultation. She is here as a representative of Nuft, Youth with Disabilities Sweden. Maybe not everyone thinks that organisations and authorities and consultations sound particularly fun, but not Linnéa. In the consultation, she will tell us what both those who are hard of hearing and other young people with disabilities want. She thinks it is important that the Public Health Agency of Sweden takes responsibility for creating equal conditions for everyone. Society must also ensure that young people with disabilities know what they can demand. Otherwise, they will never have the chance to become completely independent. Linnéa is curious about what today's meeting will bring.

Authorities and socially important organisations



The Swedish Agency for Participation is a government agency that works to ensure that all people, regardless of their functional ability, have the same opportunities to participate in society.



Before contacting an authority or socially important organisation, such as a bank, insurance fund, employment agency, trade union, post office, mobile operator, insurance company or electricity company, find out what options are available to facilitate communication. You can find this information on the respective organisations' websites, for example.



When contacting authorities and socially important organisations, it is possible to get help through, for example, video telephony, telephony, voice service, text telephony, the interpretation centre, the interpretation portal and interpretation service via the healthcare advice line 1177.



The Public Health Agency of Sweden has up to date and socially important information in sign language.



Tips for good communication

Information channels

- Important information should always be provided in writing.
- If the sound environment is poor, write down questions and answers.
- Try using your phone's speech-to-text features or chat tools to support the conversation.



Environment

- Make sure the location has good lighting and acoustics.
- Minimise background noise by, for example, closing windows and doors.
- Reduce visual impact, for instance by storing materials in covered cabinets and displaying all relevant information on a designated part of the walls.
- Round tables are preferable, where everyone can see everyone else.

Clarity

- When talking, stand close to and turn your face towards the hard of hearing person.
- Please ask what you can do to facilitate the conversation. Different people may have differing wishes and requirements.
- Don't cover your mouth and remember to speak clearly so that your lips can be read.
- If necessary, repeat what was said or use different words if the other person does not understand.
- In a meeting with several people, speak one at a time and preferably at a calm conversational pace.

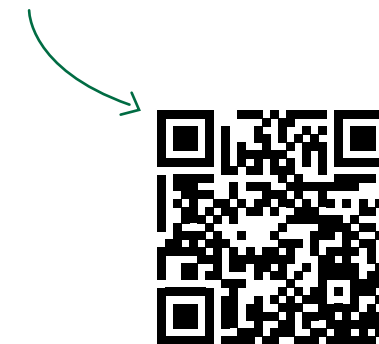


Between Two Worlds tells the story of what it's like to be young and hard of hearing and to feel caught between the hearing world and the sign language community. How it affects people's lives.

The aim is to empower young hard of hearing people and to increase understanding among family members and professionals.

Focus groups comprising young people with hearing loss and other experts have helped gather valuable experience and insights. This has resulted in a book, brochures, lectures, recorded talks and informational videos based on various themes on the subject.

Use the QR code to access all materials:



Between two worlds

**With support from the Swedish Inheritance Fund,
from 3 October 2022 to 30 September 2025**

National DHB Association

The Swedish National Association DHB is a family organisation for families with children and young people who are deaf, hard of hearing, or have a language disorder. We create community, spread knowledge and fight for everyone's right to participation.

To get in touch, email kansliet@dhb.se



**ALLMÄNNA
ARVSFONDEN**

